

Wellstar Paulding Medical Center (WPMC) Mentoring Clinical Nurses with New Approaches

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Presenting:
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Joint
Research
Study



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Agenda

- 1 Background & Framework
- 2 Research Study Overview
- 3 Methodology
- 4 Recruitment, Kick-off & Study Activities
- 5 Findings & Conclusions
- 6 Q & A

Wellstar

3

1

Research Study Background & Framework

Wellstar Paulding Hospital

4

Background & Framework

Purpose

Implementing a pilot mentoring program for clinical nurses at a community hospital

Target Audience

Clinical nurses, post-orientation and residency, who have at least one year of experience as a registered nurse (RN)

Goals

- Sustain & Retain Nurses
- Educational Engagement
- Utilize theory to support the program

2

Research Study Overview

Research Study Pre-Launch Timing

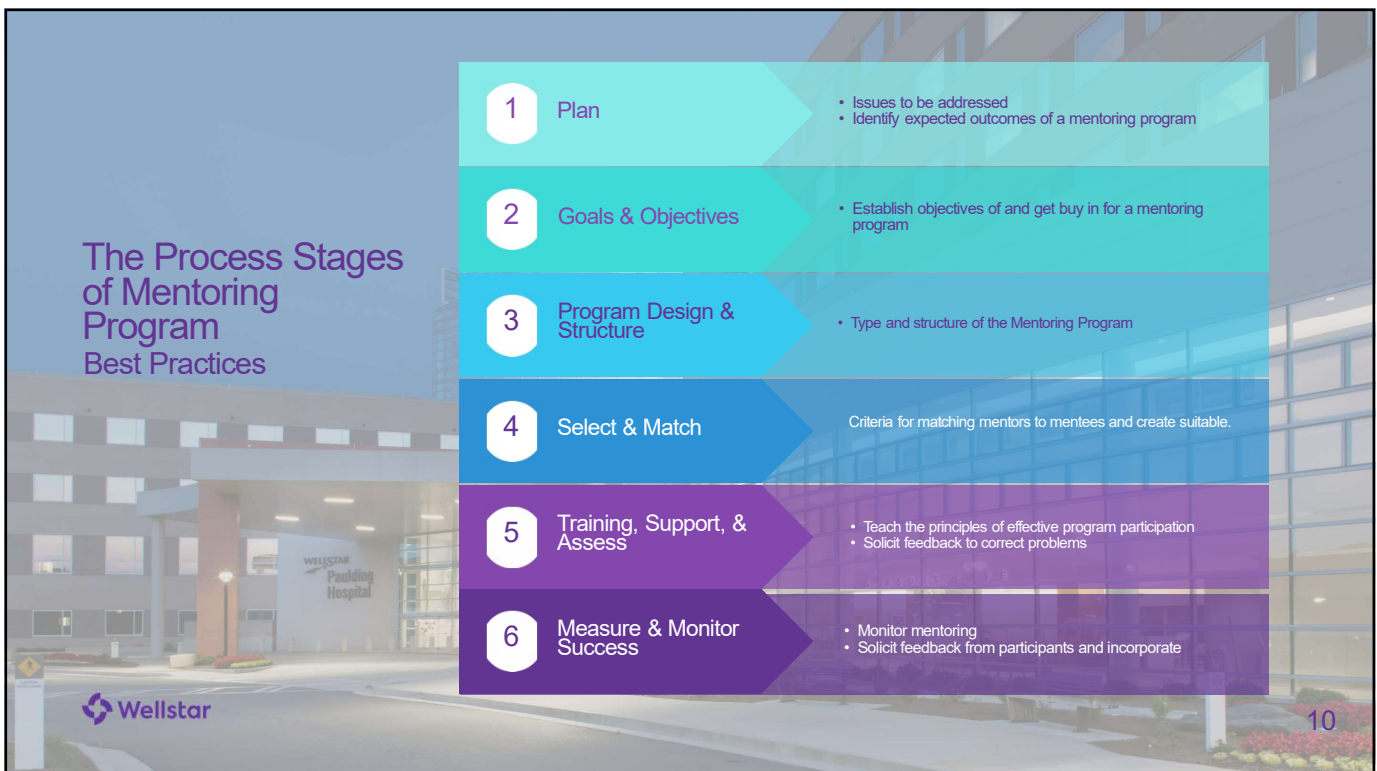


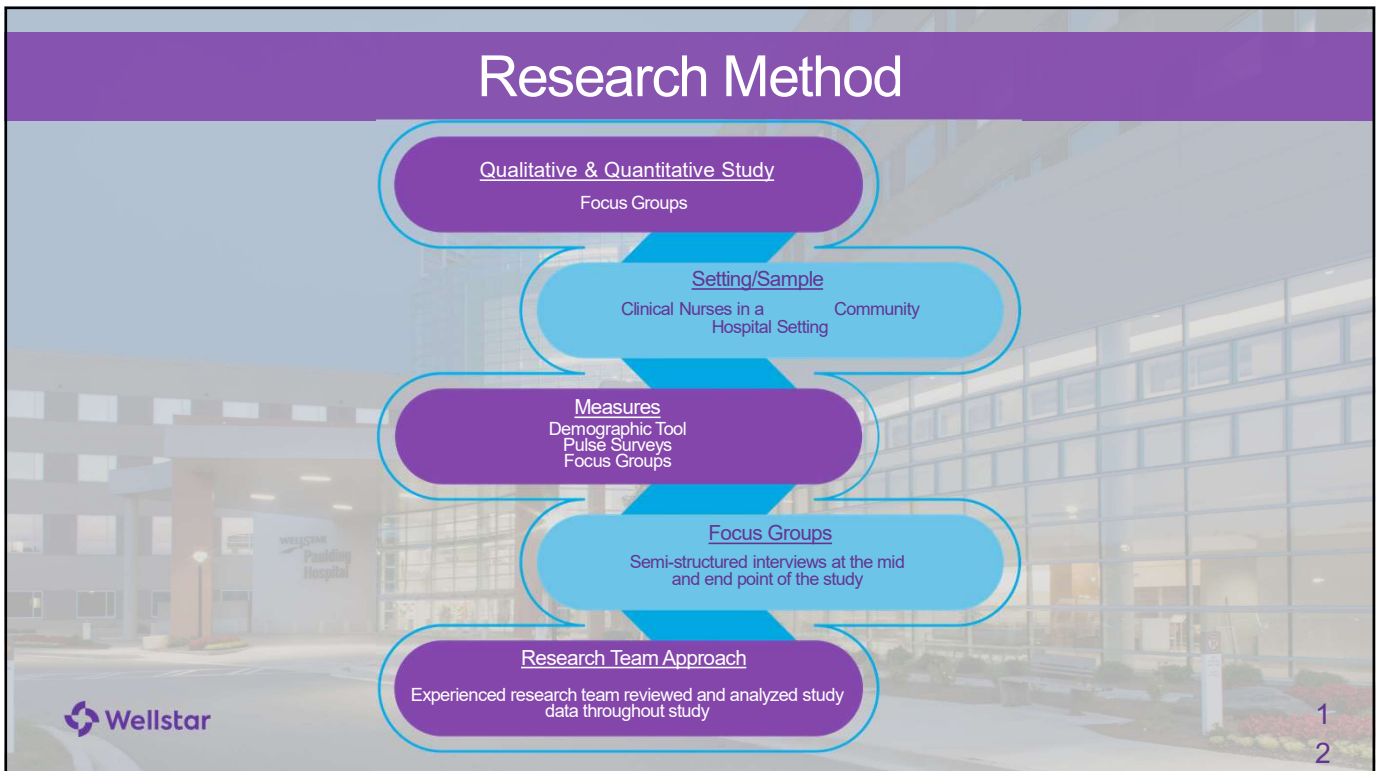
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Research Study Overview

- Approved by Kennesaw State IRB on Sept 29, 2020 (IRB-FY21-61)
- Pilot program to evaluate effectiveness of mentoring program for clinical nurses
- Commitment to program (Signed Consent)
- Activities: Education, support, monthly meetings, communications, check-ins, focus groups
- Research work with research investigator team from Wellstar (onsite and system) and Kennesaw State University

8







Mentoring Up Theory

MENTO

R

Worked with Mentee to learn to have crucial conversations with confidence

MENTE

E

- Useful resources
- Helped with preparation for a new role
- Conflict resolution strategies

Phases of *Mentoring Up*

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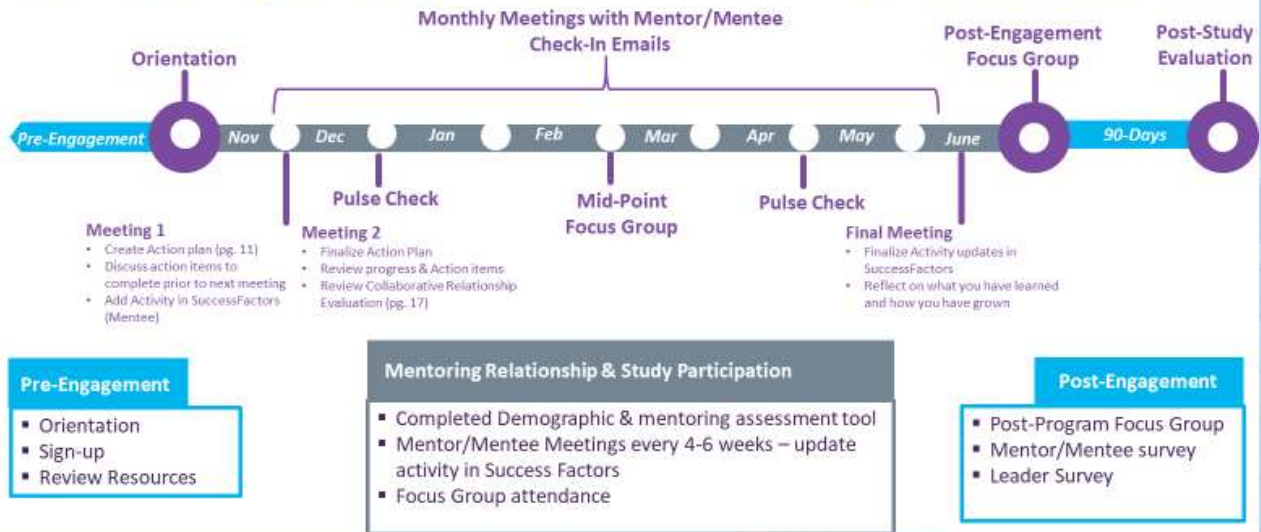


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Research Study Recruitment, Kick-off, & Activities

14

Initial Mentoring Program Overview & Timeline



Recruiting – Eligibility Requirements



Recruitment
Collateral

IRB-FY21-61

Nurse Mentoring Study: Clinical Nurses Needed

OUR GOAL: To study the effectiveness of clinical nurse mentoring

Who?

- We are seeking clinical nurses to participate as mentors or mentees

When?

- The study will run approximately **October 2020 through July 2021**

What Are The Expectations?

- Complete the program which includes:
 - Demographic and mentoring assessment tool
 - Education session
 - Monthly meetings with your mentor/mentee
 - Mid and post engagement evaluations
 - Focus groups

General Study Questions? Please Reach Out:

Dr. M. Lisa Hedenstrom	Kennesaw State Principal Investigator	470-578-7963 mhedenst@kennesaw.edu
Kim Knotts, MSN, RN, NEA-BC	Principal Investigator at WellStar Fauding	470-644-8019
Joylsine Ndungu, MSN, RN, PCCN	Principal Investigator at WellStar Fauding	470-245-3534

Interested in Participating?
 Contact Kim Knotts or Joylsine Ndungu

And a Special Thanks to our Study Personnel!

Vicky Hoggan, MSN, RN, CCRN-K, EDAC	Fauding Nurse Mentoring Sponsor	
Sharlene Toney PhD, RN	Co-Principal Investigator	
Erin Tallon, MBA, RN	Fauding Nurse Mentoring Site Administrator	
Charlene Noble, MEd, PHR	Mentoring Program Administrator	
Gita Teasooabhaiwat, PhD	Study investigator	
Gina Hale, PhD, RN, CNE	Study investigator	

1
7

Study Kick-Off

Start Date

November 1, 2020

Mentoring Pairs

17

Areas Represented

- ED
- OR
- Cath Lab
- GI
- Pre-Op
- ICU
- IMCU
- Med-Surg
- Telemetry
- Renal & Cardiac Telemetry



Setting the Stage



Initial Kick-off education



Monthly mentor/mentee meetings/connections



Pulse Checks & Focus Groups



Mentoring tools and resources



End of program success sharing

1
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Mentoring Agreement Between Mentor & Mentee



Be mentally present for discussions



Honor commitment



Agree on clear goals (S.M.A.R.T. goals)



Monitor progress






Monthly connection focus area suggestions


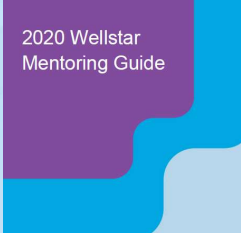



Seek and accept feedback

20

Sample Tools and Resources


-  Mentoring Guidebook with Tools
-  SuccessFactors Platform
-  Recommended Reading, videos, etc.

21

5

Findings & Recommendations



22

Data Analysis



Research team tactics



Data transcribed from Focus Groups



Healthcare system approach to mentoring

23

Final Study Results

Program

- Initial Program
November 1, 2020 –
June 1, 2021
- Reboot: April 1,
2021 – March 1,
2022

Mentoring Pairs

- Covid impact
- Ended with 10 pairs
- Some attrition due
to transfers,
promotions, and
one exit from the
organization

Focus Groups

- Multiple focus groups at
2 time points (mid-point
and end)
- Research Team
analyzed results
- Experienced
researchers

Participant Insights

Covid Impact

“Everything took a backseat during Covid”

Structure

“Binder information was helpful”

Reminders

“Good communication during program”

Communication

Participants found creative ways to engage.

Conflict Mgt

Appreciated guidance on dealing with conflict situations

Being a Nurse

“Things they don’t teach you in nursing school – nursing judgement”

Shifts

It was helpful to be on the same shift

General

“I want to be like you when I grow up”

Lessons Learned



Time constraints



Timeline adjustment and “Reboot” due to Covid



Structure



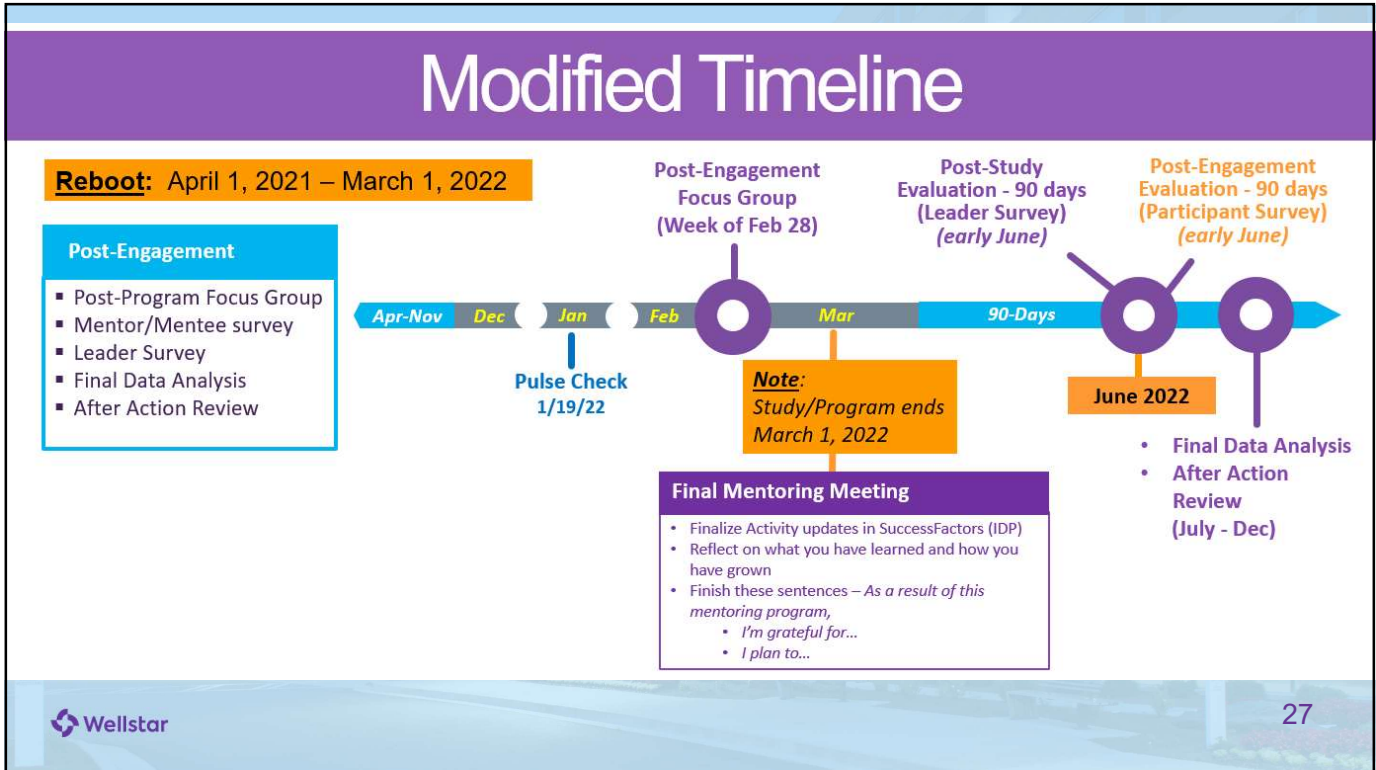
Meaningful relationships & creativity



Continued support to prevent study attrition



Research during Covid was difficult



Study Conclusions

Clinical nurses in the study report a benefit from participating in the mentoring program.

Ongoing education and support throughout the program is important to participant engagement.

Mentoring relationships require intentional effort on the part of the mentor and mentee.

Time and structure are key factors for future consideration of clinical nurse mentoring programs.

Conducting research during Covid was difficult.

28

Implications for Nursing & Research

Education on mentoring is paramount to a successful mentoring program

Include planned, formal communication during the program to include tips, tools and reminders

Provide ongoing support to program participants throughout the program

Allow protected time for mentoring dyads to meet

Mentoring participation builds confidence, engagement and resiliency in the field of nursing

Mentoring was meaningful to participants

Successful mentoring programs promote nurse retention

For career development, participating in a mentoring program is highly beneficial

Successful mentee-mentor relationships can support nurse leader succession planning by identifying emerging leaders

Implications for Research

Future research is needed

Mentoring program support team who meets regularly and keeps the program on track

Study ongoing communications to the participants to see if it helps reduce attrition

Explore creative ways for dyads to connect

Meaningful individual support

Study length of time for mentoring program

Next Steps

Journal Article submission in process

Additional Conference Presentations

Ongoing Mentor Program Development

Future Mentoring Research

Expansion of Mentoring Program to various disciplines across the organization



Our Project Team



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Consultant, Leadership Development
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Mentoring Program Administrator



M. Lisa Hedenstrom,
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Kennesaw State Principal Investigator

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Questions?



Thank You!

