

BACKGROUND

Retention ^{1, 2, 3}

- Costs ranging between \$36,000 to \$48,000 to replace a bedside registered nurse (RN)
- Increase (2.8%) in RN staff turnover between 2019 and 2020
- Literature supports the use of a nurse mentor program to assist with retention and recruiting of nursing staff
- Programs focused on improving retention rates with a goal to create an organizational reputation thus increasing recruitment

Staff Impact ^{3, 4, 5, 6}

- Nurse mentorship programs have been shown to increase job satisfaction and role confidence
- Collaborative work environments have also been shown to play a role in increased confidence levels, job satisfaction, comfort level, and intent to stay in a role

Organizational Priorities ⁷

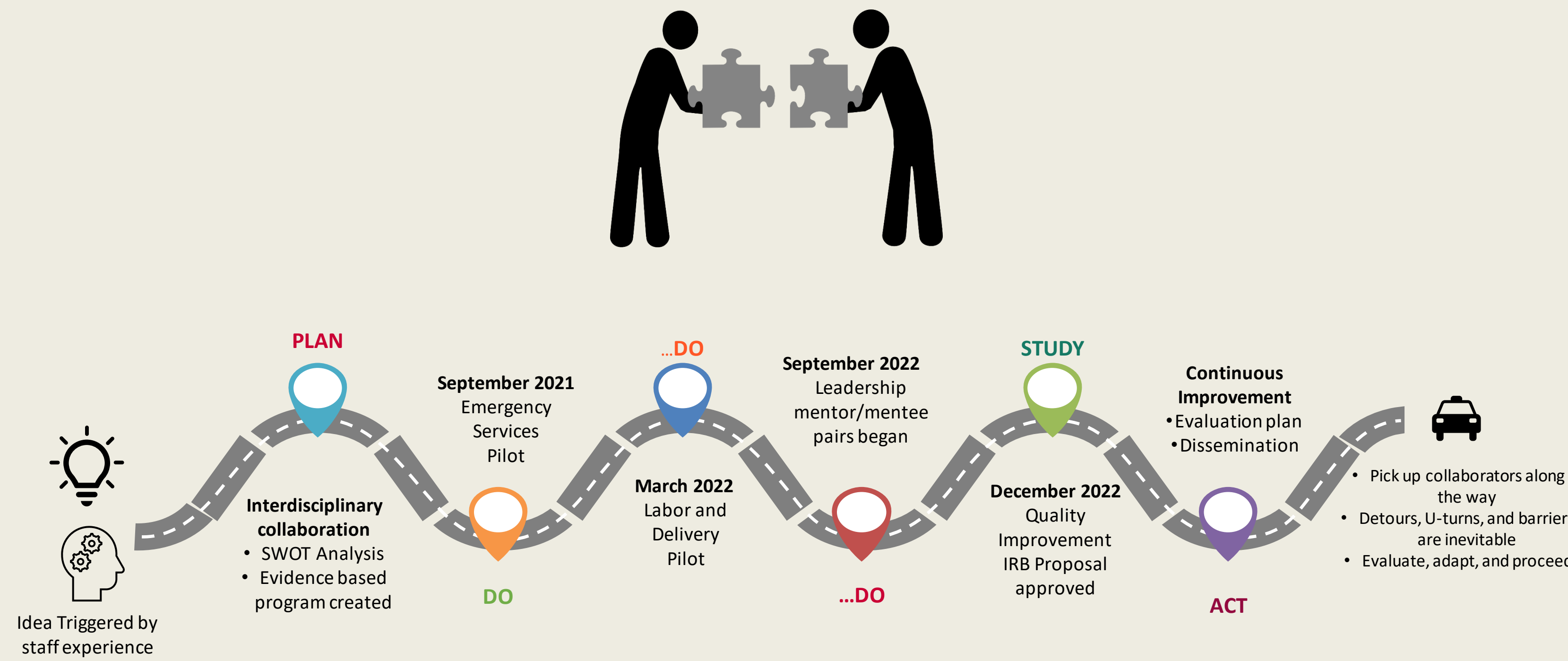
- Organization is focused on enriching every life and has Wildly Important Goals (WIGs)
- Improving the health of our communities, offering an outstanding experience of care, and easing the financial burden of healthcare
- There is a focus on increasing innovation in the 2022 Strategic Work Teams focusing on Growth and People

- Supporting staff-led innovations echoes organizational strategic plan

Pilot Mentoring Program

- Low-cost, evidence-based program aimed at improving staff retention, job satisfaction & role confidence
- Evidence-Based Supporting and Nurturing Development (S.A.N.D) program developed

PILOT TIMELINE



PROJECT AIM

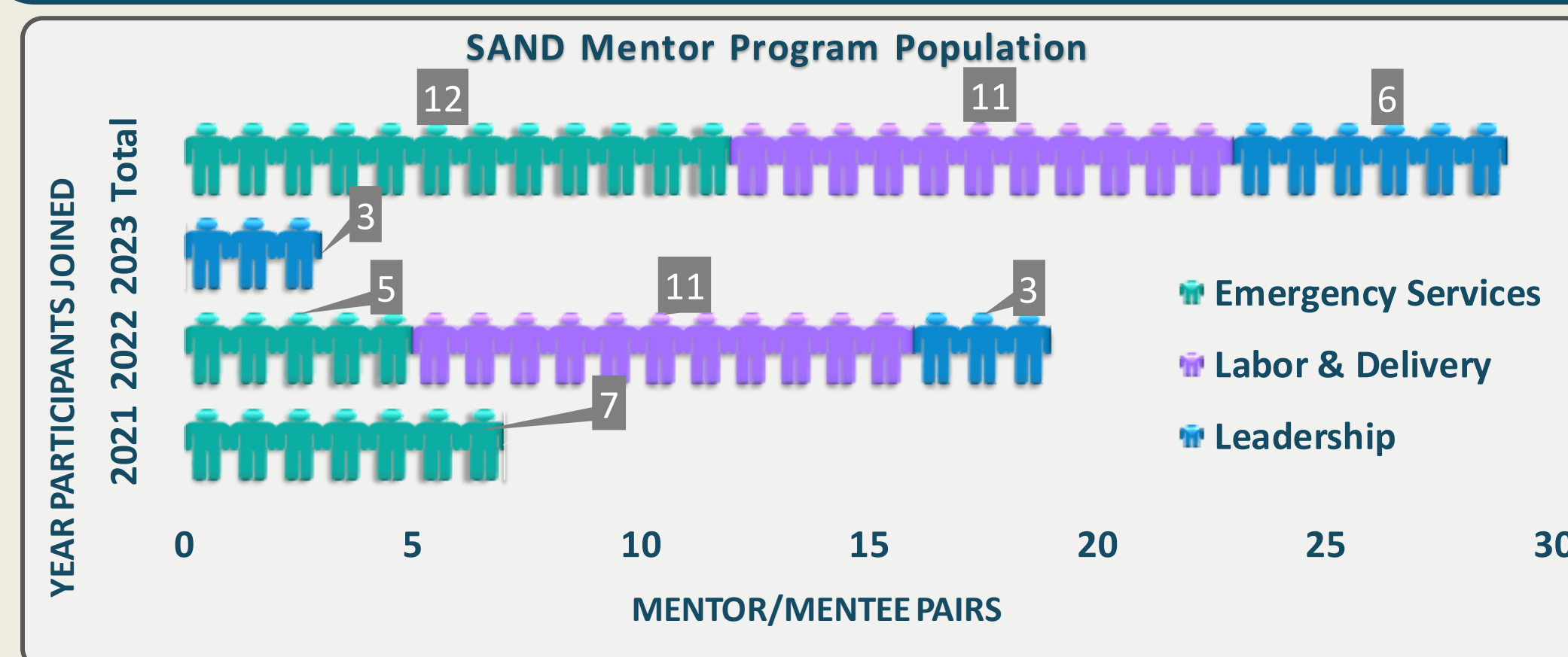
The aim is to explore the associations between the SAND Model Mentorship program and:

- RN staff intent to stay changes throughout program (mentee)
- RN staff confidence level changes throughout program (mentee)
- Retention rates -in progress
- Return on Investment (ROI) -in progress

METHODS

- Institutional Review Board Reviewed – Exempt
- Review of the SAND Model Internal Database
 - Survey Monkey Database established
- Preliminary Analysis via Survey Monkey Software
 - RN Intent to Stay
 - Staff confidence
- Estimated Budget Calculated
- Collaboration
 - People Analytics
 - Decision Support teams

RESULTS

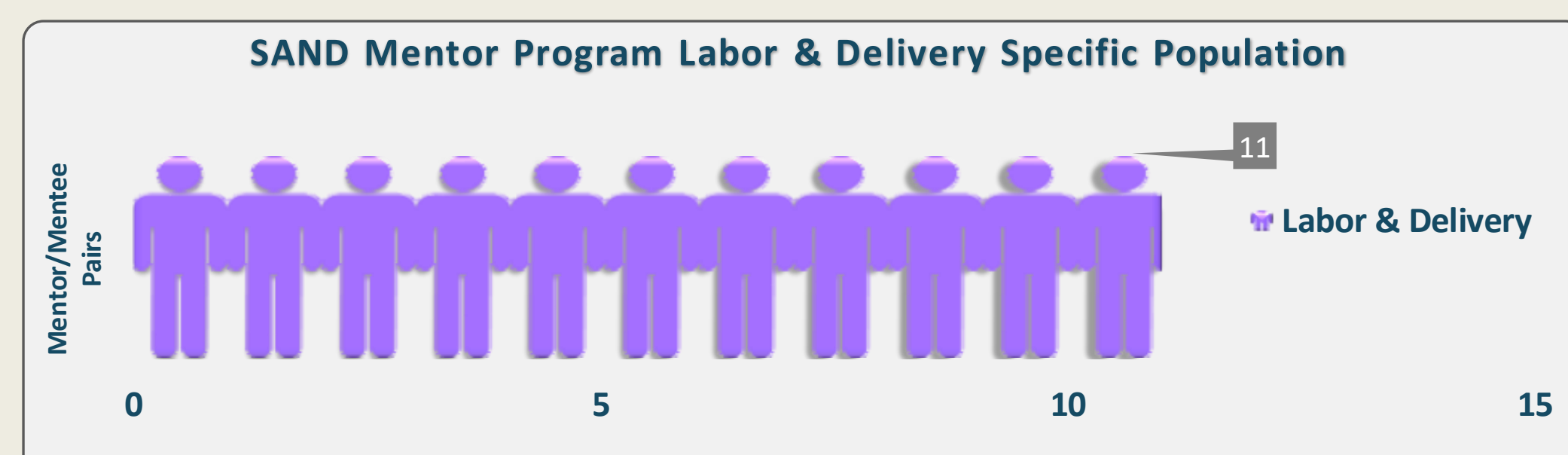


Overall, 29 mentor/mentee pairs have been enrolled in the program since 2021

ESTIMATED PAID STAFF PARTICIPATION TIME/YEAR*

Activity	Program Lead Hours	Support Staff Hours	Mentee Hours	Mentor Hours
Onboarding	21	17	1	1
Pre onboarding	21	0	0	0
Maintaining/updating	30	10	0	0
3 month -Qrtly	24	0	1	1
6 month -Qrtly	24	0	1	1
9 month -Qrtly	24	0	1	1
12 month -Qrtly	24	0	1	1
Off the Floor meetings (1-2 per month)	0	0	24	24
Totals	168	27	29	29

*assuming everyone participated to the maximum potential



Preliminary analysis focused on the Labor & Delivery participants- mentors (11)* and mentees (11)
*one mentor supported two different mentees

Intent to Stay

- 1 It's hard, on this job, for me to care very much about whether or not the work gets done right
- 2 My opinion of myself goes up when I do this job well
- 3 I am very satisfied with this job
- 4 Most of the things I have to do on this job seem useless or trivial
- 5 I usually know whether or not my work is satisfactory on this job
- 6 I feel a great sense of personal satisfaction when I do this job well
- 7 The work I do on this job is very meaningful to me
- 8 I feel a very high degree of personal responsibility for the work I do on this job
- 9 I frequently think of leaving this job
- 10 I feel bad and unhappy when I discover that I performed poorly on this job
- 11 I often have trouble figuring out whether I'm doing well or poorly on this job
- 12 I feel I should personally take credit or blame for the results of my work on this job
- 13 My own feelings generally are not affected much one way or the other by how well I do on this job
- 14 Whether or not this job gets done right is clearly my responsibility

Mentee Responses - 11 Initial scores, 5 responses at 3 month, 2 at 6-month check-in, and 1 at 12-month check-in
Preliminary results:
 • Questions 5, 8, & 14 had a positive average rating shift from neutral to agree/strongly agree
 • Question 11 had a positive average rating shift from neutral to disagree
 • Questions 1-4, 6-7, 9-10, & 12-13 remained neutral

Role Confidence

- 1 I feel confident handling a high-risk patient
- 2 I feel comfortable communicating with providers and questioning a provider's orders
- 3 I feel confident in performing procedures in my scope ...
- 4 I can comfortably identify and address any toxic or negative behavior with my coworkers
- 5 I know the different roles relating to the department and when to include them in my job ...
- 6 I feel competent managing emergent situations...
- 7 I am confident with Epic documentation
- 8 Medications- I know the resources for looking up medications, IV compatibility and how to use Alaris pumps
- 9 I feel comfortable communicating with families, identifying and addressing unhealthy family dynamics
- 10 I feel competent in my ability to interpret fetal heart rate tracings and to respond accordingly ...
- 11 I feel confident in managing labor and providing support throughout ...
- 12 My ability to critically think is improving
- 13 I assess my individual well-being and can recognize when I need additional support...

Mentee Responses - 11 Initial scores, 5 responses at 3 month, 2 at 6-month check-in, and 1 at 12-month check-in
Preliminary results:
 • Questions 1-4, 6-9, & 11-13 had a positive average rating shift from neutral to agree/strongly agree
 • Question 10 had a positive average rating shift from disagree to neutral
 • Question 5 remained neutral

WHAT ARE PARTICIPANTS SAYING?

“I think it’s helped me gain confidence that I might not have had had I not been in the program”

“It has helped me cope and improved my mental health”

“I feel like I have a resource and someone to talk to. It’s not always a nurse eating their young”

“I can talk to, non-judgmental, don’t have to worry about feeling stupid”

“my go-to-gal for when I need support or validation on what my thought process”

“NAME tells me that she went through the same thing”

“She understands me. I am having some pre-shift anxiety... took away a lot of the anxiousness”

“I have learned how to deal with difficult situations at work and cope with them! I also feel like I’ve gained a lot of perspective from a more senior nurse”

“Having a mentor is the significant reason why I have not left in the last 2 months”

“I think just being able to have NAME as my mentor was very beneficial because we kind of came from a similar situation where she was also very new and had to kind of just figure things out and had a lot of anxiety built up about certain things. So, just being able to see how good of a nurse she was, whenever I got to work with her, and how confident she was and things. I was like, ok, if she can do it, I can do it”

LEARNINGS

LIMITATIONS

- Small population with intermittent response rate
- Program in early implementation phase
- Other programs aimed at increasing retention may affect overall data

PROJECT BARRIERS

- Program leader time commitment and competing priorities
- Initial identification of available resources

FACILITATORS

- Staff interest
- Staff engagement
- Department specific leadership support
- Professional Development Nurse support
- Nursing Research team support

DISCUSSION/IMPLICATIONS

- Data shows no current statistical significance
 - A clinically significant trend is present in preliminary findings
 - Job satisfaction
 - Role confidence
- Check-in discussions allowed open communication
 - Ability to address perceived barriers efficiently
 - Collaboration with leaders as needed
- Estimated cost of ~\$3000 per pair/year if participating to the full extent

NEXT STEPS

- Obtaining Mentor Confidence and Job satisfaction perceptions for future analysis
- Continued analysis as more participants complete program
 - ROI and Retention Data to be added once analysis completed
- Focus group study to obtain qualitative participant perceptions of mentor-mentee relationship, role confidence, job satisfaction, and facilitators/barriers of the program
- Interdisciplinary collaboration to discuss next steps

REFERENCES & ACKNOWLEDGEMENTS

