

ESTABLISHING, IMPLEMENTING AND SUSTAINING A MENTORSHIP PROGRAM

Kingston Nursing Research Conference 2019

March 7, 2019

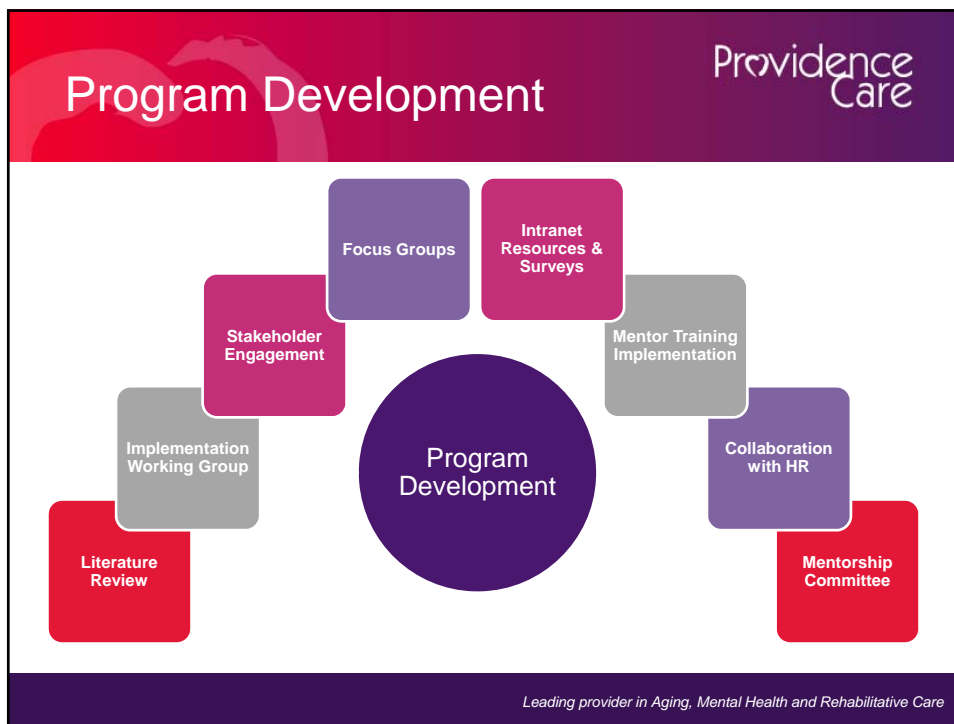
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Purpose of Mentorship Program

- To foster and support an organizational culture of mentorship, which inspires people to:
 - *live our **values***
 - *strengthen **relationships***
 - *develop **leadership***

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Initial Challenges and Successes

Providence Care

| Initial Challenges | Successes |
|------------------------------------|--|
| Inconsistent and low pairing rates | Consistent and high pairing rates |
| Pairings inconsistently reported | Pairings consistently reported as part of the Facilitator role |
| Applicable HR data not available | Applicable HR data available quarterly |
| Mentor and Mentee role clarity | Increased role clarity |
| Survey response rates low | Increased survey response rates due to reminder emails |
| No formal Mentor Training | Establishment of Mentor Training |

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Results

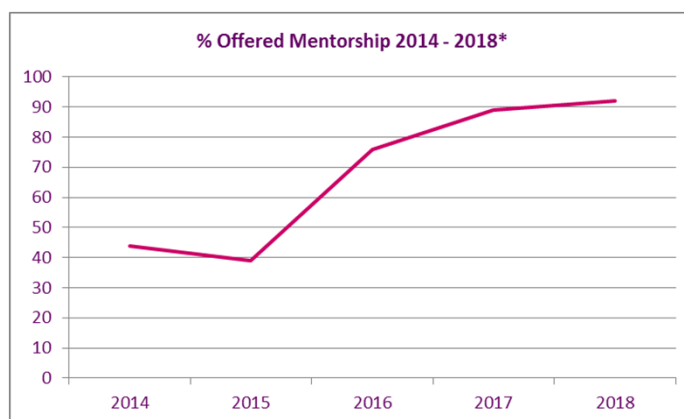
Providence
Care

- Developed, implemented and sustained a program that is supportive, non-evaluative, and fosters peer-to-peer relationships
- Cited as motivating factor to stay with the organization
- Pairings and offers to pair have increased steadily with current rate >90%

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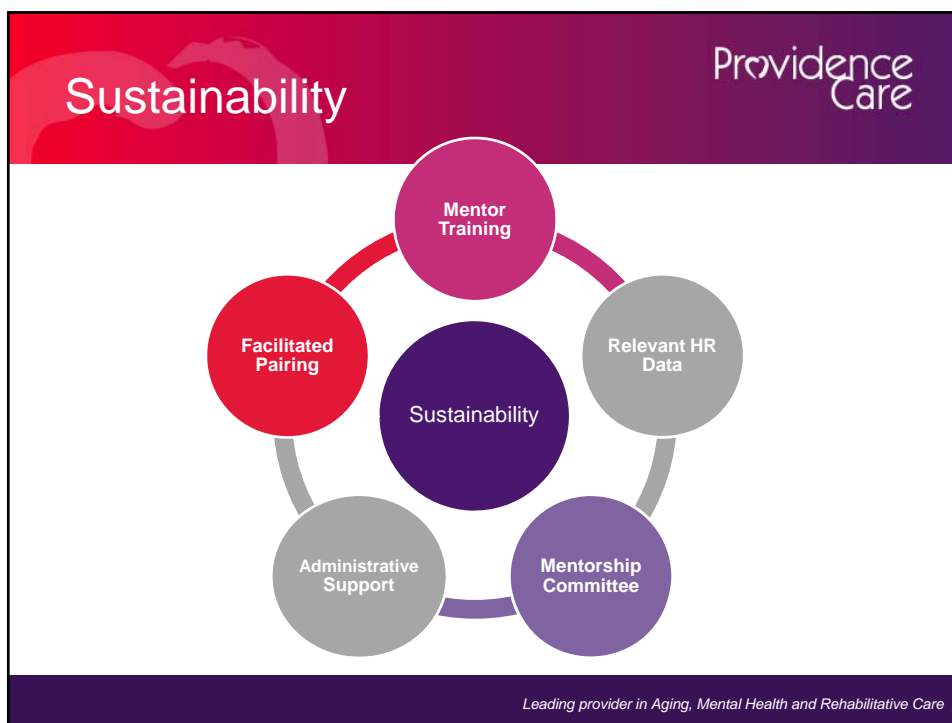
Outcome Measure: Offers to Pair (Hospital)

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* Offers of mentorship occurred throughout 2011 - 2013; comparative HR metrics became available in 2014.

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Mentor Training Providence
Care

- Facilitated by 2 – 3 instructors
- Free for our staff
- Three categories of presentation:
 - Role of the Mentor/Mentee
 - Communication skills/strategies
 - Ethics
- Utilizes interactive approach with group discussion and shared reflection
- Feedback has been overwhelmingly positive

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Nursing Impact

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Mentees

- 60% of all new/transfer staff that have been paired are nurses

Mentors

- 40% of all trained mentors at Providence Care are nurses

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Testimonials

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From Mentors

- *I learned as much from my mentee's youth, exuberance, and openness to change as I was hopefully able to share with her as a mentor*
- *Being a mentor helped inform my decision to apply for other leadership opportunities*

From Mentees

- *This is an amazing program that provides support to new/transfer staff with someone they can feel comfortable going to with anything*
- *It made my transition to a new facility a lot smoother. The process was organized and very user-friendly*

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