

Healthcare Safety and Quality Capabilities

Example Interview Questions

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The following questions are designed to support any NSW Health hiring manager to use the Healthcare Safety and Quality Capabilities during recruitment. For example, in behavioural based interview questions or as key selection criteria.

The list of questions is not exhaustive but serve as a resource to select or design appropriate recruitment and selection questions about safety and quality in NSW Health roles. The intention is not to ask all questions but rather to select key questions from below that would be relevant for the role. Hiring managers are welcome to alter wording of the questions below to best suit the role and the recruitment process.

When selecting questions, consider whether they are appropriately worded for the role you wish to recruit. These example questions are not necessarily for only one level within a capability. Some questions may be asked of any of the levels, and others may be more relevant for specific capability levels. Remember to use the behavioural indicators within the [Healthcare Safety and Quality Capabilities](#) for guidance on whether you think the candidate answered the question at the level commensurate to the role.

General questions

- In your opinion, why are patient safety management and quality improvement practices important for this role?
Prompt: Patient safety management practices are things like risk management, clinical reviews, reporting incidents, and... Quality improvement are things like improvement or redesign projects, engaging with consumers to improve their service, or capability development to improve clinical expertise or teamwork.
- Based on current or previous roles you have held; describe how you have been involved in or led teams to deliver reliable healthcare safety and quality outcomes.

Capability: Contribute to High Reliability

Understand and apply knowledge regarding how the organisational, team and individual conditions influence reliable service delivery to achieve safe, high-quality care

- What workplace conditions influence reliable service delivery that is safe and provides high quality care?
- How do you ensure effective teamwork in creating reliable healthcare safety and quality outcomes? / How do you learn from experience and events to improve reliability?
- Can you describe a time when an action or initiative had unintended consequences? How did you manage this? What did you learn?
- What techniques, methodologies, tools or resources have you used to enable reliable service delivery that achieves safe, high-quality care?
- Describe a time where you had to communicate a safety concern to a patient, family member or carer. What steps did you take? What was the outcome?

- Describe a time when you have used safety and quality data to ensure reliable service delivery in the unit or service. What was the situation? What did you do? What was the outcome?
- Describe a time when you have applied human factors principles, tools and methodologies to achieve positive outcomes in healthcare design and service delivery. What steps did you take? What was the outcome?
- Tell us about a time when you needed to support senior leaders to balance safety and efficiency to achieve reliable, quality care. What was the challenge? What did you do? What was the outcome?
- Describe a time when you enabled others to use data to support an organisation to deliver reliable, safe care. What did you do? What was the outcome?

Capability: Manage Clinical Incidents and Risks

Identify, communicate and manage clinical incidents and risk

- Based on your experience, what are some regular activities you have been involved in that help to effectively manage clinical incidents and risk?
- Give me an example of a situation where you had to identify and manage a clinical incident or risk. What was the situation? What was the process you went through to address this? What was the most significant challenge/barrier? What was the outcome?
- Tell me about a time when you led an incident review. What steps did you take? What was the impact? What were the most challenging interpersonal aspects of engaging individuals and teams in the incident review?
- Describe a time when you helped others to understand and adhere to legislative and regulatory requirements for managing clinical incidents and risks. What steps did you take? What was the impact?
- Describe your approach to clinical incident management. How have you put this into action in a team or service? What lessons have you learnt about the clinical incident management process? Please describe a time when you have modelled high standards of ethical behaviour and reinforced these within your team. What were the standards, and how did you ensure that the team met your expectations?
- Describe a time when you (or helped others) to integrate clinical risk management into operational planning. What steps did you take? What was the outcome?

Capability: Manage Individual Factors that Influence Performance at Work

Be aware of thoughts, emotions and physical feelings that influence effective performance at work and adapt when necessary to deliver safe, reliable care

- What impact do your thoughts, emotions and physical feelings have on your performance at work?
- In what ways can staff safety and wellbeing impact on patient safety? Describe an example of this.
- Working in healthcare can be physically and emotionally demanding at times. How do you look after yourself so you remain well and able to deliver great patient care? *Prompt: Explore both strategies for looking after self and the connection with reliable care delivery.*

OR Tell me about a time when your emotional or physical state negatively impacted on your work. How did you handle the situation? What was the impact?

- Give me an example of a time when you were concerned about the performance of a colleague at work. What was the situation and how did you handle it?

OR Describe a time when you supported a colleague to understand how their emotional and physical state influenced their ability to deliver safe, reliable care. What steps did you take? What was the outcome?

- Describe a time when you supported a team or organisation to understand how one's emotional and physical state influences their ability to deliver safe, reliable care. What strategies at an individual, team and organisational level did you recommend? What was the outcome?

Capability: Uphold a Safety Culture

Support staff, patients, families, and carers to feel safe, engage in learning and to acknowledge when an incident has occurred

- If you were successful for this role, what would you do to contribute to a safety culture where you work?
- Tell me about a time where you had to speak up about a safety issue for a patient or staff member. What was the situation and what did you do? How do you enable others to speak up about safety?
- Tell me about a time when you were involved in an incident. What was the situation and what contributed to your learning for the future?
- OR Tell me about a time when you experienced a clinical incident at work. What steps did you take in relation to everyone involved, including patients, families, carers and staff? What was the impact? What were the lessons?

- Give me an example of when you did not meet a patient, carer or family member's expectations. What happened, and how did you attempt to rectify or improve the situation?
- Describe a time when you worked with a team or organisation to drive a safety culture. What steps did you take? What was the outcome?

Capability: Utilise Improvement Methodologies

Able to understand and utilise appropriate improvement, research and applied science methodologies to achieve change for healthcare improvement,

- Why is quality improvement important in healthcare? If you were successful for this role, in what ways would you contribute to quality improvement in healthcare?
- Tell me about a time when you identified (or were involved in) an opportunity to improve service delivery. What steps did you take? What was the outcome?
- Describe a situation where you have used quality improvement methodologies to improve service delivery. What was the situation? How did you go about doing this? What was the outcome?
- Describe a time when you helped a team or organisation strengthen their approach to quality improvement. What did you do? What challenges did you face? What was the impact?

Capability: Utilise Systems Thinking

Able to see the individual parts of the healthcare organisation, how they operate and interact, and their patterns of behaviour over time, and to use that information to contribute to change for safety and quality

- How do you think this role impacts the patient journey and a patient's overall health outcomes?
- Tell me about a time when you have used safety and quality data to improve service delivery or the provision of safe and efficient care.
- Describe a time when you used a network of people to achieve positive outcomes for a patient (or your team, organisation, or district). What steps did you take? What was the impact?
- When you working in a complex healthcare system, it can be tricky understanding how any action you take to improve service delivery might impact staff in other units / services, patients, carers for families. How do you go about ensuring any improvements positively impact service delivery?
- Tell me about a time when you were aware of an innovative idea that was in tension with a patient safety, or work health and safety practice. What was the tension? What approach did you take? What was the outcome?

- Describe a time when you supported a team / an organisation to understand the parts of the healthcare system and how it operates holistically. What steps did you take? What was the impact?
- What is your understanding of complex adaptive systems? Describe an example of how this has applied to teams or services you have worked in.
- Describe a time when you supported a team (or organisation) to adopt practices that enabled them to use data and/or analysis tools to ensure a safe and efficient patient journey. What steps did you take? What was the outcome?