Examples of Critical Competencies for Ophthalmology Practices
Ophthalmic technicians, administrative & customer service positions

Communicates effectively
* Listens actively and checks for understanding by asking questions.
* Is clear and articulate when speaking with a co-worker or patient.
* Thinks through what is to be communicated and organizes thoughts.

Patient focused
* Demonstrates caring and respectful behavior to patients.
* Counsels and educates patients, as appropriate, to support care.
* Uses technology to support care.

Pays careful attention to detail; achieves thoroughness and accuracy
* Provides accurate and consistent information.
* Maintains checklists, schedules, calendars to ensure small details are not overlooked.
* Follows policies and procedures; attentive to safety and compliance measures.
* Requires limited amount of review/checking of work.

Interview Questions for assessing competencies
Examples of Interview Questions for Assessing Competencies

Investigating communication competency

1. Please tell me about a time when you had to explain a procedure or give directions to someone who was having difficulty understanding you. Describe what you were trying to explain and what steps you took to communicate the message.

2. Describe a time when you had as limited amount of time to gather important information from someone. What did you need to learn and how did you know you had the information needed?

3. Tell me about a time when you had to synthesize information and summarize it for someone that needed it.

Investigating patient/customer focus.

1. Describe a time when you had to deal with a difficult or upset patient or customer. What happened and what did you do to resolve the situation?

2. Tell me about a time when you had to ensure the patient or customer understood what to expect next. What did you explain and how did you check the individual’s level of understanding?

3. Tell me about a time when you delighted a patient or customer. What did you do to achieve this result?

Investigating attention to detail.

1. Please describe a time you had to maintain important records. What steps did you take to ensure the records included required information accurately and in a timely manner?

2. Describe the tools you use to help you pay attention to details. How do these tools help you?

3. Tell me about a time when you had to refer to a policy for guidance in handling a situation with a co-worker. What was the policy? How did you access it? Was there anything about the policy that you found difficult to follow?