

# Healthcare Service Associate – One Sitting

## Assessment Fact Sheet

### Overview

The Healthcare Service Associate Solution is for entry-level positions in a healthcare environment that require the employee to interact with patients. Sample tasks for this job include, but are not limited to: delivering food to patients, cleaning patient rooms, and welcoming guests to the hospital. Potential job titles that use this solution are: Housekeepers, Dietary Aides, and Guest Services Coordinator.

Job Level	Entry Level
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Job Family/Title	Healthcare
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### Details

Average Testing Time (minutes)	37 minutes
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Maximum Number of Questions	177 questions
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Number of Sittings	One
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Designed for Unproctored Environment	Yes
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Question Format	Multiple Choice, Multiple Choice – Adaptive
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### Knowledge, Skills, Abilities and Competencies Measured

**Following Instructions:** This is a measure of the ability to follow detailed instructions and select the appropriate course of action. This component is characterized by the ability to understand a set of rules and choose the correct response based on these rules.

**Professional Potential:** Measures the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

**Motivation:** This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterized by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.

**Assertiveness:** This component measures the tendency of a person's effectiveness in directing and influencing others. This trait is characterized by: persuading and negotiating effectively with others; influencing others' decision-making; and coordinating others' efforts to accomplish work.

**Responsibility:** This component measures the tendency of a person's responsibility for his/her own actions and a commitment to performing assigned tasks. This trait is characterized by: reliability; proactive involvement in work; and a dedication to complete even the most mundane tasks.

**Patient Focus:** Measures the tendency to show persistent enthusiasm when interacting with patients. This trait is characterized by: apologizing sincerely for inconveniences, being patient, tolerating rude patients calmly, and searching for information or products for patients.

## Example Questions



	Strongly Disagree	Disagree	Neither Disagree nor Agree	Agree	Strongly Agree
It is easy to provide excellent patient service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sometimes it is challenging to feel compassion for strangers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Some patients deserve to be treated better than others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The on-the-job help I've gotten from supervisors I've had has been:

- a)  outstanding
- b)  very good
- c)  good
- d)  fair
- e)  poor
- f)  none of my supervisors has really helped me

You get confused when faced with a new problem.

Your friends have mostly the same likes and dislikes as you.

True False

**Choose which of the two statements below is more true of you.**

- a.)  I am fairly good at abiding by rules and procedures when I complete a task.
- b.)  I sometimes remind others about the extra challenges I face if they notice a mistake I have made.

**Example Report**

Recruiter Report : Healthcare 5.5: Healthcare Service Associate - Short Form		PREVISOR														
<b>Applicant Information</b>																
Name:																
Application Date: Tue Oct 27 16:01:00 EDT 2009																
Applicant ID: 12411152																
Session ID: 300511420778562360																
This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that PreVisor offers, please contact your account representative.																
<b>Overall Score</b>																
Recommended ✓	<table border="1"> <thead> <tr> <th></th> <th>Low</th> <th>Medium</th> <th>High</th> </tr> </thead> <tbody> <tr> <td>Percentile</td> <td>30</td> <td>70</td> <td>100</td> </tr> <tr> <td>Overall Score</td> <td colspan="3">97</td> </tr> </tbody> </table>					Low	Medium	High	Percentile	30	70	100	Overall Score	97		
	Low	Medium	High													
Percentile	30	70	100													
Overall Score	97															
<b>Detailed Results</b>																
	<table border="1"> <thead> <tr> <th></th> <th>Low</th> <th>Medium</th> <th>High</th> </tr> </thead> <tbody> <tr> <td>Percentile</td> <td>30</td> <td>70</td> <td>100</td> </tr> </tbody> </table>					Low	Medium	High	Percentile	30	70	100				
	Low	Medium	High													
Percentile	30	70	100													
Following Instructions	12	◆														
Professional Potential	64	◆														
Motivation	100	◆														
Assertiveness	97	◆														
Responsibility	99	◆														
Patient Focus	98	◆														
<b>Score Interpretation</b>																
<b>Following Instructions</b>																
This is a measure of the ability to follow detailed instructions and select the appropriate course of action. This component is characterized by the ability to understand a set of rules and choose the correct response based on these rules.																
The candidate is less likely than other candidates to select the correct course of action based on a detailed set of instructions. This suggests that candidate may experience difficulty following detailed instructions while on the job.																
<b>Professional Potential</b>																
This is a measure of the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.																
This candidate's response profile concerning past achievements, social orientation, and work orientation is moderately similar to the profiles of highly effective professionals. The moderate match between the profiles suggests that this candidate is somewhat likely to be successful in a professional position.																
<b>Motivation</b>																
This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterized by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.																
The candidate is likely to set challenging goals and will persist despite obstacles. The candidate will tend to show a high level of pride in his/her work, striving for excellence even over prolonged periods of effort. The candidate is likely to be highly competitive and intense in approaching his/her work. The candidate is motivated to accomplish goals, regardless of the timeframe or difficulty level.																