

<i>What is your experience working in medical settings?</i>
Look for candidates who have worked in PC. They will know the roles and responsibilities of PCBH team members. Candidates who have done crisis work in medical settings may find the role of a BHA doesn't match their expectations.
<i>What patients are most interesting to you?</i>
As with BHCs, look for a candidate who is interested in all PC patients and enjoys variety.
<i>How would you feel if hearing patients discuss sensitive issues like trauma?</i>
Some applicants will look down or verbally indicate discomfort with hearing distressing information. Look for answers that suggest interest in emotional issues and a sense of compassion for others.
<i>How would you feel about interacting with a patient who is in emotional distress?</i>
Again, some applicants will indicate that they would try to get the patient to the BHC as soon as possible, while a better candidate might indicate a greater comfort level being with a patient that is crying or frustrated.
<i>Would you enjoy asking patients survey questions?</i>
Some applicants may indicate that such would get boring for them, while others might have an interest in collecting and scoring questionnaire information.
<i>How do you feel about calling patients on the phone?</i>
The ideal applicant will express an interest in talking with patients by phone.
<i>Describe your computer skills?</i>
Stronger applicants will have typing skills, as well as knowledge of word processing and spreadsheet software. Stronger applicants will also be familiar with EHRs.
<i>How well do you manage multi-tasking and administrative tasks?</i>
Responses indicating an interest in organizing and tracking activities, as well as sorting out priorities for action suggest a good fit, while responses indicating a preference for a set schedule and clear predictable routines might be a sign of a less workable fit with the day-to-day activities of a BHA.
<i>How do you feel about helping other team members (other than the BHC) if needed?</i>
A strong candidate will indicate flexibility and a willingness to assist whoever needs assistance, while a weaker candidate will indicate a preference for working for only one person.
<i>Do interruptions bother you when you are working?</i>
Again, answers that suggest resilience to noise and multiple requests and a tolerance for frequent interruptions are likely positive predictors of a good fit.

Figure 3.3. Questions for interviews with Behavioral Health Assistant (BHA) applicants.

