NURSE MENTORING MATTERS!

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WHAT IS EVIDENCE-BASED PRACTICE?
PROBLEM IDENTIFICATION

- Challenge to retain nurses
- Turnover yields negative implications
- Present nursing shortage predicted to worsen
- Typical orientation not meeting needs*
PROPOSED SOLUTION

NURSE MENTOR PROGRAM

A cost-effective strategy proven to increase

- Job satisfaction
- Intent to stay
- Retention
RATIONALE FOR IMPORTANCE

- American Nurses Association (ANA) President Pam Cipriano agrees that a mentoring program is a practical option in the quest to retain qualified nurses.

- At the 2014 National Magnet Conference, mentoring of new graduate nurses was listed as one of the top five goals for the ANA.
MENTOR REQUIREMENTS

- Professional communication and dress
- Team player
- Approachable, understanding
- Resourceful
- Strong attendance record
- Manages stress and time well
- Confident, yet humble
- Patient advocate
- Passionate about process improvement (PI)
- Experience precepting student and/or graduate nurses
- Respect the need to SUPPORT those newest to the field of nursing
PROGRAM BASICS

- Each graduate nurse (mentee) is provided with a mentor for one year
- Welcome Dinner
- May graduates begin in July
- December graduates begin in February
- Program lasts 1 YEAR
- Quarterly surveys
- Celebration dinner
HOW DOES IT WORK?

- **Weekly contact**
- **Monthly face-to-face**
- **Topical discussions**
  - TEAMWORK
  - PRIORITIZING CARE
  - TIME MANAGEMENT
  - COPING WITH STRESS ON JOB
  - PATIENT-CENTERED CARE
  - PATIENT ADVOCACY
  - HIPAA
  - DEVELOPING CRITICAL THINKING SKILLS
  - BULLYING
  - DIVERSITY

- Free breakfast, lunch, or dinner each month
- 30 minutes – 2 hours **PAID** time
AND THE SURVEYS SHOW…

At the 6-month survey, 100% of mentees reveal…

- I feel comfortable sharing my concerns with my mentor
- My mentor appropriately shares his/her experiences so that I can learn from them
- The time I spend with my mentor is worthwhile
- My mentor and I are a good match
- I have experienced learning and growth through participating in the Nurse Mentor Program
- The program has helped me feel integrated into the RFGH culture
- I feel good about my career as a nurse
MENTEES REPORT BENEFITS OF PROGRAM

- “Having someone who is not biased to talk to”
- “Input from mentor”
- “Open communication with an ED nurse that I do not work with on a daily basis”
- “Having another person I can talk to outside of my preceptor”
- “My mentor provides a mutual source of information”
- “Being exposed to different experiences and other minds”
- “Talking with someone while on the floor”
- “Feeling you have someone to talk to, no bias, no gains/losses, there for me, a safe place”
- “Knowing that I have someone available if I needed them”
MENTEES REPORT BENEFITS OF PROGRAM

- “A connection with someone you can share things with and can get advice when needed”
- “Same department – learning experience – adds comfort
- “Getting unbiased feedback”
- “Good opportunity to express concerns, team member in the same department makes it easier for discussions, advice, and ability to meet”
- “Comforting to have someone reassure you/share their past experiences with you”
- “Provided reading”
- “Having an extra outlet to express my thoughts as a new grad”
- “Have someone to speak with that is removed from the situations we speak about”
WHAT ABOUT THE MENTOR?

Serving as a mentor

- provides opportunities for professional development,
- cultivates leadership potential,
- makes the mentor feel like a valuable member of the team,
- challenges the mentor to think through questions in order to provide reasonable answers, etc.
PERSONAL TESTIMONY

MENTOR - Gari Lynn, Education Department
MENTEE - Emily, Medical Surgical Department

MENTOR - Matt, Emergency Department
MENTEE - Makita, Emergency Department

MENTOR - Alissa, Emergency Department
MENTEE - Jenna, Emergency Department
THE PATIENT?

Mentoring programs

- Enhance decision-making and the professional practice environment
- Increase patient safety
- Reduce medical negligence rate
- Improve nursing competencies
**THE ORGANIZATION?**

**Mentoring programs**

- Reduce human resource costs
  - Decrease turnover
- Yield greater nurse satisfaction
- Improve development of interpersonal relationships
  - Enhance motivation in the workplace
OVERCOMING ROADBLOCKS

**ASSUMPTION**
Outcomes will be achieved overnight

**TRUTH**
Changes in practice not only take time to plan and implement, but they require ongoing evaluation and revision until the desired results are obtained. *
DESIRE MORE INFORMATION?

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