



FACTS

NURSING CAREER BATTERY

A TEST FOR QUICKLY AND EFFICIENTLY IDENTIFYING THE BEST NURSE CANDIDATES

Leading-edge technologies, innovative treatments, and state-of-the-art facilities may be the hallmarks of modern health care. But, ultimately, a health care organization is defined by the strength of a single resource—its people. And registered nurses may very well be the people your patients see the most. Unfortunately, this is also the group that is the most difficult to attract and retain.

In fact, more than half (53%) of health care organizations are having difficulty retaining critical skill employees, compared with 26% in other industries. And recruiting registered nurses is the most difficult staffing challenge facing health care organizations, according to a Watson Wyatt Worldwide study.¹

Given this challenging environment, how can you identify the best candidates for the job—who are also a good fit with your organization? The ones who are most likely to stay with your organization the longest?

THE BENEFITS

DDI tests help you streamline the hiring process and increase the accuracy of your hiring and promotion decisions. By using these behavior-based tools early in the process, you can reduce the size and increase the quality of your applicant pool before proceeding to the more costly and time-consuming interview phase.

Additional benefits of the Nursing Career Battery include:

- > Predicting on-the-job performance relative to interpersonal skills, engagement, and the ability to positively impact patient satisfaction.
- > Identifying nursing candidates who fit the job and your organization reduces turnover and absenteeism, and increases punctuality.
- > Offering recruiters and hiring managers a solution that is easy to implement and manage.
- > Increasing the speed and success of your overall hiring process through efficient, accurate tools.
- > Configuring content to your own unique needs and job requirements.
- > Ensuring legal defensibility and credibility through flexible validation approaches.
- > Minimizing score differences among candidate subgroups to facilitate achievement of diversity goals.

¹ *Watson Wyatt Worldwide, March 2005.*

THE DETAILS

The Nursing Career Battery is a multi-formatted inventory designed for use in selecting registered nurses for patient-facing roles. It comprises three content sets:

1. **Work-related Judgment:** Assesses a candidate’s judgment related to patient-facing work settings common to nursing roles.
2. **Work Style and Disposition:** Assesses a candidate’s decision-making style, self-efficacy, stable disposition, management of uncertainty, and work quality.
3. **Background Experience:** Assesses a candidate’s prior experiences in embracing quality work standards, collaboration, and maintaining high levels of care management.

Information from all content sets is combined into an overall score. Scores are also available for each of the three content sets.

Work-related Judgment

Work-related judgment items present the candidate with situations and information relevant to patient-facing work environments typical to the nursing role. Candidates are scored on their ability to distinguish effective from ineffective approaches. Work-related judgment items predict job performance in competencies such as Decision Making, Building Strategic Working Relationships, Patient Focus, and Safety Intervention, as well as in achievement of bottom-line outcomes such as ability to provide emotional support to patients’ family members and ability to positively contribute to patient satisfaction. Here are two sample questions:

1. Several members of a patient’s family have tried to speak to the patient’s doctor at different times, but have not been able to get the doctor’s attention. What would be your response to this situation?

- A. Interrupt the doctor to make sure she knows the family wants to speak to her.
 - B. Gather the family and schedule a time when they can speak to the doctor together.
 - C. Contact one of the family members to let him or her know why the doctor is busy.
 - D. Mention the incident to your nurse manager who might be able to answer the family’s questions.
 - E. Find out the family’s questions, then ask the doctor yourself and provide the answers back to the family.
2. Rate the effectiveness of each action in the following list for dealing with an angry patient who has come to you with a complaint about his or her care.

1	2	3	4	5
VERY INEFFECTIVE	SOMEWHAT INEFFECTIVE	NEITHER EFFECTIVE NOR INEFFECTIVE	SOMEWHAT EFFECTIVE	VERY EFFECTIVE

- A. Asking questions about specific reasons why the patient is upset.
- B. Empathizing with the patient’s feelings about the situation.
- C. Agreeing with all of the patient’s complaints.
- D. Referring the patient to a more experienced nurse.

Work Style and Disposition

Work style and disposition items ask the candidate to indicate their agreement or disagreement with a series of statements about his or her typical behavioral style at work. Items are presented for each of several dispositions linked to effective nursing performance: decision-making style, self-efficacy, stable disposition, management of uncertainty, and work quality. Work style

and disposition items predict performance in competencies such as Care Management, Continuous Learning, and Planning and Organizing, as well as achievement of bottom-line outcomes such as ability to maintain a safe working environment, employee engagement, and retention likelihood. Here is a sample item:

Rate your level of agreement with each statement.

1	2	3	4	5
STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE

1. I avoid making important decisions until the pressure is on.
2. At work, I am able to solve problems more quickly than my coworkers.
3. Past work associates have treated me in ways that often made me angry.
4. I am comfortable not immediately knowing the reason for an important event.
5. I set goals for my work in advance and have a well-planned strategy for achieving them.

Background Experience

Background experience items ask the candidate to identify the actions or behaviors, related to patient-facing work settings, that they have performed. Candidates are scored based on their scope and frequency of experience performing job-related behaviors, relative to a typical candidate. Background experience items measure competencies such as Care Management, Patient Focus, and Safety Intervention.

Here is a sample item:

Select the response that most accurately represents your own prior experience:

LIMITED EXPERIENCE	MODERATE EXPERIENCE	EXTENSIVE EXPERIENCE
I HAVE NO EXPERIENCE WITH THIS ACTIVITY OR I HAVE OBSERVED IT WITHOUT BEING PERSONALLY INVOLVED.	THIS ACTIVITY HAS BEEN A MINOR WORK RESPONSIBILITY; I HAVE DONE THIS OCCASIONALLY .	THIS ACTIVITY HAS BEEN A MAJOR WORK RESPONSIBILITY; I HAVE DONE THIS FREQUENTLY .

1. Administering physical patient care interventions (e.g., heat, cold, massage, pressure).
2. Developing appropriate solutions in response to patient or customer needs.
3. Monitoring work environments for impending crisis or out-of-control situations.

FLEXIBLE DELIVERY OPTIONS

The Nursing Career Battery can be delivered online via our branded Assessment Management System (AMS) or integrated with your current ATS (Applicant Tracking System) provider. We also support paper-and-pencil testing, where you can fax response forms for scoring in minutes or ship them back for one-day scoring turnaround time.

TARGET AUDIENCE

DDI's Nursing Career Battery is designed to quickly and efficiently identify the best nursing candidates for your health care organization.

RELATED SOLUTIONS

If you are interested in the Nursing Career Battery, be sure to ask about DDI's other health care-specific tests for patient services, support services, and health care leader positions.

TO LEARN MORE

Take an early step to smart and fast hiring decisions and make an immediate impact on your nursing workforce. To learn more about enhancing your hiring system, please call your DDI Account Executive, our Client Relations Group at 1-800-933-4463, or visit www.ddiworld.com/healthcare.

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