Registered Nurse Interview Questions

The satisfaction scores on your unit in the area of “RN manager ability, leadership and support of RNS” indicate that staff seems very satisfied with your Nurse Director.

1. What do you believe are your ND’s strongest leadership qualities? Please describe two or three positive strengths.
2. Do you think that your ND’s leadership contributes to your own job satisfaction? How?
3. Can you give any examples of when you observed qualities in your ND that you admired? Do you have a story to share that captures his or her qualities that you admire?
4. What are the strengths of your ND that are most important to you?
5. What do you value about your ND most?

Nurse Director Interview Questions

Your staff nurse satisfaction scores in the area of “RN manager ability, leadership and support of RNS” seem to indicate that you are a successful nursing leader.

1. What do you believe are your strongest leadership qualities that contribute to your staff nurse’s job satisfaction? Please describe two or three positive strengths.
2. How do you incorporate these qualities into your leadership practice? Can you share a story or an example?
3. Which of these strengths do you think are most important?
4. What do you value most?
5. Which qualities do you think are most important to your staff?

Methodology and Analysis

Thirty three units invited to participate based on high scores on the Practice Environment Scale – Nursing Work Index (PES-NWI) survey in the component of “Nurse Manager ability, leadership and support of nurses”.

Qualitative study, utilizing one-on-one interviews with RNS (n=9) and NDs (n=9).

Appreciative inquiry framework guided the questions. Appreciative inquiry is intended to identify strengths, best practices and successes of NDs.

Qualitative content analysis of transcribed audiotapes identified themes within each RN and ND group. Across case analysis identified areas of congruency between groups.

Conclusion

Thirty three units were invited to participate based on high scores on the Practice Environment Scale – Nursing Work Index (PES-NWI) survey in the component of “Nurse Manager ability, leadership and support of nurses”.

Qualitative study, utilizing one-on-one interviews with RNS (n=9) and NDs (n=9).

Appreciative inquiry framework guided the questions. Appreciative inquiry is intended to identify strengths, best practices and successes of NDs.

Qualitative content analysis of transcribed audiotapes identified themes within each RN and ND group. Across case analysis identified areas of congruency between groups.

Discussion

Characteristics Identified by RNs:

Empowerment
- “Why don’t you show me what the problem is, how you think we can solve it, and you may own that…”

Visibility
- “She always connects with you…”

Role Modeling
- “She never looks stressed…”

Passion for Excellence
- “I love what I do, and I think half of it’s because of the environment that I work in. She (ND) maintains that environment”

Characteristics Identified by NDs:

Empowerment
- “They don’t feel that they need to run all of those decisions by me and they feel pretty confident that I will support their decisions”

Visibility
- “Opportunity to be available to help staff with any needs they may have

Role Modeling
- “Try to role model and problem-solve issues without doing it for them… because I know it’s a 24/7 operation” and I’m not here all of the time.

Authentic Presence
- “Creating meaningful” connections with staff. Know them personally, know their practice, and know their strengths.

LIMITATIONS

- Study was conducted in a Magnet designated hospital, so the findings may not be generalizable.
- RNs were not asked what shift they worked or their clinical setting. Findings could be different between practice areas or shift worked.

Acknowledgements

Thank you to Dr. Jane Flanagan, Dr. Marianne Ditomassi and Dr. Patricia Hickey for your guidance and mentorship.

This study was approved by Massachusetts General Hospital and Northeastern University IRB.

© Massachusetts General Hospital 2017