Effective Methods for Selecting, Retaining & Developing Regulatory Staff

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Introduction/Overview: September 12, 2009 (7:15-8:15 am)

• Topic relevance & impact
• Selection Strategies
• Retention & Development Strategies

Topic relevance & impact

• Influence of economy on staff selection, retention, development process

• Promoting agency excellence through staff
  – Customer service triangle
Selection Strategies

- Process
  - Identify position requirements
    - Key skill sets
    - Health care vs. non-healthcare
  - Advertising on a dime
  - Application, candidate screening process
  - Interviewing

Selection Process

- Interviewing
  - Focused questions
  - Quality vs. quantity
  - Behavioral-based questions
  - Method
    - Panel, telephone vs. personal

Selection Process

- Behavioral-based interviewing
  - Predicting future performance through past performance
  - Probes for specific behaviors
  - Improved accuracy, objectivity of information
  - Examples
Selection Process

- Alternative assessment techniques
  - Writing exemplars
  - Demonstration
  - Role play
  - Recognizing generational differences

Retention & Development Strategies

- Initial training & continual development
  - Establish & enforce clear expectations
- Feedback- qualitative/quantitative
- Outcomes management Awareness of role/impact in agency performance

Retention & Development Strategies

- Promote active staff involvement in system changes & projects
- Incentives on a dime
- Recognize/respect generational differences
References


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