College of Registered Nurses of Manitoba

Competency-Based Interview Guide

Contents:

Introduction

The competency-based interview is designed to assess your knowledge, skill and judgment and help you identify areas of strengths and areas for practice improvement.

During the interview, a qualified practice auditor will ask you to describe situations that have occurred in your practice. If you are a clinical RN or RN(NP) (i.e. you provide direct care to clinical clients), the practice auditor will ask you to describe your actions and critical thinking specific to a recent case or assignment. The practice auditor will also engage you in a client record review to discuss your documentation practice. If you are a non-clinical RN or RN(NP), you will be interviewed over the telephone.

There are several ways in which an RN or RN(NP) is selected to participate in the competency-based interview:

- in response to multi-source feedback results;
- directed by the College as a result of a complaint and/or mandatory report;
- as agreed upon in an undertaking by the registrant and the College; or
- as directed by the Continuing Competency Committee.

STOP: *If you were selected to complete a competency-based interview and are not currently working, you must submit the deferral form found on our website. When you return to work, you must notify the College immediately.*

What You Need to Know

In order to arrange your competency-based interview, you need to:

1. Complete the online pre-questionnaire by clicking on the link in your notification email;
2. Once we receive the pre-questionnaire, you will be assigned a practice auditor. Once assigned, you will receive an email from your practice auditor to confirm the date, time and location of your interview;
3. Once you have confirmed the date and time, book a quiet, private location for the interview;
4. Obtain or make copies of 10 client records (clinical RNs and RN(NP)s only). Only select charts where you have provided and documented direct involvement in the care of the individual. You must follow the policies that your employer has set out to access client records;
5. Have your current or last year's continuing competency plan available for the assessment;
6. Use the "Checklist" on page 11 to ensure you have completed all the necessary steps to have your interview; and
7. Participate in the competency-based interview on the date and time you have confirmed with your practice auditor.
8. After your competency-based interview report is finalized, you will receive a copy of the report and have the opportunity to provide a written response.

Confidentiality

The College **will not** notify your employer of your participation in and/or inform your employer of the outcome of your interview. If your employer must be notified to obtain client records, it is your responsibility to advise your employer of the process. You may wish to provide your employer with Appendix B: Access to Client Information and Records found on page 12.

The Online Pre-Questionnaire

A pre-questionnaire will assist the College in tailoring your interview.

The purpose of this pre-questionnaire is to:

- assist College staff in identifying which set of questions would best be suited to assess your practice;
- assist the College to find an appropriate practice auditor;
- assist the practice auditor in understanding your practice; and
- help the College put into context your interview responses.

Determining a Conflict of Interest with a Practice Auditor

You are required to indicate in the pre-questionnaire if you have a conflict of interest with a potential competency-based interview practice auditor. If you have a personal or professional relationship with the assigned practice auditor it may affect the objectivity of the interview. Contact the College if you require guidance in determining if a conflict of interest exits.

Location and Time

Every effort will be made to find an available practice auditor based on your availability. However, it is ultimately your responsibility to work with the practice auditor to determine the most suitable date, time and location for the interview. The interview must take place within the timeframe indicated in your notification email. If this time frame is not possible, contact Marie Allan, Quality Assurance Process Manager at 204-789-0668.

Arranging a Place for Your Interview

Clinical RN and RN(NP) Interview

You are responsible for booking the location of your competency-based interview. Typically the interview is conducted at your place of employment. If you are in private practice, the assessment is usually performed in a public facility (e.g. private room located at a community centre, College meeting room or a private room in a library).

Choose a location that is quiet and private. A private residence or public areas, such as a coffee shop, cafeteria or lunchroom, are inappropriate. The location should have a large table to review the client records, two chairs and access to an electrical outlet for the practice auditor's computer. The location must be available for the entire **four and a half hour** long interview. For the client record review process, please ensure that access to electronic charting is available if this is required. The interview may be held at the College pending room availability.

Non-Clinical RN Telephone Interview

The College will provide you with a teleconference number and access code after you have scheduled your date and time. Make arrangements to hold the interview in a private and quiet location (e.g. private room with door) and ensure you will not be disturbed for a minimum of **two and half hours**.

What to Bring to Your Competency-Based Interview

Bring your current or last year's continuing competency program self-development plan to the interview. If you are in clinical practice, you need to bring 10 client records from clients to whom you provided care within the past six months.

Be sure to include the following records for each client:

- all progress notes to which you entered documentation
- assessment flow sheets (e.g. ADL checklists, Vital Sign records, Assessment Templates)
- client history notes
- referral forms and discharge notes
- medication administration records
- financial records and/or receipts for client billings (if you are in private practice)
- signature sheet

If the records are electronic, print them before your interview or ensure you have access during the interview to review these records with the practice auditor.

In accordance with *The Regulated Health Professions Act*, Section 135 (2) a-e and Section 135(3), the College and competency-based interview practice auditors have the authority to request access to and review client records for the purpose of conducting an audit and gathering information about client care.

You do not require client consent to allow the practice auditor to review these records. In accordance with *The Personal Health Information Act*, disclosure without individual's consent, a trustee may disclose personal health information without the consent of the individual if the disclosure is required for the purpose of peer review by health professionals.

You must follow the policies that your practice setting has set out to access client records. Although the College does not require you to inform your employer of your participation in the competency-based interview, in some practice settings this may be necessary to retrieve client records.

Your employer may want to know:

1. How will you protect client record information?
2. How will you dispose of confidential client record information?
3. Who will be reviewing the client record (i.e. practice auditor, College staff)?

We encourage you to visit our website for resources you can use to prepare for your interview.

What to Expect During the Interview

Competency-Based Interview Questions

The competency-based interview is a structured interview based on the behaviour-based interview methodology, wherein you describe a recent situation or a client case, and discuss **your** actions and the results of the situation or client outcomes. The questions asked are based on the *Entry-Level Competencies for Registered Nurses*, the *Practice Expectations for RNs*, the *Competencies for Nurse Practitioners in Manitoba* (if applicable) and the *Practice Expectations for RN(NP)s* (if applicable). You will not receive any feedback from the practice auditor during or at the end of the assessment.

For clinical practice RNs and RN(NP)s there are two sets of questions. One set is called situation-based questions. The other set is called case-based questions (RNs - 14 questions; RN(NP)s - 16 questions).

For non-clinical practice the RN will be asked two sets of situation-based questions (15 questions).

Situation-Based Questions – Both RN and RN(NP) Clinical and RN Non-Clinical Practice

Situation-based questions are focused on recent events or situations that have occurred in your practice. To prepare to answer these questions, you will need to recall situations in which **you** personally managed the following situations:

- identified an error or near missed event;
- were asked to perform an activity beyond your personal and professional scope of practice;
- encouraged team collaboration or lead a collaboration project;
- identified a safety risk/safety incident in your workplace;
- identified and managed professional boundaries issues;
- identified and managed an ethical dilemma or situation of ethical distress;
- ensured confidentiality and security of information; and
- took steps to report incompetent or unethical practice by another health-care provider.

The practice auditor may also review your continuing competency plan and discuss one professional goal you set this year or last year.

Situation-Based Questions – Non-Clinical RNs

- Led or participated in an interprofessional project, initiative or a committee;
- Recognized and managed a conflict of interest;
- Aligned work with relevant legislation, regulation and/or College requirements;
- Managed a change in work environment or practice;
- Acted as mentor or coach; and
- Facilitated knowledge transfer.

Clinical-Based Questions – Both RN and RN(NP)

The practice auditor will select at least one case from the 10 records you provide to discuss the care you provided and your decision-making process. The questions will focus on the following topics:

- client well-being and health status;
- plan of care;
- informed consent process; and
- a self-reflection of the case.

RN(NP) Clinical Case-Based Questions

- Screening the reason for the consultation;
- Client well-being and health status;
- Plan of care;
- Informed consent process;
- Prescribing medication and ordering screening and diagnostic tests; and
- Self-reflection of the case.

How can I focus my answers?

The practice auditor will ask you to provide details that demonstrate the competencies being assessed by asking you to recall a situation or case. You will be asked to provide specific situations that you have been involved in with specific details, your specific "I" actions and the outcome of how the situation ended. For example:

- Describe a time when you identified a safety risk in your workplace, and how **you** handled the situation.

The practice auditor may ask you probing questions to determine if you met the indicators associated with the competencies being measured; and/or to help focus your answer to ensure all responses include the required detail in the amount of time allocated. For example:

- Describe the steps **you** took to promote a healthy work environment.
- What options did **you** consider to manage the situation?
- What key factors influenced **your** plan or actions?

If you can't respond to a specific situation, the practice auditor may ask what you would do if you found yourself in the situation.

While the interview follows a standard process, variations may occur. Here is a typical CBI schedule:

Clinical RN and RN(NP)

Introduction – 5 minutes

Record Review – 90 minutes

Break – 10 minutes

Case-based questions – 60 minutes

Break – 10 minutes

Situation-based questions – 60 minutes

Closing – 5 minutes

Non-Clinical RN

Introduction – 5 minutes

Situation-Based questions – 50 minutes

Break – 5 minutes

Non-Clinical Situation-based questions – 55 minutes

Closing – 5 minutes

Frequently Asked Questions

Do I need to tell my employer about the interview?

You are not obligated to tell your employer about your participation in the competency-based interview or share any feedback or results with them. However, you may have to let your employer know that you were selected for the interview in order to facilitate the review of your client records or to facilitate taking time off work to complete the interview.

Does my employer pay me for my time spent completing the interview?

Your employer is not obligated to grant you paid time off. It is your professional obligation to participate in the interview as a regulated health-care professional. You must ensure that you are available with no interruptions during the whole interview and that you are not scheduled for work hours during the interview.

How do I request accommodation for my special need?

An RN or RN(NP) who has a disability (defined according to the Human Rights Code) and requires special accommodation to complete the interview may request that the College make those provisions. The College will work with you to accommodate needs and will assume any costs incurred as a result of accommodating your special need. Requests for accommodation should be made within seven days of receiving the notification of your interview.

Who are the interviewers?

The College's Council appoints qualified practice auditors who are trained in competency-based interviews. Practice auditors:

- are members of the College in good standing and have current Canadian registered nursing experience in their area of practice;
- undergo an application and interview as part of the selection process;
- receive extensive training on interviewing, scoring and the interview process by the College; and
- adhere to a confidentiality agreement and a conflict of interest policy.

What do I need to do once my competency-based interview is completed?

Once your interview is complete, you will receive a copy of the interview report and have the opportunity to submit a written response to it. Instructions on how to complete this step will be emailed to you once your interview report is finalized.

Appendix A: Checklist

<table>
<tr><th>Activity</th><th>Check when completed</th></tr>
<tr><td>Complete the pre-questionnaire online by clicking on the link in your notification email.
(within seven days of receiving email notification)</td><td></td></tr>
<tr><td>Confirm the date, time and location of your interview with the practice auditor.</td><td></td></tr>
<tr><td>Book a quiet, private location that has an electrical outlet, a table and two chairs. Book the location for four and a half hours (clinical) or for two and a half hours (non-clinical). In situations where electronic charting is used, ensure access to electronic health records is available.</td><td></td></tr>
<tr><td>Obtain 10 client records (clinical RNs and RN(NP)s ONLY) for interview date.
Choose client charts where you have been directly involved, have had an impact and/or have had a role in the provision of their care. Be prepared during the interview to discuss specific details of the care that you provided and your role in these situations.
Whenever possible, bring the client record or be sure to include the following for each client:
All progress notes to which you entered documentation
Assessment flow sheets (e.g. ADL checklists, vital sign records, assessment templates)
Client history notes
Referral forms and discharge notes
Medication administration records
Financial records and/or receipts for client billings (if you are in a private practice)
Signature sheet</td><td></td></tr>
<tr><td>Have your current or last year’s continuing competency plan available for the interview.</td><td></td></tr>
</table>

Appendix B: Access to Client Information and Records

Every year, RNs and RN(NP)s engage in competency-based interviews. The goal of the competency-based interview is to evaluate whether the knowledge, skills, judgment or practice performance of a registered nurse meets established standards and competencies. It also provides feedback to the RN or RN(NP) to encourage practice improvement.

The competency-based interview is one component of the continuing competency program review process and the practice audit process. The competency-based interview involves an RN or RN(NP) practice auditor conducting a competency-based interview with the RN or RN(NP). All information collected is kept confidential between the College and the RN or RN(NP). The College will not advise the employer of the RN or RN(NP)'s participation.

To facilitate this interview the RN or RN(NP) is required to have available 10 client records at the time of the interview. This may include copies of the clients' records or print copies of the records from the electronic health records, relevant to the care the RN or RN(NP) provided.

One of the questions that RNs, RN(NP)s and employers may have is whether the College can access clients' records for this purpose. For the purpose of carrying out an audit, a practice auditor may, at any reasonable time, require the member to give to the practice auditor any records, substance or thing that the practice auditor considers relevant to the audit and that the member or owner possesses or that is under his or her control.

The right of the College to access this information is cited in *The Regulated Health Professions Act*, Section 135 (2) a-e which states that, "For the purpose of carrying out an audit, a practice auditor may, at any reasonable time, (a) enter and inspect premises or place where the member practises or has practised the regulated health profession; (b) inspect, observe or audit the member's practice; (c) examine any equipment, materials or any other thing used by the member; (d) require the member to answer any questions or provide any information that the practice auditor considers relevant to the audit; (e) require the member to give to the practice auditor any record, substance or thing that the practice auditor considers relevant to the audit and that the member possesses or that is under his or her control. The practice auditor must, upon request, present an identification card issued by the council" and Section 135(3) which states "If a practice auditor requires a member to answer questions or provide information under clause (2)(d) or give him or her any record, substance or thing under clause (2)(e), the member must comply with the request."

In accordance with *The Personal Health Information Act*, a trustee may disclose personal health information without the consent of the individual if the disclosure is required for the purpose of peer review by health professionals.

The College requires RNs and RN(NP)s to follow the applicable policies set out by their practice setting to facilitate access to the client records. For example, should the practice setting require that the employer submit written notification prior to accessing client records for non-treatment purposes, the College would require the RN or RN(NP) to adhere to the policy.

We encourage employers to seek legal advice and/or contact Marie Allan, Quality Assurance Process Manager at 204-789-0668 or mallan@crnm.mb.ca if it is still unclear as to their duty to cooperate with the requirements of their practice setting as it pertains to obtaining client health records for non-treatment purposes.

Questions?

Practice and Standards

204-774-3477 ext. 668

1-800-665-2027 ext. 668

ccp@crnm.mb.ca