

## Nurse Mentorship Program

Sarah Freyman BSN, RN

*Lehigh Valley Health Network, Sarah.Freyman@lvhn.org*

Taylor A. Kauterman BSN, RN

*Lehigh Valley Health Network, Taylor.Kauterman@lvhn.org*

Elizabeth M. Onica BSN, RN

*Lehigh Valley Health Network, Elizabeth.Onica@lvhn.org*

Franchesca Reyes RN

*Lehigh Valley Health Network, Franchesca.Reyes@lvhn.org*

Jeanine L. Subbenaik BSN, RN

*Lehigh Valley Health Network, Jeanine\_L.Subbenaik@lvhn.org*

Follow this and additional works at: <https://scholarlyworks.lvhn.org/patient-care-services-nursing>

---

### Published In/Presented At

Freyman, S. Kauterman, T. Onica, E. Reyes, F. Subbenaik, J. (2018, November 30). *Nurse Mentorship Program*. Poster presented at: LVHN Vizient/AACN Nurse Residency Program Graduation, Lehigh Valley Health Network, Allentown, PA.

This Poster is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Scholarly Works by an authorized administrator. For more information, please contact [LibraryServices@lvhn.org](mailto:LibraryServices@lvhn.org).



# Nurse Mentorship Program

Sarah Freyman BSN,RN; Taylor Kauterman BSN,RN; Elizabeth Onica BSN,RN; Francheska Reyes RN; Jeanine Subbenaik BSN, RN

Lehigh Valley Health Network, Allentown, Pennsylvania

## BACKGROUND

- Poor retention rates on the Progressive Coronary Care Unit (PCCU), Interventional Progressive Care Unit (IPCU), and Transitional Open Heart Unit (TOHU) at Lehigh Valley Health Network (LVHN).
- Retention rates FY18
  - PCU: 20% (7 RNs)
  - IPCU: 48% (10 RNs)
  - TOHU: 13% (4 RNs)

## PICO QUESTION

In full-time nurses on three low-level units with one to three years of experience, will a structured unit-based mentorship program compared to an orientation program alone result in intent to stay employed at LVHN for at least 12 months?

- P-** full-time nurses on three low-level units with one to three years of experience
- I-** structured unit-based mentorship program
- C-** mentorship program alone
- O-** intent to stay employed at LVHN for at least 12 months

## EVIDENCE

- Mentorship programs result in increased RN retention rates (Schroyer, Zellers, & Abraham, 2016) due to increased job satisfaction and intent to stay (Jones, 2017).
- Mentorship programs results in increased confidence and team work (Jian, Yi Rong, Ying Pin, & Radha Krishna, 2018) as well as sense of community within the unit (Wolak, McCann, Queen, Madigan, & Letvak, 2009).
- Mentees are provided with more learning opportunities (Wolak et al., 2009) and mentors are reminded of what it's like to be a new nurse (Schroyer et al., 2016).
- Mentoring success depends on the quality of mentoring relationships/program. (Grindel & Hagerstrom, 2009)
- Mentoring saves costs for healthcare networks. (Schroyer et al., 2016)

## METHODS

- 10 groups of mentors and mentees were paired based on compatibility.
  - Mentee requirements: 1-3 years nursing experience
  - Mentor requirements: >3 years nursing experience
- Mentor and Mentee met outside of work once to discuss the following questions:
  - Why did you become a nurse?
  - What do you love about nursing?
  - What ethical dilemmas have you have encountered?
  - What do you find challenging about bedside nursing?
  - What are your goals as a professional nurse?
- Mentees were surveyed prior to meeting with their mentor and after meeting with their mentor to determine their thoughts on a mentorship program, satisfaction with current job, and intent to stay within the organization.

## BARRIERS & LIMITATIONS

- Only ten groups of mentors and mentees participated in the mentorship program.
- Participants gave feedback that they would like to choose their own mentor/mentee.
- A trial period longer than 2 months could have been more effective in building mentor/mentee relationships.
- This study did not determine long term intent to stay employed at LVHN.

## CONCLUSIONS & FURTHER RECOMMENDATIONS

- Multiple participants did not participate due to pair incompatibility, busy schedules, and non-interest.
- Mentees commented that they believe the mentorship program would have been more effective if started before 1 year.

	A mentorship program will positively affect my nursing practice	I am satisfied with my current job	I believe this mentorship program will increase my job satisfaction	I am seeking outside employment within the next 12 months	If seeking outside employment, which of the following is the reason
Pre-survey	<ul style="list-style-type: none"> <li>• 3 strongly agree</li> <li>• 6 agree</li> <li>• 1 undecided</li> </ul>	<ul style="list-style-type: none"> <li>• 1 strongly agree</li> <li>• 4 agree</li> <li>• 4 undecided</li> <li>• 1 disagree</li> </ul>	<ul style="list-style-type: none"> <li>• 2 strongly agree</li> <li>• 6 agree</li> <li>• 2 undecided</li> </ul>	<ul style="list-style-type: none"> <li>• 2 strongly agree</li> <li>• 4 agree</li> <li>• 2 undecided</li> <li>• 2 disagree</li> </ul>	<ul style="list-style-type: none"> <li>• 5 job satisfaction</li> <li>• 2 school</li> <li>• 2 relocation</li> <li>• 1 family</li> </ul>
Post-survey	<ul style="list-style-type: none"> <li>• 2 strongly agree</li> <li>• 8 agree</li> </ul>	<ul style="list-style-type: none"> <li>• 5 agree</li> <li>• 5 undecided</li> </ul>	<ul style="list-style-type: none"> <li>• 4 strongly agree</li> <li>• 4 agree</li> <li>• 1 undecided</li> <li>• 1 disagree</li> </ul>	<ul style="list-style-type: none"> <li>• 1 strongly agree</li> <li>• 2 agree</li> <li>• 3 undecided</li> <li>• 2 disagree</li> <li>• 2 strongly disagree</li> </ul>	<ul style="list-style-type: none"> <li>• 2 job satisfaction</li> <li>• 1 school</li> <li>• 1 family</li> </ul>

## REFERENCES

- Grindel, C., & Hagerstrom, G. (2009). Nurses nurturing nurses: outcomes and lessons learned. *MEDSURG Nursing*, 18(3), 183-194.
- Jian, L., Yi Rong, C., Ying Pin, T., & Radha Krishna, L. K. (2018). Mentoring in Nursing: An Integrative Review of Commentaries, Editorials, and Perspectives Papers. *Nurse Educator*, 43(1), E1-E5. doi:10.1097/NNE.0000000000000389
- Jones, S.J. (2017). Establishing a Nurse Mentor Program to Improve Nurse Satisfaction and Intent to Stay. *Journal for in Professional Development*, 33(2), 76-78.
- Schroyer, C. C., Zellers, R., & Abraham, S. (2016). Increasing Registered Nurse Retention Using Mentors in Critical Care Services. *The Health Care Manager*, 35(3), 251-265. doi:10.1097/HCM.0000000000000118
- Wolak, E., McCann, M., Queen, S., Madigan, C., & Letvak, S. (2009). Perceptions within a mentorship program. *Clinical Nurse Specialist: The Journal For Advanced Nursing Practice*, 23(2), 61-67. doi:10.1097/NUR.0b013e31819971eb

© 2014 Lehigh Valley Health Network