College of Registered Nurses of Manitoba

Competency-Based Interview Guide

Introduction

The Competency Based Interview (CBI) is a tool designed to assess your knowledge, skill, and judgment. It helps to identify areas of strength as well as opportunities for practice improvement.

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 (MSF) results
- Directed by the College as a result of a complaint and/or mandatory report
- Directed by the CEO/Registrar.
- As agreed upon in an undertaking by the registrant and the College
- As directed by the Continuing Competency Committee

The CBI contains two components: a documentation conversation (clinical practice only) and an interview. The interview is conducted by a qualified practice auditor who is an RN, or RN(NP). They are impartial and not involved in the review of information or the outcome. Their role is to support the collection of information around the identified questions being asked.

For the documentation piece, there is a self-assessment and scenario that are completed prior to the interview. The interview will include a conversation with the practice auditor around different aspects of documentation, and the importance of correct documentation. This replaces the previous chart review.

For the interview component, a practice auditor will ask you to describe situations that have occurred in your practice. If the CBI is occurring due to the CCP Review, the questions selected will be based on the competencies identified as below average in your MSF results.

If you are a clinical RN, RN(AP), or RN (NP) (i.e. you provide direct care to clinical clients), the practice auditor may ask you to describe your actions and critical thinking specific to a recent case or assignment.

The CBI occurs virtually and may take two to three hours to complete (dependent on the number of questions being asked). This is hard to identify as some RNs may provide scenarios that require more discussion, while others provide ones with less need for discussion.

- Documentation conversation (for Clinical RNs, RN(NP)s and RN(AP)s: 30-40 minutes
- Full complement of CBI questions (for clinical and non-clinical RNs, RN(NP)s and RN(AP)s: 2 – 2 ½ hours
- Partial CBI: questions relevant to competencies identified in the multi-source feedback outcome: 1-2 hours

The CBI process is completely confidential. The College **will not** notify your employer of your participation in and/or inform your employer of the outcome of your interview. The purpose of the interview is to identify if there are any learning opportunities related to the MSF outcomes, and provide support for those opportunities when required.

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. Click here to access the deferral form.

What You Need to Do

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. Prepare for the CBI by contacting the Quality Practice Advisor to arrange a meeting. The meeting will go over the process, the types of questions, and help you prepare.

4. Participate in the competency-based interview on the date and time you have confirmed with your practice auditor.

5. After your competency-based interview report is finalized, you will receive a copy of the report and be required to provide a written response.

The Online Pre-Questionnaire

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
- Help the College put into context your interview responses

Determining if a Conflict of Interest with a Practice Auditor exists

You are required to indicate in the pre-questionnaire if you have a conflict of interest with a potential competency-based interview practice auditor. You must disclose a conflict of interest if you have a personal or professional relationship with any of the practice auditors listed in the pre-questionnaire. Contact the College if you require guidance in determining if a conflict of interest exits.

Scheduling the Virtual Interview

Every effort will be made to find an a practice auditor based on your availability. However, it is ultimately your responsibility to work with the practice auditor to confirm the most suitable date and time. The interview must take place within the timeframe indicated in your notification email. If this time frame is not possible, contact ccp@crnm.mb.ca, or 204-774-3477, extension 657.

Preparing for the Interview

Prior to the interview you can prepare for the interview by:

- setting up a phone conversation with the Quality Practice Advisor (ccp@crnm.mb.ca) to review the CBI process and understand how to formulate your response
- reviewing the potential scenarios identified below
- have a situation in mind to speak to these scenarios
- Review the Principles of Quality Registered Nursing Documentation, the *Entry-Level Competencies for Registered Nurses*, the *Practice Expectations for RNs*, the *Competencies for Nurse Practitioners in Manitoba* (if applicable), the *Practice Expectations for RN (NPs)*, and the *Practice Expectations for RN (APs)* (if applicable).

The interview is done virtually through Microsoft Teams. You do not need a Microsoft Teams account for the interview. If you have one, it is important to provide this email account to the CCP team as it will be the one used to set up the virtual meeting.

Things to consider for the interview:

- If you use a laptop, either have it plugged in or have a power cord available.
- If the area doesn't have reliable Wi-Fi, are you able to connect to the ethernet.
- Select a quiet, private environment without distractions to conduct the interview.
- Have snacks and fluids available if required.
- The practice auditor will offer breaks and facilitate breaks if requested

What to Expect During the Interview

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 assessment, plan/action, outcome and evaluation** 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), the *Practice Expectations for RN (NPs)* and the *Practice Expectations for RN (APs)* (if applicable). You will not receive any feedback from the practice auditor during or at the end of the assessment.

For clinical practice RNs, RN(AP)s, and RN (NPs) there are two sets of questions: Clinical case-based questions, and situation-based questions. For non-clinical, only situation-based questions are asked.

Competency-Based Interview Questions

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. 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 in managing the situation?
- What key factors influenced **your** plan or actions?

When preparing for the interview, review the questions relevant to you. For each potential scenario questions think of a situation that relates to the questions and consider what you would include in your response. Such as:

- **Situation/Problem:** Describe the context and the specific challenge or problem you faced.
- **Assessment/Plan:** Identify your assessment process, and how you developed your plan of action. Ensure you include anyone you communicated with or involved in the situation.
- **Outcome:** Detail the results of your actions and how the situation was resolved.
- **Self-Reflection:** Reflect on what you learned from the experience and how it has influenced your practice.

You are identifying the **problem/situation**, the **action/plan**, then the **response**.

Clinical-Based Questions for Clinical RNs, RN(NP)s, and RN(AP)s

Clinical-based questions will be addressed first. You need to come prepared to discuss one client, including the care you provided and your decision-making process. Please be ready to share the client's history and the reasons for their care.

RN Clinical Case-Based Questions

Be prepared to discuss the following:

- the client’s well-being and health status
- the plan of care, and any modifications made to the plan of care
- how you ensured informed consent occurred during their care
- your self-reflection on the care provided, and if there is anything you would do differently.

RN(NP) Clinical Case-Based Questions

Be prepared to discuss the following:

- the reasoning for the consultation
- the client’s well-being and health status
- the plan of care, and any modifications made to the plan of care
- how did you ensure informed consent occurred during their care
- reasoning for any medications prescribed or diagnostic tests ordered
- your self-reflection on the care provided, and if there is anything you would do differently.

RN(AP) Clinical Case-Based Questions

Be prepared to discuss the following:

- the client’s well-being and health status
- the plan of care, and any modifications made to the plan of care
- how did you ensure informed consent occurred during their care
- reasoning for any medications prescribed or diagnostic tests ordered
- your self-reflection on the care provided, and if there is anything you would do differently.

Situation-Based Questions

Situation-based questions focus on events or situations that have occurred in your practice. To prepare for these questions, you should recall instances where you personally managed the following scenarios. If you cannot recall a specific situation, you may describe a hypothetical scenario, ensuring the practice auditor is aware that it is hypothetical. Remember to consider the situation in its entirety, from the initial problem through to the outcome and your reflections on the experience.

In these scenarios, the client refers to who you serve. Non-clinical nurses may provide situations from when they were clinical nurses, or situations describing the current population they serve.

Clinical and Non-Clinical Practice: Situation based questions for all RNs

Here are the potential scenarios that the questions will revolve around. Tell us about a time you…

- identified an error or near miss event
- were asked to perform an activity beyond your personal and professional scope of practice
- provided a colleague with feedback
- identified a safety risk/safety incident in your workplace
- identified and managed professional boundary issues
- identified and managed an ethical dilemma or situation of ethical distress
- took steps to report incompetent or unethical practice by another healthcare provider
- took action to support a client's spiritual or cultural needs
- adapted your communication or approach to communication

Clinical RN Practice: Situation Based Questions

There are added questions for the non-clinical RNs, and here are the potential scenarios. Tell me about a time you…

- led or participated in an interprofessional project, initiative or a committee
- facilitated the transfer of knowledge
- managed a change in work environment

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. This is a supportive process, not punitive.

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.

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 happens once my competency-based interview is completed?

Once your interview is complete, your practice auditor has one week to provide their report to the Quality Practice Advisor. During this week, the practice auditor may contact you to seek clarification on their notes if required.

The Quality Practice Advisor reviews the report and seeks clarification from the auditor if required. Once the report is reviewed, a copy of the report will be emailed to you along with a survey. You will review the report and provide any feedback to the Quality Practice Advisor within one week. You will also complete the survey which includes a written submission (instructions are included with the report).

The Quality Practice Advisor creates an overall report, which is reviewed along with your MSF, CBI and written submission which will be reviewed by the Continuing Competency Committee (CCC). The CCC meets a few times between the end of May and end of July to review all the information provided. The CCC is the entity that determines if a learning opportunity exists, and will identify remediation to support the learning if required.

The Quality Practice Advisor then creates an outcome report for you. If remediation is required, the Quality Practice Advisor will support you through this learning opportunity.

What is the Continuing Competency Committee?

The Continuing Competency Committee is a committee that makes decisions regarding the continuing competency program including follow-up from the review in the best interest of the public.

The committee consists of four nurses: 1 RN(NP), 2 direct care RNs, and 1 nurse practicing in administrative, education or research and two public representatives.

Appendix A: Checklist

Activity	**Check when completed**
Complete the pre-questionnaire online by clicking on the link in your notification email (arranges your CBI) *(within seven days of receiving email notification)*	
Confirm the date, time and location of your interview with the practice auditor.	
Ensure you have a quiet location with good internet connection for the virtual interview.	
Initial Report received post interview, reviewed and returned to Quality Practice Advisor within one week of receipt.	
Complete the survey included with the interview report within one week of receipt.	
Receive final report post CCC review, and complete any remediation (if required).	

Contact Information

Reach out to us anytime:

Quality Practice Team
204-789-2264 ext. 264
1-800-665-2027 ext. 264
ccp@crnm.mb.ca