Creating Successful Mentoring Relationships

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Plan

- Literature suggests that a formal mentoring program increases nursing engagement and retention

**Objective:** Develop a nurse mentor program to enhance new nurse satisfaction and retention

Do

- Annual mentor training program
- One-hour meetings: 4 for RNs and their mentor, 3 for LPNs and their mentor
- Formal meetings can occur outside of the workplace
- Quarterly Mentor Support meetings

**References**


**Check**

**BENEFITS to Novice:**
- Advises, teaches and guides
- Supports and encourages
- Inspires, motivates and empowers
- Provides recognition and builds confidence
- Offers honest criticism and constructive feedback
- Helps to establish and maintain professional relationships
- Promotes professional development
- Challenges the novice
- Assists with career mobility
- Develops trust
- Recognizes novices accomplishments
- Protects new nurse

**BENEFITS to Mentor:**
- Develop professionally
- Role model
- Personal satisfaction and growth
- Create a legacy
- Strengthens the profession
- Provides support for new nurses
- Builds confidence

**BENEFITS to Facility:**
- Retention and reduction of turnover – 50% turnover rate who did not have a mentor while only 10% turnover of staff with mentors
- Decreases the risk of lateral violence
- Greater commitment to the organization
- Job satisfaction
- Recruitment improvement
- Leadership development
- Improved quality of patient care
- Consistent with CCH-SCH Strategic Plan

**Act**

- RNs and LPNs are assigned a mentor at their 4-month new hire eval
- Novice nurses complete a confidence scale with Educator
- Novices identify strengths and weaknesses with mentor
- Formal meetings every 3-4 months away from work setting if able: up to 18 months for RNs and 12 months for LPNs
- Goals set at each meeting with support from mentor aimed for successful nursing practice
- 4-6 informal meetings including in person, text or email

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The Zey's Triad Model aligns with the structure, process and outcome approach of the Magnet Recognition Program. The triad is the structure, mentoring activities are the processes and mentoring benefits are the outcomes that form the base upon which the Magnet environment is built.

**FLOOR RESULTS:**
- 100% of mentors clinical ladder
- 100% of Mentors are engaged on the unit
- 80% RN Mentors hold Orthopaedic National Certification (remaining 2 studying for exam)
- 64% of all nursing staff engaged on unit: committee member, working on unit project, staff teaching
- Staff confidence in nursing skills increased
- Program has been shared with other departments

Results

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