



Implementation and Evaluation of a Formal Mentorship Program for New Graduate Pediatric Nurse Practitioners

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PURPOSE

- Describe the implementation of a formal mentorship program for new graduate pediatric nurse practitioners (NPs).
- Evaluate the mentorship program based on survey response.
- Examine lessons learned from initial program implementation.

BACKGROUND

- New graduate NPs often experience stressful role transition when going from a bedside RN to NP that can lead to decreased job satisfaction, decreased productivity, and an increased turnover.
- Mentorship can be used to address the problems during role transition from RN to NP, however, there is a paucity of published work of structured formal mentorship program.
- Mentoring increases job satisfaction in NPs.

METHODS

- Steps to developing the mentorship program:**
 - Assessment of the problem
 - Literature review
 - Propose the interventions with aims of the program
 - Establish program objectives and desired outcome
 - Design the mentorship program
 - Develop implementation and evaluation plan
- Components of mentorship program:**
 - Mentorship Committee
 - Mentor Recruitment and training
 - Mentor/Mentee Pairings & Expectations
 - Program Evaluation/Surveys

RESULTS

Demographics:

| | |
|-----------------------|----|
| Mentors (n=36) | |
| NP | 27 |
| PA | 9 |

| | |
|-----------------------|----|
| Mentees (n=36) | |
| NP | 28 |
| PA | 8 |

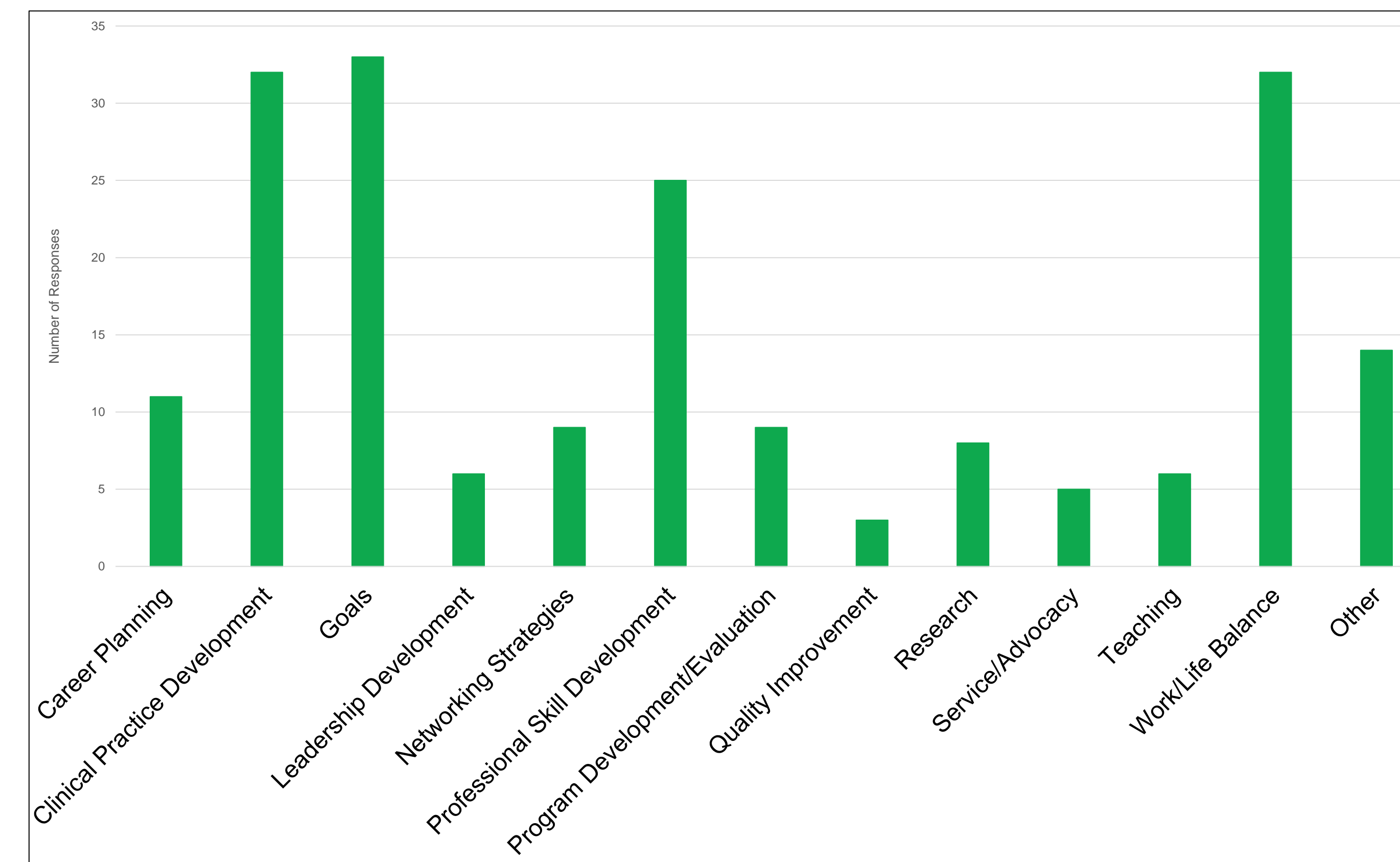
Time Point Pairs

| | |
|------------------|----|
| Completed | |
| 3 months | 7 |
| 6 months | 9 |
| 12 months | 13 |

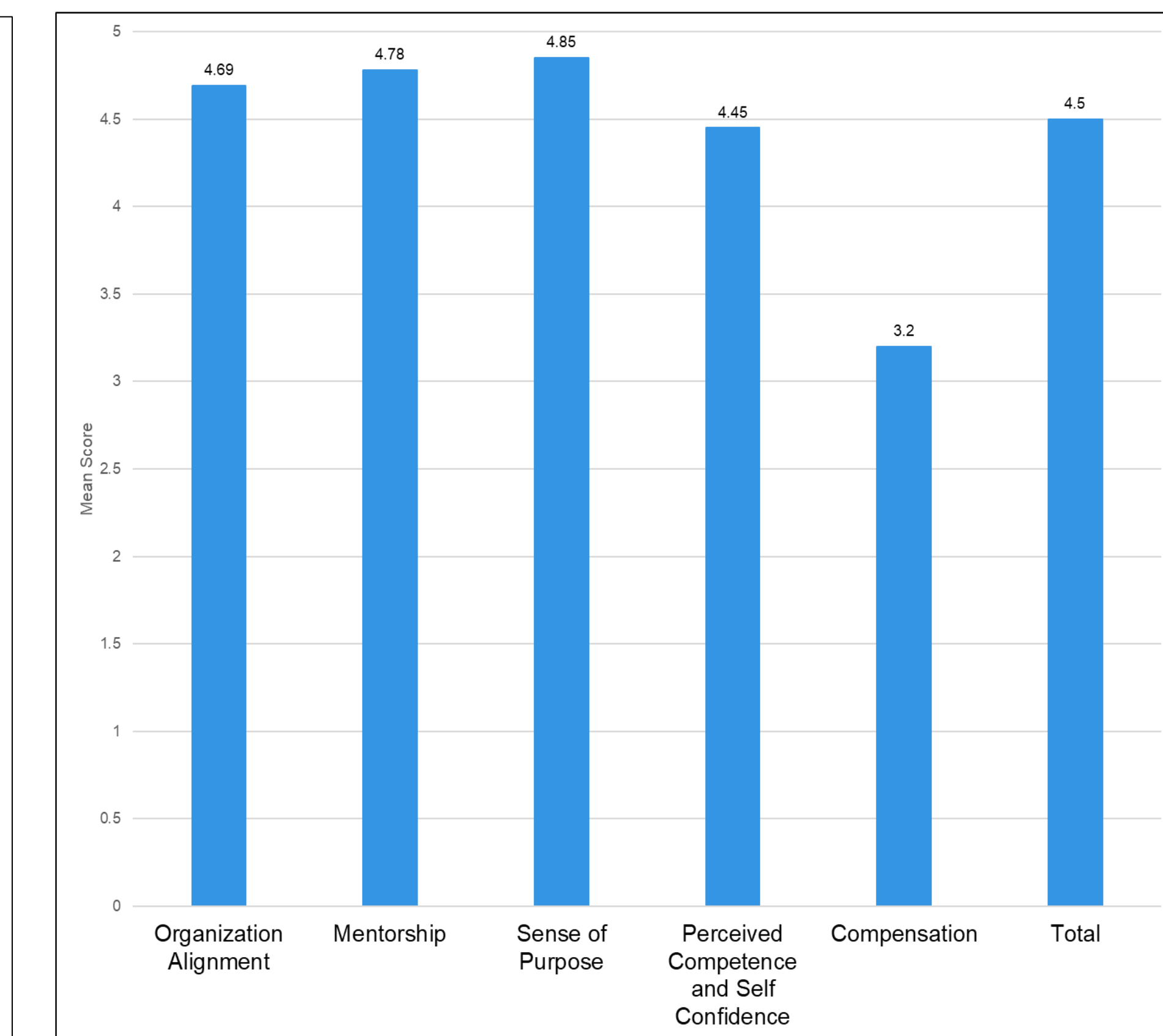
| | |
|---|---|
| Pairs not completed due to mentee leaving organization | 4 |
|---|---|

| | |
|--|--------------------------|
| Average number of years of experience as an APP for mentors | 10.8 years (range: 2-21) |
|--|--------------------------|

Topics discussed during mentoring meetings



Novice Nurse Practitioner Role Transition Scale (n=8, Average)



Note: 6-point Likert response scale. The higher the score, the novice NP has perception of an easier role transition.

What did you like most about the Mentorship Program?

Mentor Responses

"I like the concept of meeting with a mentor. I had an amazing mentor, but it was more organic and I found it more helpful when the relationship was in the same discipline."

"Learning to be a valuable mentor and taking those skills to clinic."

"I loved being matched with a similar specialty area and being able to understand the trials my mentee was going through."

"Able to meet with new APPs to support their transition."

"I felt it was 'doable' in light of 2 clinicians with busy work schedules and personal life. I liked we had options of where/when to meet."

Mentee Responses

"The ability to have someone who has had experienced what I was going through."

"The relationship we developed and feeling encouraged and refreshed after each meeting."

"I like to know more APPs within the system."

"Having someone to reach out to with questions or advice, and the way my mentor helped open doors for me to get me plugged in at the organization."

What did you like least about the Mentorship Program?

Mentor Responses

"I would benefit more from being connected with someone in my same area of work."

"The dedicated worksheets."

"Finding a time that work to meet up."

"Having to meet in person so frequently. Should alternate between phone calls to in person."

Mentee Responses

"I found it to be equally as beneficial as the relationships I formed naturally within my own department."

"Lack of time."

Describe your relationship with your mentor/mentee.

Mentor Responses

"We were sadly only able to meet once due to schedule conflicts. I feel as if that meeting went extremely well and we 'clicked'."

"I have such a great professional friendship with my mentee. I feel we have an open communication where she can call at any time and ask for help or ask any questions."

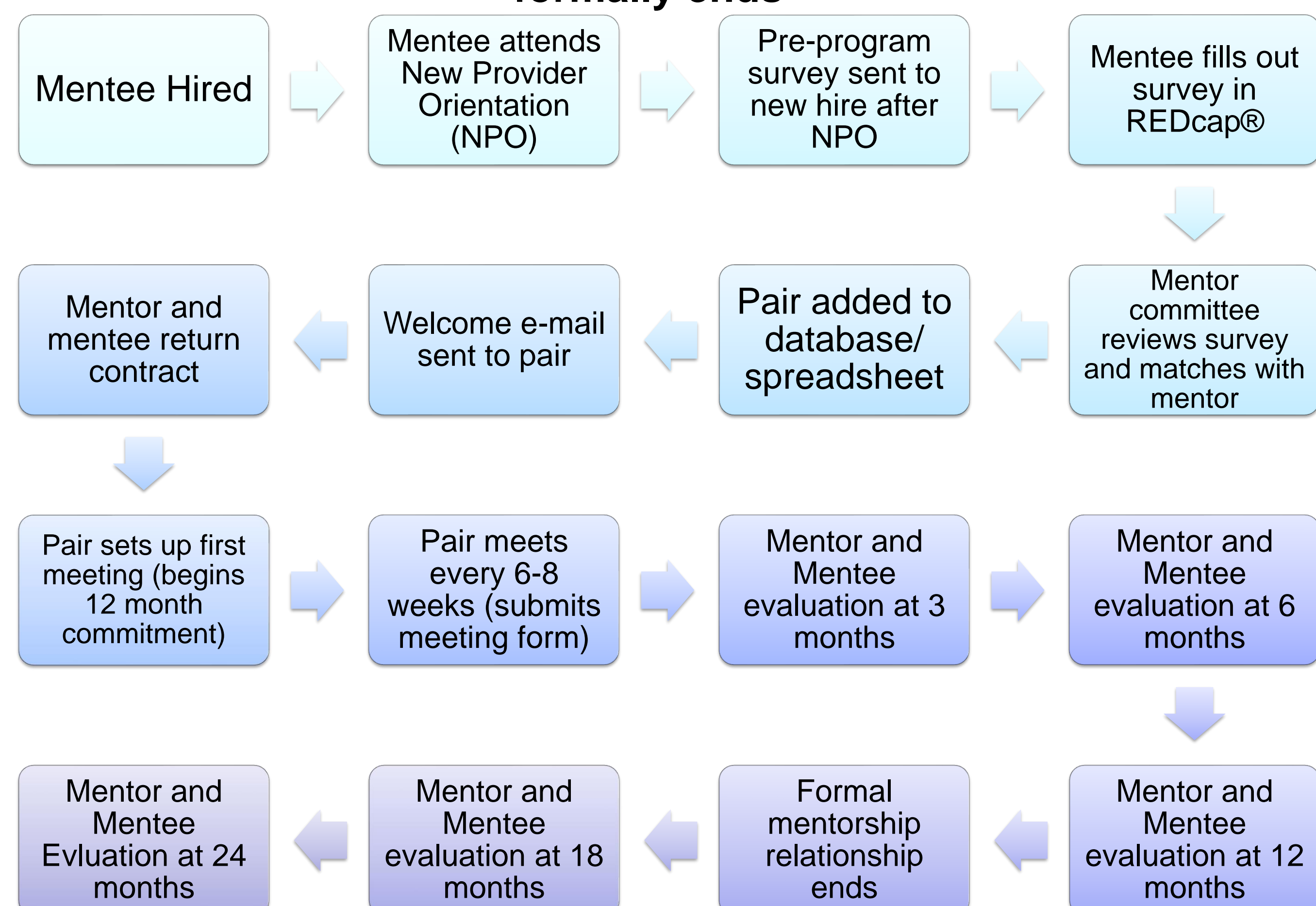
"We have established trust with each other and have open communication. We have been able to discuss goals and the achievement of those goals in addition to areas of opportunity."

Mentee Responses

"She has been an excellent resource, mentor, and friend. She is a great listener and encourager."

"She's lovely and has been such a sweet support for me as I transition into this role. I looked forward to our meetings or calls. She always encouraged and motivated me and lifted me up."

Flowchart from the time mentee is hired until mentorship relationship formally ends



LESSONS LEARNED

- Imperative to the mentorship process:
 - Educating mentors on how to effectively mentor the mentee
 - Providing tools and resources to equip the mentor
 - Leadership support to ensure time for participants
- Biggest barrier for mentor/mentee pairs is finding time to meet.
- Work-life balance and clinical practice development are hot topics during mentoring meetings.

CONCLUSION

- Mentorship may be beneficial for new graduate pediatric NPs regarding role transition and acclimation to organization.
- Future iterations of our mentorship program will include:
 - Provide resources for mentees on importance of engagement with mentor
 - System of follow up to improve survey response
 - Standardize evaluation of mentor/mentee matches to ensure optimal matches
 - Ongoing recruitment of mentors

References upon request
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