



Joe Sample

Date 07/30/2013

Time 3:58 PM

Candidate ID 2108

Email sample@psymetricsinc.com

Job Title Applying For test

Organization Acme, Inc.

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What the Elite Healthcare Profile Measures

The Elite Healthcare Profile is a general indicator of the individual's ability to engage in service-oriented behaviors within the Healthcare environment. This profile is appropriate for healthcare professionals who interact with patients (e.g., nurses, doctors, therapists, healthcare technicians, etc.).

The areas assessed by this Profile are:

Healthcare - Compassion	Healthcare - Compassion measures the degree to which the individual is caring and is likely to go out of his/her way to assist patients. This characteristic is important for all healthcare-related jobs.
Healthcare - Patient Relations	Healthcare - Patient Relations measures the degree to which the individual is friendly, people-oriented and exhibits excellent interpersonal skills when interacting with patients. This characteristic is important for all healthcare-related jobs.
Healthcare - Stress Tolerance	Healthcare - Stress Tolerance measures the degree to which the individual is likely to demonstrate patience and calmness during times of conflict and pressure at work. This characteristic is appropriate for most jobs within healthcare.
Healthcare - Team Player	Healthcare -Team Player measures the degree to which the individual is likely to cooperate in all aspects of his/her work relationships including working in harmony with others to achieve a common goal. This characteristic is important for healthcare jobs requiring interaction and cooperation among coworkers.

Candidness of the Elite Healthcare Profile Results

This Profile includes a candidness check to determine the degree to which the individual may have exaggerated his/her responses in order to present themselves more favorably. The results of this validity check with interpretation is presented on the following page.

Interpreting the Elite Healthcare Profile

The following page also presents the Total Score Summary and Total Score Interpretation. This is followed by the Score Profile. The Score Profile includes the scores for all of the scales. The scores are presented in terms of percentiles. The percentile indicates how the candidate scored relative to all other individuals who have taken the assessment. For example, if a candidate's score on a particular scale shows as the 75th percentile, this indicates he/she scored better than 75% of all other people who have completed that scale.

The pages that follow the Score Profile provide detailed interpretations for each of the scales, as well as, management strategies and follow-up interview questions one can ask the candidate to obtain more insight with respect to areas needing development.



Total Score Summary



Caution



Average



High

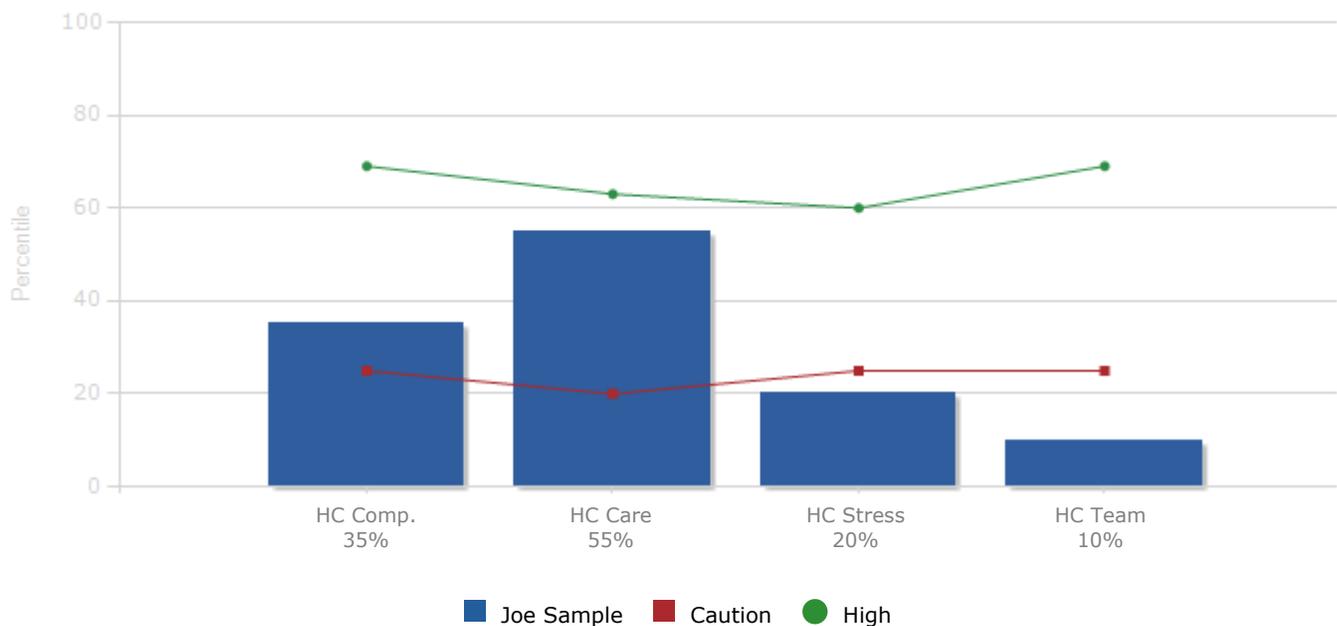
Total Score Interpretation

This candidate's total Elite Healthcare Profile score falls within the Average range. This candidate generally demonstrates moderate to average levels of the service orientation needed to provide excellent patient care. If the candidate is to be exceptional in a service oriented healthcare setting, he/she needs to strengthen certain aspects of his/her service demeanor. Review individual scale details to better understand strengths and potential shortcomings. This individual's level of service orientation is consistent with that of most other healthcare candidates.

Score Validity

Candidness: High - The candidate's responses are likely to be an accurate representation of his/her attitudes and behaviors.

Score Profile



The bar graph above shows the candidate's score pattern across all the dimensions assessed by this profile. The pages that follow offer detailed insight into each dimension score.



Healthcare - Compassion



Caution



Average

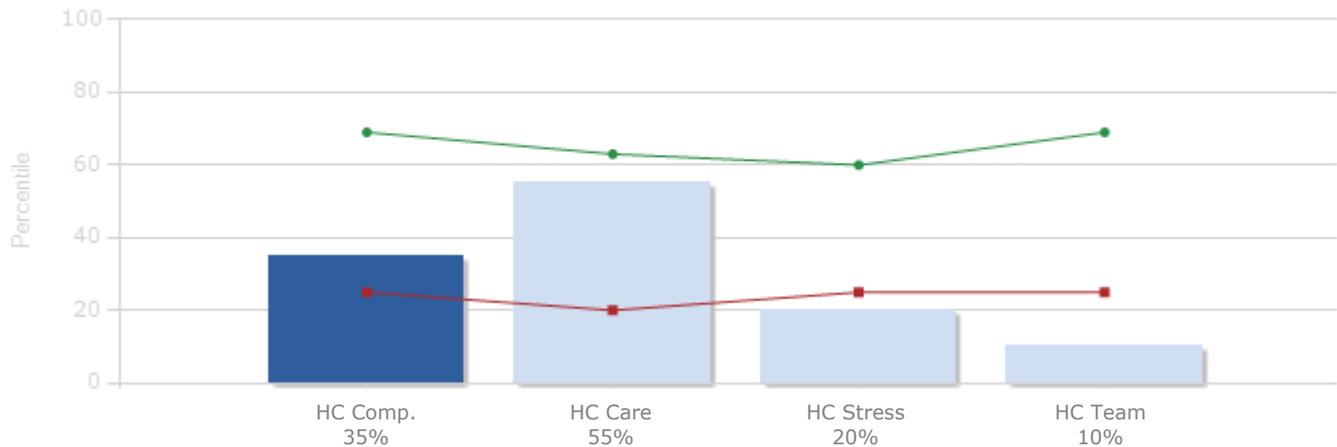


High

Score Details

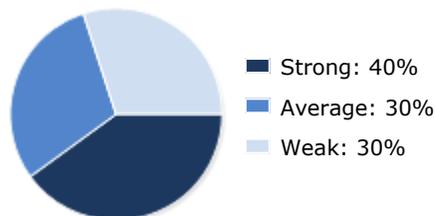
Healthcare - Compassion measures the degree to which the individual is caring and is likely to go out of his/her way to assist patients. This characteristic is important for all healthcare-related jobs.

Joe Sample scored in the **35th** percentile on Healthcare - Compassion (Average), meaning Joe scored lower than 65 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Healthcare - Compassion behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Healthcare - Compassion.



Expected Job Behaviors

- This individual is generally friendly.
- He/she will go out of his/her way to help others but will do so only if their work or time is not jeopardized.
- This individual's helping disposition score is consistent with most other candidates.
- He/she is helpful and often exhibits caring behaviors, but may be a little more reserved in demonstrating empathy than those scoring higher.
- His/her level of service towards patients is satisfactory.



Healthcare - Patient Relations



Caution



Average

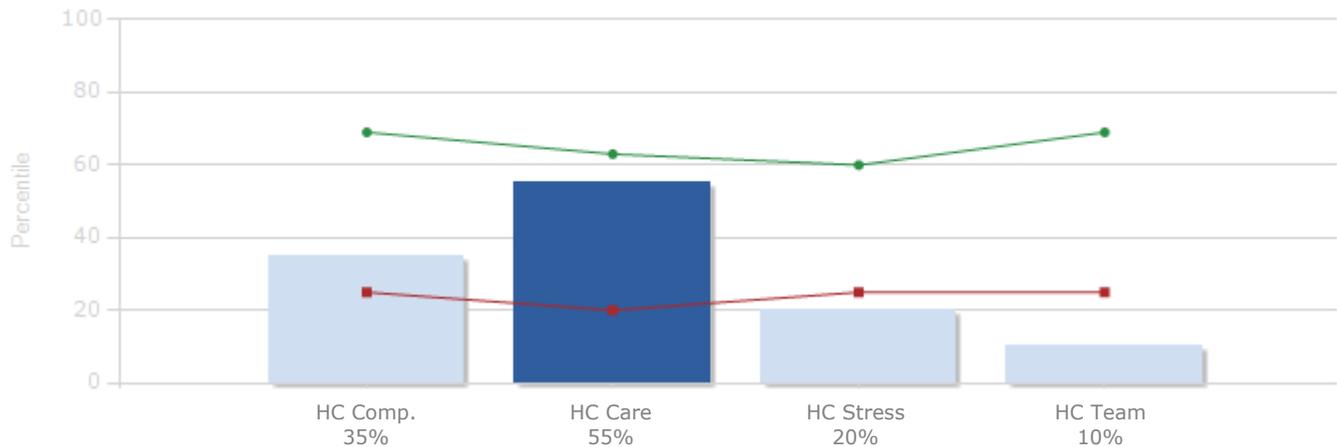


High

Score Details

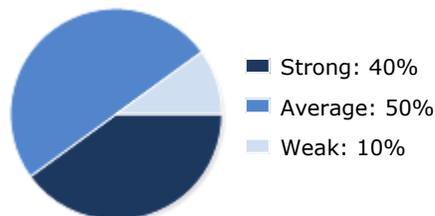
Healthcare - Patient Relations measures the degree to which the individual is friendly, people-oriented and exhibits excellent interpersonal skills when interacting with patients. This characteristic is important for all healthcare-related jobs.

Joe Sample scored in the **55th** percentile on Healthcare - Patient Relations (Average), meaning Joe scored better than 55 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Healthcare - Patient Relations behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Healthcare - Patient Relations.

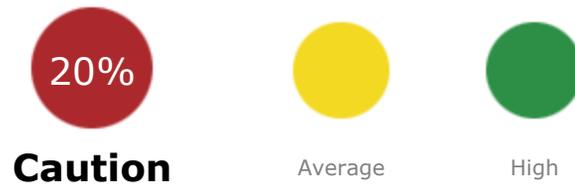


Expected Job Behaviors

- This individual is generally friendly and exhibits satisfactory interpersonal skills.
- He/she can be outgoing at times and appears personable.
- This individual's helping disposition score is consistent with most other candidates.
- He/she does not have a problem interacting with others.
- Can deal effectively with most customers.



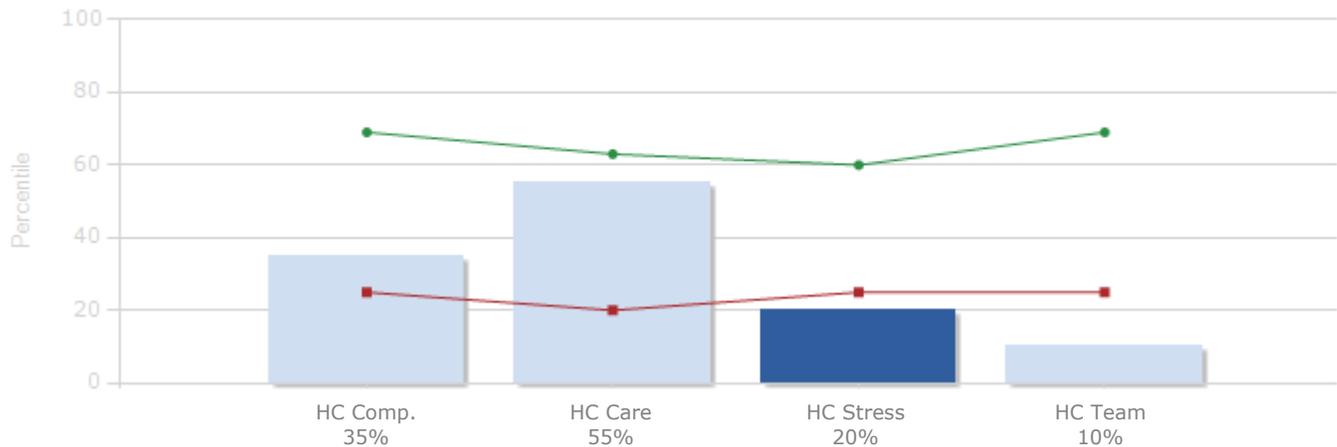
Healthcare - Stress Tolerance



Score Details

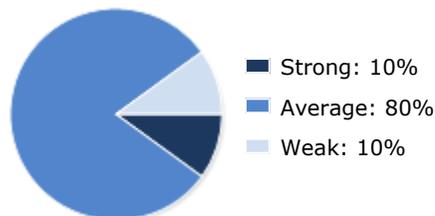
Healthcare - Stress Tolerance measures the degree to which the individual is likely to demonstrate patience and calmness during times of conflict and pressure at work. This characteristic is appropriate for most jobs within healthcare.

Joe Sample scored in the **20th** percentile on Healthcare - Stress Tolerance (Caution), meaning Joe scored lower than 80 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Healthcare - Stress Tolerance behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Healthcare - Stress Tolerance.



Expected Job Behaviors

- This individual has some trouble demonstrating patience and managing stress during times of conflict.
- Tends to resist change and may seem inflexible.
- He/she has difficulty dealing with change.
- Hi pressure situations frustrate him/her and therefore he/she tends to avoid them.



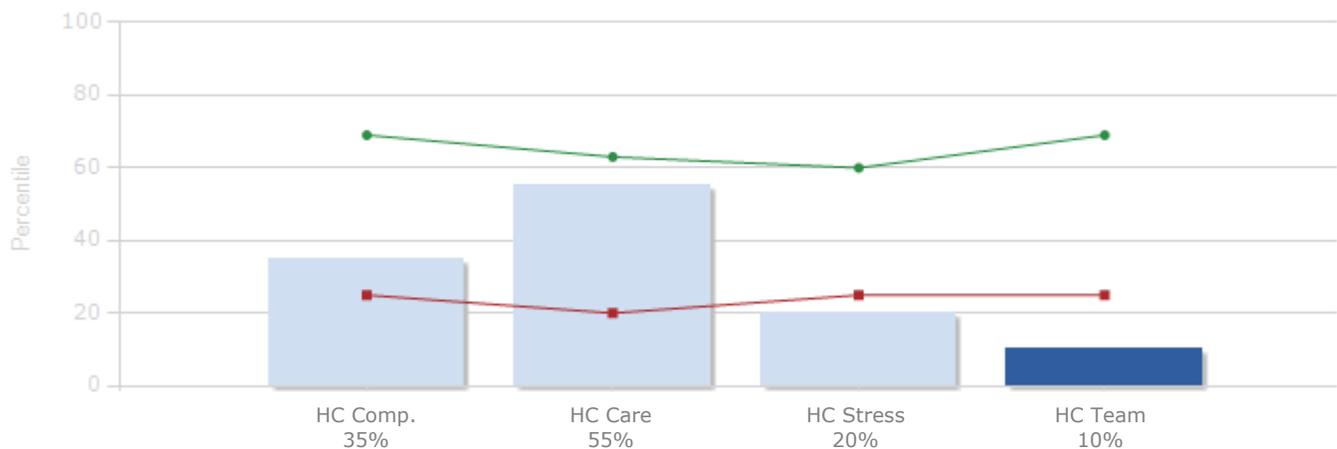
Healthcare - Team Player



Score Details

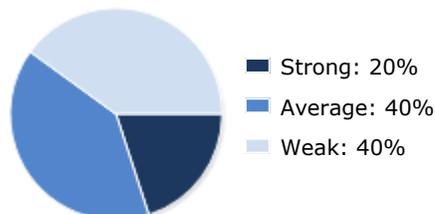
Healthcare -Team Player measures the degree to which the individual is likely to cooperate in all aspects of his/her work relationships including working in harmony with others to achieve a common goal. This characteristic is important for healthcare jobs requiring interaction and cooperation among coworkers.

Joe Sample scored in the **10th** percentile on Healthcare - Team Player (Caution), meaning Joe scored lower than 90 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Healthcare - Team Player behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Healthcare - Team Player.



Expected Job Behaviors

- This candidate may have difficulty being a team player, cooperating with others, and working in a team environment.
- Prefers working alone.
- Tends to focus on his/her work and usually will not take it upon him/herself to assist coworkers.
- Places more importance on individualism than on developing strong team relationships.



Management Strategies

This section of the report offers suggestions for developing or managing the candidate based on his/her Profile responses. The diagram below also offers a graphical representation of the areas covered by the Profile. The smaller the area, the more coaching/development might be required.

Healthcare - Compassion

- This individual's level of compassion is average. Candidates who score in this range, at times, may need to be reminded to be patient focused.
- They should be given clear direction in terms of what is expected regarding their daily interactions with those under their care.
- Consistent feedback of their behaviors (both good and bad) is a must to maintain their helping, compassionate disposition and to correct them when they stray from these behaviors.
- Make sure the individual feels he/she is in an environment where nurturing behaviors are recognized and rewarded. These candidates function best in service-oriented situations.



- Healthcare - Compassion 35%
- Healthcare - Patient Relations 55%
- Healthcare - Stress Tolerance 20%
- Healthcare - Team Player 10%

Healthcare - Patient Relations

- Recognize excellent patient care through praise and awards to reinforce and maintain such behaviors.
- Offer coaching or training to enhance patient relations skills.
- Monitor interactions with patients and discuss strengths and weaknesses with the candidate, offering suggestions for improvement where needed.
- May be appropriate for jobs requiring some degree of patient service but not constant interaction.



- Healthcare - Compassion 35%
- Healthcare - Patient Relations 55%
- Healthcare - Stress Tolerance 20%
- Healthcare - Team Player 10%

Healthcare - Stress Tolerance

- Significant training should be offered to this individual focusing on specific work situations that are considered stressful.
- These stressful situations should be role-played with the individual and appropriate behaviors need to be identified. And practiced.
- This candidate requires extensive monitoring and coaching during high-pressure job responsibilities.
- Consider placing the candidate in jobs where stress and work pressures are minimal.

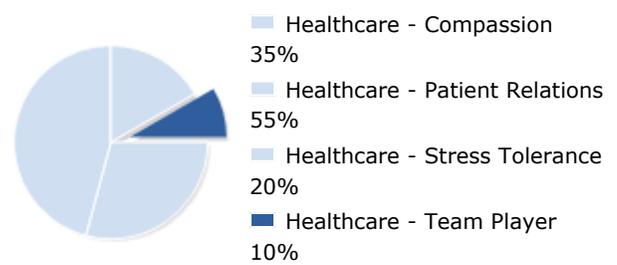


- Healthcare - Compassion 35%
- Healthcare - Patient Relations 55%
- Healthcare - Stress Tolerance 20%
- Healthcare - Team Player 10%



Healthcare - Team Player

- The importance of teamwork and interpersonal relationships need to be emphasized particularly if this candidate performs in a team environment.
- Specific expectations, as it relates to teamwork or the individual/manager relationship, should be outlined thoroughly.
- Consequences for lack of cooperation and teamwork should be in place to stress their importance, as well as rewards for team-oriented behaviors. The effects of this individual's uncooperative behaviors on team members is also of concern, therefore strict enforcement of team rules and procedures needs to take place to reduce negative impacts.
- This individual would be ideal for work responsibilities that require more individualistic tasks.



Interview Guide

This report includes follow-up interview questions that focus on those areas where further development might be needed. These questions serve as an excellent guide during the hiring process, coaching or developmental efforts to further uncover potentially negative behavioral tendencies.

Healthcare - Compassion

Question:

Describe for me past work situations where you feel you could have been more giving or generous? What caused you to behave in the manner you did?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

How have you handled work situations where patients have become angry or upset? What were the outcomes of these situations?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Describe for me work situations where you have been so involved in your work that coworkers or patients perceived that you were ignoring them?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Question:

Describe for me work situations where you feel you could have been more courteous. What led to you acting the way you did?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Describe for me work situations where patients or coworkers have asked for your assistance but at the time you were too busy or felt it was best to continue with your own work?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Healthcare - Patient Relations

Question:

What are the difficulties you have faced in trying to maintain positive relationships with all patients? Do you feel it is realistic to want to get along with all patients?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

How have you handled interactions with hostile patients? Please give examples from your experience.

Response Notes:

Response Expected of a
Poor Performing Employee

1

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3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Question:

Describe for me situations when you have preferred to spend time alone rather than interacting with coworkers or patients? How do you handle these situations on the job?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Describe for me work situations within the healthcare environment where you feel it is not necessary to be "people oriented."

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Healthcare - Stress Tolerance

Question:

Describe for me a stressful work situation you experienced that you feel you could have handled better. What could you have done to improve your behavior?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Describe for me your day-to-day work activities. What would you say are the most stressful ones? How do you deal with these situations?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Question:

Describe for me fast paced, changing work environments you have worked in. What did you like and dislike about those situations?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

What is it you find most stressful about working in the healthcare environment? How do you manage those situations?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

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7

Question:

Describe specific work situations you have experienced that have lead you to feel stressful and anxious. How did you handle these situations? What were the outcomes?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

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Question:

During stressful situations while working in healthcare, have you considered other career alternatives? What other careers have you considered?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Healthcare - Team Player

Question:

How important has working as a team been to your success in the healthcare industry? Please give work-related examples.

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

What situations have you encountered that required you to compromise or sacrifice something for your coworkers or team members?

What did you do? What was the outcome?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Trusting coworkers, at times, can be difficult for some people. Give examples from your work history as to why you should or should not trust coworkers.

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Describe work situations where coworkers working together as a team should be rewarded as individuals rather than as a team.

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Question:

Describe work situations where it is not a good idea to become personally acquainted with team members.

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

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Response Expected of an
Excellent Employee

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7

Question:

From your experience, what situations have you encountered that have lead you to question the degree to which one should trust coworkers or team members?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Describe work situations when you have been frustrated by coworkers or team members? What were the outcomes?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Sum of Ratings

Number of Questions Rated

Average Rating

(Sum of all ratings divided by the number of questions rated.)

