

# **INTERVIEW QUESTIONS**

## **1? SELF INTRODUCTION**

My name is Shalom Benny and I'm from Kothamangalam. I completed my degree as a Social Worker and I've been working as a counselor since last month. Talking about my family, actually it's a nuclear family which consists of 5 members, grandpa, father, mother, brother and me. Other than my family and career, I'm so passionate about travelling and experiencing new things such as culture and traditions, food, life style and so on. Other than this I spent my leisure time by gardening, cooking delicious food and reading some comics which always make me so relax.

## **[2? WHY DO YOU WANT TO BE A CAREGIVER**

## **8? WHAT HAS ATTRACTED YOU TO THE HEALTH CARE POSITION]**

From my childhood itself I have a dedicated mind towards taking care of others. I still remember the days which I taken care my grandma after she was bedridden. I was in my 10<sup>th</sup> grade and my parents were busy with their work. I was the one who spent a quality time by helping her to do the daily chores, listened to her all-time favorite nostalgic memories, consoled and motivated her in her lows. I was really happy and satisfied because I did my best for her. I didn't felt bored or irritated instead I was enjoying every single seconds with her. And when she left us everybody including my parents, relatives, neighbors appreciated me for my effort in keeping her happy. Thus my parents understood that I have a skill in taking care of others and told me to work for it.

## **3? HOW DO YOU DEAL WITH AGGRESSIVE PATIENTS**

The aggressiveness of the patients might be because of so many reasons. I know many people who were very calm and quiet and became so rough because of their bad experiences and situations. So the first thing I will do is check their case history before approaching the patient, if I get to know that he/she is aggressive I will confirm the safety of both the patient's and mine. I will acknowledge their needs and try to do it by prioritizing their satisfaction more than anything. I have a special talent in proper communication and listening and I'm pretty sure that it will definitely help me in tough situations.

## **[4? EXPLAIN A CHALLENGING EXPERIENCE AT YOUR WORK PLACE**

### **10? TELL ME ABOUT A TIME WHEN YOU GAVE QUALITY TREATMENT OR CARE]**

Two years back when I was working in a hospital I got an emergency case. I still remember that like it happened yesterday because that was the most terrifying moment I experienced till now. I was in the night shift and there were only 5 of us. Other 3 of my colleagues were on leave. Two people rushed into the casualty with a patient who was fully unconscious. At that time all the 2 doctors went to have food and my 2 of my colleagues and me were only there. They were standing still because it was a sudden case. I ran towards them and easily understood that the patient was having a cardiac arrest. I started doing CPR until the doctors came. The doctors gave him the further treatment and the patient was recovered soon. Each and every person appreciated me for my courage during that time. I was overwhelming with joy and felt so proud about myself.

**[4 – I think it was the most challenging experience I had in my life.**

**10 – I think this was the time I gave quality treatment to someone which I'm very satisfied even now.]**

## **[5? WHAT IS YOUR BIGGEST STRENGTH**

### **9? WHAT ARE THE MOST IMPORTANT SKILLS AND QUALITIES NEEDED TO BE A HCA**

### **12? HOW CAN WE IMPROVE THE QUALITY OF PATIENT CARE]**

**(OPENING LINE – 5 – I have so many strengths, among them I'm really skillful at.....**

**9 – Being a HCA he/she should be skillful in.....**

**12 – The quality of patient care improves when the care giver has.....)**

#### **➤ EFFECTIVE COMMUNICATION SKILL**

I'm very glad that I have a good communication skill. I can build a rapport between the patients easily and it will eventually help to have a proper communication with the patient quite effectively and transparently. Proper communication will have a great impact on the patients and it will also be great relief for them.

### ➤ LISTENING SKILL

I had grandparents in my home and I always make sure that I'm spending a quality time with them to hear their old stories, their sorrows, the times which they really cherished and so on. They always told me that it gives them immense pleasure when someone is willing to hear their loose talks. Hence I know that majority of the old people need some companions to talk rather than someone who do something for them.

### ➤ EMPATHY

Being a nurse the important thing I should have is empathy. Everybody can be sympathetic but only a few has the ability of empathy. I will understand the situation of the patient and will try to be with him/her in their lows.

### ➤ TIME MANAGEMENT

During the initial days of my work I was struggling so hard to balance work and family. And gradually I became an expert in time management, so, now I'm really good at managing the time for everything by prioritizing the needs.

### ➤ PATIENCE

I have much patience and I'll never get irritated very soon. I know sometimes patients maybe slower at moving or explaining what they need. Instead of being exasperated I can control my emotions and be with them.

## **6? WHAT IS YOUR GREATEST WEAKNESS**

My greatest weakness is the language barrier. As you know I'm a keralite and my native language is Malayalam I'm having some starting trouble with the people I newly meet. Once I become comfortable with that person I have the confidence that I can communicate well.

## **7? WHAT IS THE IMPORTANCE OF CONFIDENTIALITY**

Confidentiality is another major thing which should have in a HCA. While talking with the patients I know I'll get many personal and clinical matters of the patient. I should keep confidential matters without having a judgmental attitude and without disclosing with any of my colleagues or other patients. It can affect the patient's mental health if I disclose it to others.

## **11? A PATIENT REQUIRES YOUR HELP, BUT BOTH YOU AND ALL OTHER MEDICAL STAFFS ARE BUSY WHAT WOULD YOU DO**

Oh that really is a tricky question..!!! Actually that will be a very bad situation. The one thing I think I can do is check out the status of that patient, give him/her the primary treatment they require and shift the patient to some other medical care or hospital as soon as possible. I'm not sure if there is any other alternative rather than this.

### **13? A PATIENT YOU ARE TREATING IS STRUGGLING TO UNDERSTAND WHAT YOU ARE SAYING, HOW WOULD YOU ADAPT YOUR STYLE OF COMMUNICATION**

[As I said you earlier I'm having the trouble in communication, still] There are many other ways I can use in such situations like we can use our body language. For instance, for some basic things such as asking for food, water, going to the washroom and so on I'll tell them to use the hand signs. It will make them more comfort and understand easily. Furthermore, if the patients are educated and know how to write and read, I'll provide them a pen and paper to write down their needs or they can text me what they want to tell me.