



Implementing an On-line Values Assessment Tool across NHS North West

Recruiting for the Values of the NHS

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What we will cover in this plenary session



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1. **Why recruit for values?**
2. **Benefits of the SJT approach**
3. **How the values based SJT will be used across NHS Northwest**
4. **Creating local ownership**
5. **What will success look like?**
6. **Other organisations using the online assessment tool**

Why recruit for values?

Competency Based Approach

Competencies

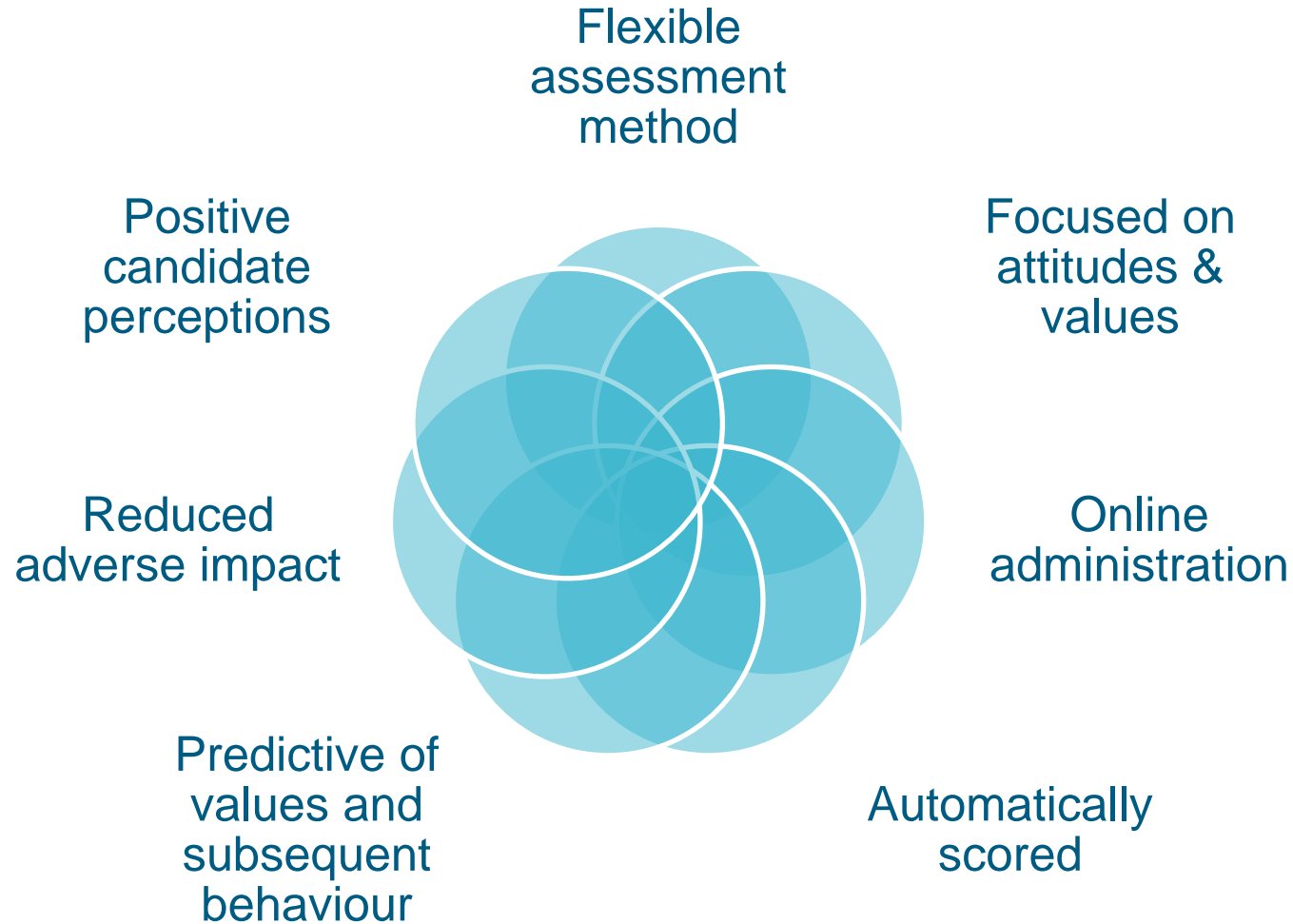
Experience
(e.g. Qualifications)

Cognitive Ability

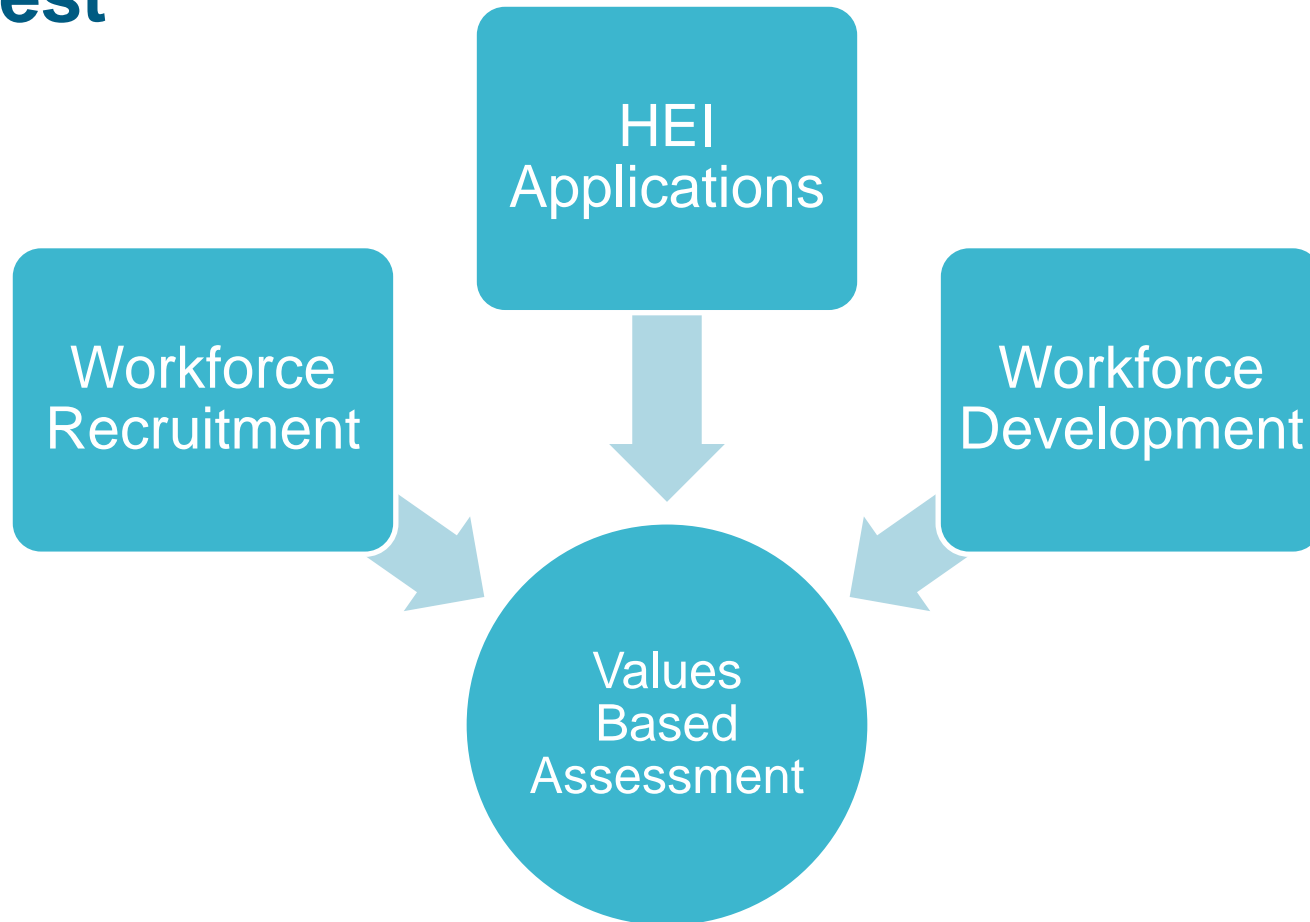
Absence of
Negative Values



Our Situational Judgement Test approach





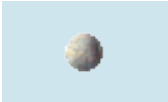
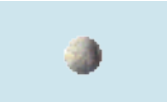

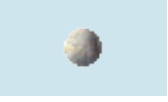
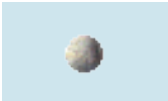
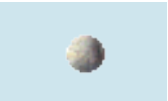
How the values based SJT will be used across NHS North West



Example Scenario

Kate is a nurse working in a busy surgical ward. It is afternoon visiting time when a relative of one patient approaches Kate. She tells Kate that there is a lady in the bed opposite to her mother who is crying and appears to be in pain. Kate is not allowed to prescribe or give pain killing drugs. She has other patients waiting for her, and the ward sister is busy with another patient in the side ward.

What would be the most effective and least effective response to this situation?

	Most	Least
Tell the relative not to worry about other patients and assure her that someone will deal with the lady soon.		
Finish dealing with the patients who are waiting for you, then check if the lady is still in pain and needs assistance.		
Go to comfort the lady and find out what is troubling her, even though you have other patients waiting.		
Call the doctor and say that there is a patient who appears to be in pain.		

Designing and implementing the SJT in partnership with NW LETB

Steering Group

Focus Groups
Scenario Generation

Scoring Group
Values Champions

500 Local Stakeholders
(Providers, HEIs,
Deaneries)

Stage 1: Planning and Scoping

Stage 2: Local Content Development

Stage 3: Trialling

Stages 4 & 5: Final Testing & Go Live

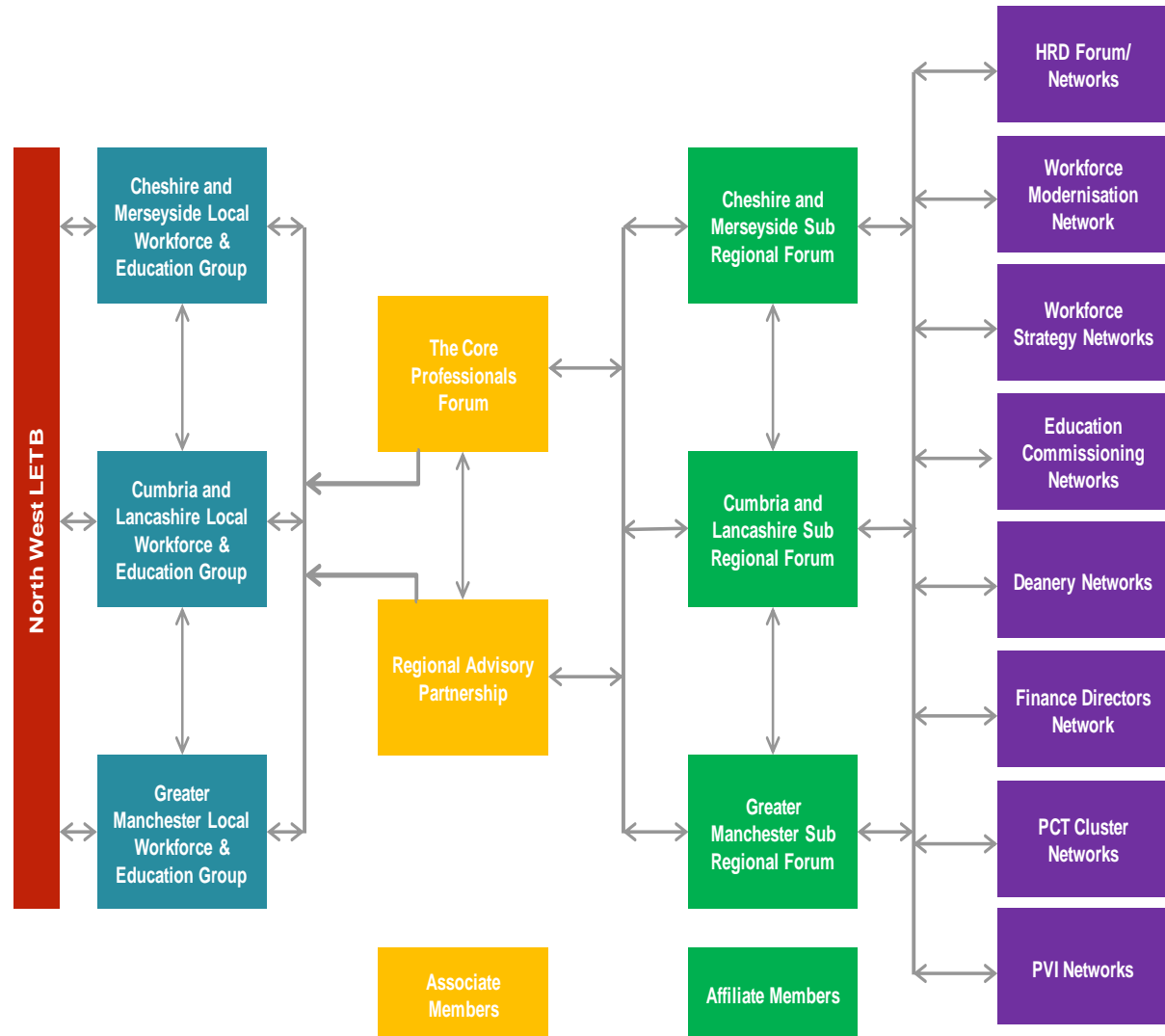
Creating local ownership in partnership with NW LETB

Reflecting the local context

- Importance of this project in supporting compassionate care
- Evolving role of LETBs

Engaging stakeholders

- Working with existing and emerging local networks
- Critical role of stakeholders in scenario development and testing



What will success look like?

Measures the right attitudes and values

- Aligned to the values in the NHS Constitution & Francis Report
- Accurately & consistently tests the values of targeted staff groups

Supports recruitment processes

- Enables ranking of applicants early in the recruitment process avoiding wasting time for recruiters and applicants

Simple to use

- Accessible, multi-choice format, often completed in 35 minutes

Inspires confidence

- User friendly platform
- Training provided

Positive impact on the North West workforce

- A visible increase in desired attitudes and behaviours
- Better student retention rates and less staff turnover

Other organisations using the online assessment tool



CAPITA