



Quality Healthcare Employee Inventory (QHEI™)

The QHEI assessment was developed specifically for the unique hiring needs of healthcare organizations. Appropriate for most positions, it helps identify applicants who are likely to demonstrate courtesy, responsiveness and concern toward patients, co-workers, and others.

A leading university hospital implemented the QHEI powered by Vangent's online recruitment and selection system and realized a 12 percent reduction in turnover while selecting in a more service-oriented staff.

Dimensions of Measurement

Interpersonal Cooperation: The tendency to be courteous, cooperative, friendly, and attentive toward patients, and others encountered in a healthcare environment.

Service Attitude: Sensitivity to the needs of patients and others, as well as an awareness of the impact an employee's behavior has on patient and customer satisfaction.

Service Aptitude: The extent to which the individual understands the basic concepts and strategies related to effectively responding to the situations within a healthcare environment.

Healthcare Service Index: A composite score based on Interpersonal Cooperation, Service Attitude, and Service Aptitude. Indicates the applicant's overall capability for healthcare service.

Healthcare Values: The tendency to exhibit conscientious attitudes and behaviors that promote the quality of patient care and service.

Safety: The extent to which an individual takes responsibility for job safety and accident prevention.

Adaptability: The tendency to accept change and other challenges with a positive attitude.

Tenure: The extent to which an individual values organizational loyalty and commitment.

Training Readiness: The desire to learn on the job as well as overall trainability.

Employability Index: A composite score that provides a quick reference to the applicant's general suitability for hire.

Benefits of the Quality Healthcare Employee Inventory (QHEI)

- Select candidates that best enable you to achieve quality of service and financial goals
- Hire employees dedicated to reaching and maintaining high standards of patient care
- Reduce costly turnover of key employees
- Identify candidates that demonstrate a sensitivity to the needs of patients and others
- Reduce the potential for avoidable accidents and workers compensation claims
- Select candidates who can adapt to change easily and productively

Administration & Scoring

- Internet
- Interactive Voice Response (IVR)
- Paper & Pencil administration with fax-in scoring

Incorporating the QHEI into your selection program can assist your healthcare organization in creating a productive, dependable workforce across a variety of positions.

Number of Items: 108

Duration: 40 Minutes

Foreign Languages Available:
Yes