



























Healthcare, as a business, is increasingly complex

Direct care

Regulatory oversight

Reimbursement

Dismantled care models

Consumer expectations



The CARE team vs. Total CARING team

Identify key traits/competences

Cultural fit

Strategies for interviewing, onboarding and engagement



Technical aspects of job

Key Traits and Competencies

Degree/Certification

Required years of experience







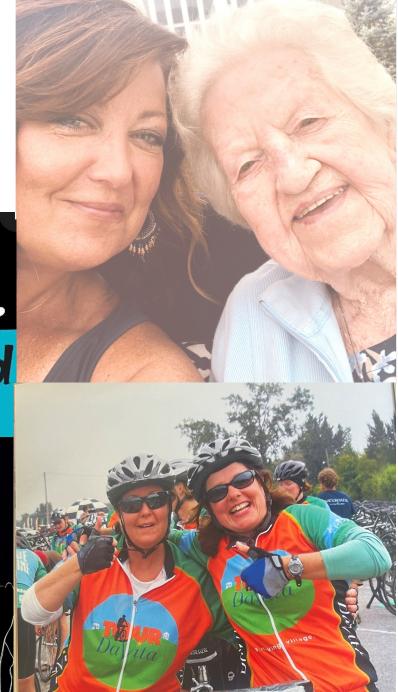
I PLEDGE...

not to raise my hand in violence.

LAUNCH IPLEDGE WITH US!

TUESDAY, OCTOBER 1, 2024 AT NOON PHILA. CITY HALL COURTYARD

#iPledgeBecause



Mission and Value(s)

Identifying Cultural Fit

Personal Story

Understanding Their Why



Identifying Cultural Fit



Adam Grant Re: Thinking

"The wrong way to think about culture fit"



Interviewing Strategies

Be clear about what you need / are looking for

Consider multiple interviewers

Decide what you need to "add" / hire for weaknesses

Competency based questions

Use Interview Grid for feedback

Consider outside help



Candidate Name:				
	Interviewer 1	Interviewer 2	Hiring Manager	Total
Skill 1	X	X		
Skill 2		X	X	
Skill 3	X		X	
Fit	X	X		
Fit	X		X	
Total				

Reasons to hire

Probe further



Candidate Name: Susan Baker					
	John	Anthony	Mary	Average	
Ability to lead team across multiple locations	4	3		3.5	
Proven success in increasing patient outcomes		5	3	4	
Lead team through organizational changes, in high growth	5		5	5	
Connection to our mission and purpose	4	4		4	
Community engagement / community relations	5		5	5	
Total	4.5	4	4.3	4.3	

Reasons to hire: Ten years successful experience leading multi-site teams; Has lead RNs, ABAs and Therapists; At XYZ company was instrumental in leading change through expanding footprint; Improved clinical outcomes by 34% over 2 years while decreasing costs by 15%.

Probe further: Will this role be challenging enough for her? How will we keep her engaged long term?



Onboarding Strategies

Client / Patient experience most important

Partner non-clinical with clinical

Establish milestones

First 90 days most critical



Retention Strategies

Wellness / Burnout

Creative Time Off Policies

More Mental Health Support

Safe and inclusive environments



Forbes

Harvard Business Review

For better talent retention and organizational performance, especially in challenging times, managers should recognize that compassion is not merely a "nice to have." Rather, it's an evidence-based skill that is integral to leading effectively and holding teams together. Compassion not only belongs in the art of leadership; robust research shows that compassion also belongs in the *science* of leadership.

Addressing leaders and managers, Hariton shared that "empathy is a critical workplace skill that has the potential to reduce burnout and improve employee engagement and retention. The data shows that employees with highly empathic senior leaders report higher levels of creativity (61%) and engagement (76%) than those with less empathic senior leaders (13% and 32%, respectively)."



Compassion in business can improve outcomes by fostering a positive work environment, boosting employee engagement, enhancing collaboration, building stronger relationships with customers, and leading to better problem-solving and overall productivity, ultimately contributing to increased success for the organization; compassionate leaders create a culture where employees feel valued and supported, which motivates them to perform at their best.





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	Interviewer 1	Interviewer 2	Hiring Manager	Total		
Skill 1	X	X				
Skill 2		X	X			
Skill 3	X		X			
Fit	X	X				
Fit	X		X			
Total						

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