

# Leading Practice in Health Care Recruitment: Interview Simulation Circuit (ISC)

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## Our Goals

Our goal for this project was to develop capacity across hospitals in Ontario to use this approach by

- Co-create a User Guide with the Ontario Hospital Association and hosting a signature event at Holland Bloorview for HR personnel from hospitals across Ontario
- Host a workshop for participants to teach them about the Interview Simulation Circuit (ISC) process and how to do it in their own environment
- Invite members of the Ontario Hospital Association (OHA) and the Council of Academic Hospitals of Ontario (CAHO)

## WHAT WAS THIS STUDY ABOUT?

Within a complex healthcare setting, the traditional approach to staff recruitment is limited in its ability to evaluate a candidate's ability to provide compassionate, person-centred care. Furthermore, the traditional hiring practices are resource heavy while yielding average results.

Research shows that Multiple Mini Interviews (MMI) – developed by the Michael Degroote School of Medicine at McMaster University – provide a more authentic and global representation of the candidate, while being more objective, leaving less room for interviewer bias and giving better access to non-cognitive skills<sup>1</sup>.

The MMI offers the opportunity for a candidate to demonstrate their ability and willingness to work with families, communicate effectively and be responsive to cultural and individual preferences – all key tenets of person-centred care.<sup>2</sup>

<sup>1</sup> *Eva KW et al. An admissions OSCE: the multiple mini-interview. Medical Education 2004; 38: 314–326*

<sup>2</sup> *Conway et al, 2006; Institute of Medicine, 2001*

## WHAT DID WE DO?

1. Co-created a user guide with the Ontario Hospital Association
2. Hosted a signature event at Holland Bloorview for HR personnel from hospitals across Ontario.
3. Hosted a webcast to educate members of the Ontario hospital community on the Interview Simulation Circuit (process, advantages and application).
4. Produced a video demonstrating ISC

## WHAT DID WE LEARN?

At Holland Bloorview, we are encouraged and supported. We've created a safe environment where new processes can be attempted and where mistakes are opportunities, not failures.

## NEXT STEPS?

Evaluate the uptake and impact of the ISC process across the province. On April 11, a follow up call with Workshop participants revealed two organizations have launched and implemented the ISC at their organization, while others have plans to explore the ISC further.

### TO LEARN MORE ABOUT THIS STUDY, PLEASE CONTACT:

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