

❖ Interviews

➤ APC candidates:

▪ Selecting candidates to interview

- Internal or external APC candidates submit their application through website postings (separate for internal or external). The postings include job descriptions which will delineate the specific state licensure needed and hours available. Scheduled shifts for full time employment are four 10.5 hour days **OR** five 8.5 hour days.
- All APCs must work some Holidays and Weekend days.
 - ◆ All APCs positions going forward are for full time (30 hours/week or more) work hours. Few APCs will have a part-time schedule, and these are mostly APCs who have been “grandfathered” in or have an HR accommodation.
 - ◆ APCs working 29.5 hours or less a week will work at least 2 of the 8 corporate holidays.
 - ◆ APCs working 30 or more hours per week will work 4 of the 8 corporate holidays.
 - ◆ There are per diem positions at LM1.
 - APCs wishing for per diem employment will need to contact their AMD manager and TaShawn Wilson (Clinical Administrative Supervisor)
 - Per Diem positions are not automatically approved and may not be favorable to the APC.
 - Per Diem employees may not have standard work hours, guaranteed work hours, or work hours ensured as the company hires more employees. They will be paid at rate of \$55/hour.
 - Per Diem employees do not have access to benefits, overtime, and they still have the same licensing, credentialing, education, and training requirements of all other APCs in LM1.
- WFM (moving to IEX June 2024) helps with defining the needs for both licensure and work hours of the requisitions through forecasting the call

needs. Therefore, some positions advertised may not include all of the above requirements.

- Recruiter forwards appropriate candidates for initial interview with Associate Director of Medical Clinical Operations (Adrienne Moltz).
- Those advanced by the Associate Director will have a 1-hour interview with two LM1 physicians (two AMDs or one AMD and one DMD. There may be occasion for the applicant to have an interview with the CAC if a higher level decision needs to be made regarding hire.
- Special points to consider talking about in APC interviews:
 - ◆ Tech issues and the potential loss of UPTO when there are technology complications preventing an APC from working their work hours. It is a job requirement to have high speed internet access available at all times in their workspace to complete the job.
 - ◆ All software programs needed for the job are provided. APCs will have comprehensive training on application required for the job. Additional applications and programs may be approved through Optum.
 - ◆ Optum will provide all hardware for their working needs. Faxes, printers, shredders, and any piece of equipment used for hard copy is not necessary and will not be provided or reimbursed for.
 - ◆ Training attendance is required to ensure they are competent in the use of the hardware, software, and company workflows prior to taking calls and managing patients.
 - ◆ APC positions are exempt (salaried) and this comes with the expectation that there will be times in which work-related activities are done outside work hours and not compensated. This can include completing charting at the end of the work hours. LM1 Leadership does make every effort to schedule mandatory meetings and training within the APC work hours.
 - ◆ LM1 APCs work remotely but do have to have a registered residence in which they can set up a workstation that is HIPPA compliant. They must fill out a Telecommuter form in GSS. APCs will be expected to receive a desktop and a laptop is the exception (ie. For approved work accommodations). If an APC needs to work from another location, such as a summer home, for a month or more, they are expected to establish a HIPPA

compliant workstation at the temporary residence and use their entire desktop while they are there.

- ◆ APCs will be expected to remain available to take patient care calls and answer email triages on their work hours. Break times, pre-approved meetings, and approved training are the only times in which an APC may not be available to take calls during their work hours.
- ◆ An APC working for LM1 can expect to be busy during work hours, but still take one patient care concern at a time. Documentation is expected to be done before the next patient care concern starts. How busy an APC is during their work hours depends on work hours scheduled, licensing, and credentialing.
- ◆ It is expected that APCs will continue either working independently on their own licensure or work closely with Optum Licensing on gaining any licensure they do not have within their assigned LM1 sub-territory.
- ◆ Special desks, chairs, or other office equipment needed for a medical reason will need to be escalated to LM1 leadership, the APC's team physician, for review. Other basic office equipment is not reimbursable.

■ Completing interview feedback

- Topics for discussion might include:
 - ◆ Review of the candidates prior clinical experiences and applicability to our role (acute care and/or geriatric experience is highly preferred)
 - ◆ Description of our patient population and unique ways of managing calls
 - ◆ Description of typical day
 - ◆ Description of interactions between the LM1 APC and LM1 AMD. (DOTD and 1:1s)
- Completing the interview "[Individual-Contributor-Interview-Guide](#)" can be a resource to use.
- Alternatively, an [APC Interview form](#) and be copied and filled out by one of the interviewers, sent to the other for additional comments, and then sent on to leadership with recommendation to hire or not to hire, see below.

- ◆ This form contains qualities LM1 and Optum are looking for in APC candidates.
 - ◆ It also contains two patient scenarios built from cases used in past interviews. These can be used after giving the candidate a better understanding of who Landmark and LM1 works and the UE program as well. They can be modified to fit the clinical acumen we want to access in the candidate.
- Occasionally there will be numerous APC interviews within a month's time, and more APC candidates for the roles available. LM1 physicians will come together to rank the APC candidates and provide this information to Adrienne Moltz who will then work with Talent Acquisition.
- The applicant will most likely receive further information from Talent Acquisition.
- [Optum guidance on interviews](#)
- [Bias free interviewing](#) accessible through Knowledge Base
- Decisions on interviews
 - The interviewing AMDs/DMDs will save a copy in the [APC Interviews](#) folder on the LM1 Doctors Teams Channel. Interview notes are to be saved for 7 years.
 - Ultimately, the hiring decision is by the VP and Chief of Acute Care based upon LM1 needs and the feedback provided.

➤ AMD candidates:

- Selecting candidates to interview
 - Internal or external AMD candidates submit their application through website postings (separate for internal or external. The postings include job descriptions.)
 - The recruiter will advance candidates who meet criteria for interviews with the Associate Medical Directors will have a 1-hour interview with all available Landmark First AMDs/DMDs, typically done in a series of interviews with groups of two (in contrast with APC applicants, where a single AMD interview is standard)
 - The Chief of Acute Care and National VP of Patient Access will also interview.
- Completing interview feedback
 - [Optum guidance on interviews.](#)

- [Bias free interviewing](#)
- The interviewing AMDs/DMDs will save a copy in the Interview Notes folder found in the [AMD Interviews](#) on the LM1 Doctors Channel files for 7 years. They will also email the rest of the LM1 physicians with a brief description of the interview and a suggestion of whether the applicant should be extended a job offer. Prior acute care and/or geriatric experience is considered. Prior experience with APC collaboration preferred.
- Ultimately, hiring decision is by the VP and Chief of Acute Care based upon LM1 needs and the feedback provided.