

Recommended Interview Questions:

Whole Health/Integration of Physical and Behavioral Health

The questions below are intended as a guide for interviewers interested in exploring candidate's skills, knowledge, and attitudes towards integrated physical and behavioral health care.

You may also want to probe for competency in the following "soft skills" that are essential to a whole health orientation:

- Collaboration
- Communication
- Learning
- Empathy
- Listening
- Observation and awareness

Scope of practice

- How would you define *whole health*? (look for answers that include *monitoring of chronic illness, overlap of behavioral and physical health, and addressing social determinants of health as part of practice*)? What is the role of behavioral health in addressing "whole health"?
- To what extent do you think a job like this should focus on physical health issues? How should this be done?
- What do you think are the limitations of this position in terms of addressing social determinants of health?
- What are some health issues you think should be part of the job description of a case manager or counselor?

Knowledge, understanding, and attitudes towards health

- Explain some of the ways you think culture impacts a person's health.
- In your experience, what are some of the ways physical health challenges impact your clients, their recovery, and your work with them?
- Which health topics do you find challenging to discuss with clients? (look for comments about *sex, substance abuse – recognizing these as health issues*) How often do you find yourself bringing up these issues?
- What are some of the reasons you think clients might not consistently take medication as prescribed? Describe a time you worked with a client who did not take medications as prescribed?
- What are some of the strategies you use to help clients improve their wellness skills?

Information sharing and teamwork

- Describe how you share information about your clients with others on your team. How frequently do you share information about the people you're currently supporting?
- Share how you have used technology to help you focus on the well-being of a client. Which tool did you use, and how did you use it?
- Can you give an example of how you have interacted with a client's physical health care providers in the past? How is this typical for you? In what ways was this different?

Supporting individuals

- Can you talk about a time when you supported a client who received a medical diagnosis that was unfamiliar to both you and the client?
- Your client does not have a trusting relationship with her endocrinologist. She has an appointment tomorrow. What can you do to support her?
- Tell us about working with a client who was not "taking good care of his health."
- You make a home visit to a client who has been showing signs of increased isolation because he has a lingering cough. While at the home, you notice a window that doesn't close properly as well as some mold in the bathroom. What do you do?
- Tell me about a time when supporting a client's health made you feel hopeless or out of your league. How did you handle this experience? What other situations with clients make you feel that way?

For candidates for Supervisor and Leadership positions

- What do you think are the responsibilities of a case manager or counselor in working with a client who has physical health issues?
- As a leader, how do you encourage your staff to think about the connection between physical and behavioral health challenges?
- Talk about a situation in which your staff had to work with clients in living situations that were responsible for poor health outcomes. How did you support your staff's work with these clients.
- Describe two ways you have held staff accountable for staying on top of both the physical and behavioral health issues of a client.
- What kind of training do you think is important for staff to maintain a whole health perspective?
- How do you incorporate conversations about whole health/integrated health into staff meetings? Supervision sessions?

