



## Joe Sample

Candidate ID: 5664  
Email: sample@abc.com

Organization: Success Performance Solutions

To ensure you are obtaining the full benefits available to you from the use of this assessment, please read the information contained in this report carefully. By using the information provided in this report, you are acknowledging that you understand the general guidelines for interpreting the assessment results.

While this assessment was designed to help assess various aspects of personality and/or skills, the report results are presented in terms of probabilities. False Positives and False Negatives are expected. PsyMetrics and the test developer are not liable for test taker behaviors.

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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	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	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	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	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



## Total Score Interpretation

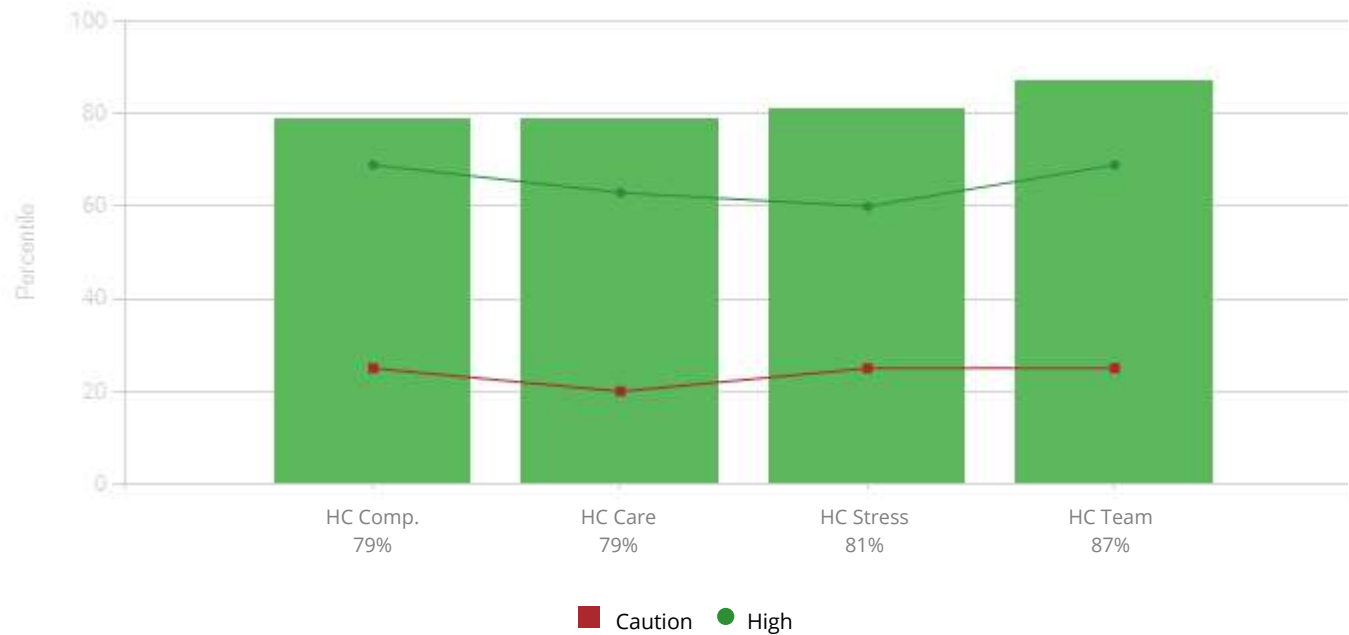
This candidate's total Elite Healthcare Profile score falls within the High range. This candidate generally demonstrates the service orientation needed to provide excellent patient. This is definitely an area of strength for this individual. Review individual scale details to better understand strengths and potential shortcomings.

## 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



### Score Details

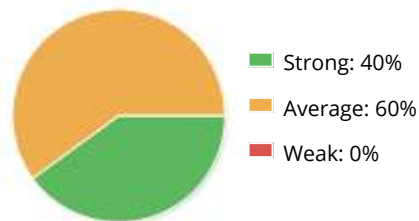
Compassion measures the degree to which the individual is caring and is likely to go out of his/her way to assist patients. This characteristic is important for all healthcare-related jobs.

Joe Sample scored in the 79th percentile on Healthcare - Compassion (High), meaning Joe scored better than 79 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 friendly.
- Is empathetic and cares about the needs of others.
- Will go out of his or her way to assist or help patients and/or co-workers.
- Will sacrifice self to help others out.



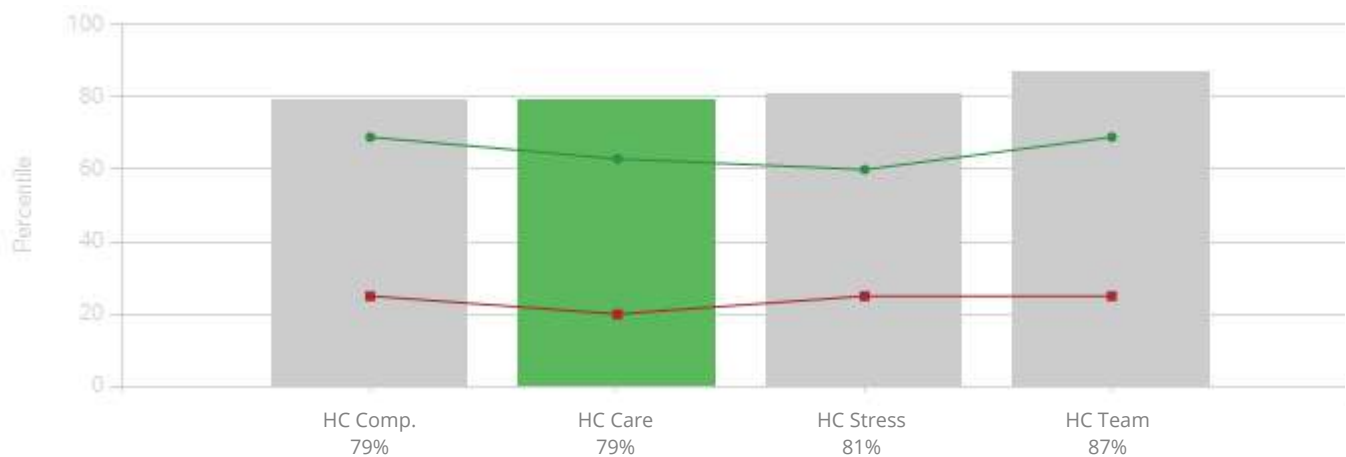
## Healthcare - Patient Relations



### Score Details

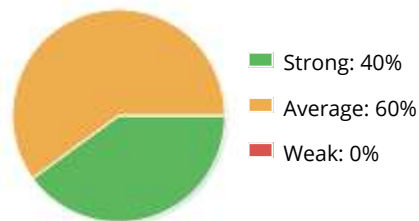
Patient Relations measures the degree to which the individual is friendly, people-oriented and exhibits excellent interpersonal skills when interacting with patients. This characteristic is important for all healthcare-related jobs.

Joe Sample scored in the 79th percentile on Healthcare - Patient Relations (High), meaning Joe scored better than 79 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 friendly, people-oriented and exhibits excellent interpersonal skills.
- Enjoys dealing with patients.
- He/she enjoys interacting with others.
- Is outgoing and personable.



## Healthcare - Stress Tolerance



### Score Details

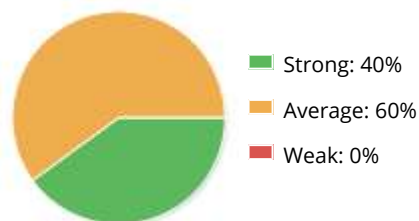
Stress Tolerance measures the degree to which the individual is likely to demonstrate patience and calmness during times of conflict and pressure at work. This characteristic is appropriate for most jobs within healthcare.

Joe Sample scored in the 81st percentile on Healthcare - Stress Tolerance (High), meaning Joe scored better than 81 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 candidate will demonstrate patience during difficult work situations.
- Is able to deal effectively with change at work.
- He/she will remain calm during times of conflict with customers and co-workers and in other stressful work-related situations.
- He/she remains cool under high-pressure situations and therefore makes appropriate decisions in these circumstances.



## Healthcare - Team Player



### Score Details

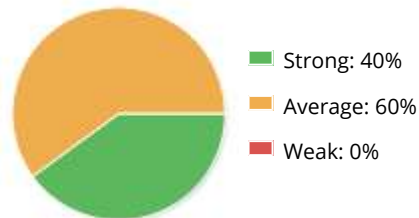
Team Player measures the degree to which the individual is likely to cooperate in all aspects of his/her work relationships including working in harmony with others to achieve a common goal. This characteristic is important for healthcare jobs requiring interaction and cooperation among coworkers.

Joe Sample scored in the 87th percentile on Healthcare - Team Player (High), meaning Joe scored better than 87 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 individual will be a team player and will cooperate in all aspects of his or her work relationships.
- He/she values interpersonal relationships and will "chip in" to help others when necessary.
- He/she has the ability to work in harmony with others to achieve a common goal.
- Will compromise when appropriate to achieve team goals.

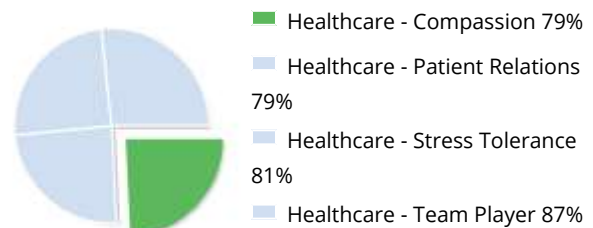


## Management Strategies

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.

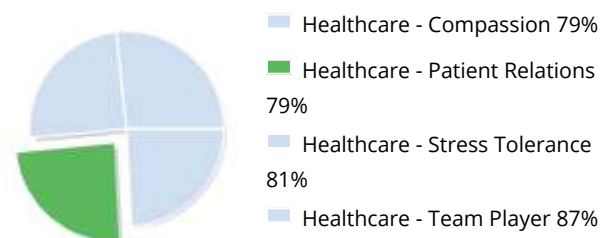
### Healthcare - Compassion

- This individual's level of compassion is higher than most. These candidates value helping others and behaving in a friendly and caring manner. They tend to be sensitive to the needs of others and therefore may be more sensitive themselves.
- When managing these candidates, be aware of the value they place on these qualities. Harsh, insensitive environments may serve to demotivate the candidate.
- While having a compassionate disposition is important for healthcare jobs, care must be taken to make sure the individual does not get so caught up in their compassionate demeanor that it takes a toll on them.
- Both compassionate behaviors and focusing on self are important for overall success. It is important that the individual be made aware of this and that efforts are made to find the right balance.



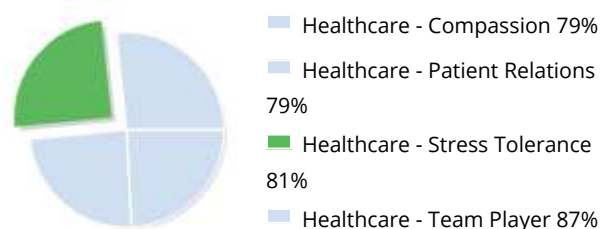
### Healthcare - Patient Relations

- This individual has the interpersonal skills needed to be in healthcare jobs requiring interactions with patients. Therefore, he/she can be an asset when placed in direct contact with patients.
- He/she tends to be very friendly and outgoing. Ensure that they have the ability to interact with others regularly to maintain their levels of satisfaction.
- They tend to get along with all patients and coworkers therefore are ideal for jobs requiring contact with people.
- Some of these candidates may have a tendency to be overly sociable. If this gets in the way of their productivity, bring it to their attention so they get back on task.



### Healthcare - Stress Tolerance

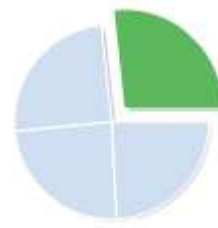
- Given this candidate's ability to handle stressful situations, he/she may have a tendency to take on more work than they should. Monitor their workload and offer assistance when appropriate.
- Use their calm demeanor in pressure situations to help those that become overwhelmed. Have them train others in how to best deal with stressful work situations.
- Use these individuals as problem solvers during high stress situations. Their calm demeanor is ideal for carefully reviewing all options and making rational decisions.





## Healthcare - Team Player

- These candidates value interpersonal relationships with team members, colleagues and managers. Therefore, these should be taken into consideration when working with the individual.
- To maintain team oriented and cooperative behaviors, involve the individual in setting team goals and reward him/her for demonstrating team oriented behaviors.
- For individuals who do not participate in team or group activities, develop close relationships with them and involve them in goal setting.
- While cooperativeness is important for both team and individual success, care must be taken to make sure the individual does not undervalue his/her individual contributions in favor of constant compromise within the team. Both team orientation and individual competitiveness are important for overall success. It is important that the individual be made aware of this and that efforts are made to find the right balance.



- Healthcare - Compassion 79%
- Healthcare - Patient Relations 79%
- Healthcare - Stress Tolerance 81%
- Healthcare - Team Player 87%



## 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:**

From your experience, what are some of the insignificant things patients have complained about? What has been your reaction?

Response Notes:

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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:

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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 have been so involved in your work that coworkers or patients perceived that you were ignoring them?

Response Notes:

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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:**

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

**Response Notes:**

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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:**

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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:**

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

**Response Notes:**

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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 - Team Player

**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:**

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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:**

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:

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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.)

