

Build and Sustain a Hospital-wide Nursing Mentorship Program

Using the Healthy Work Environment Standards

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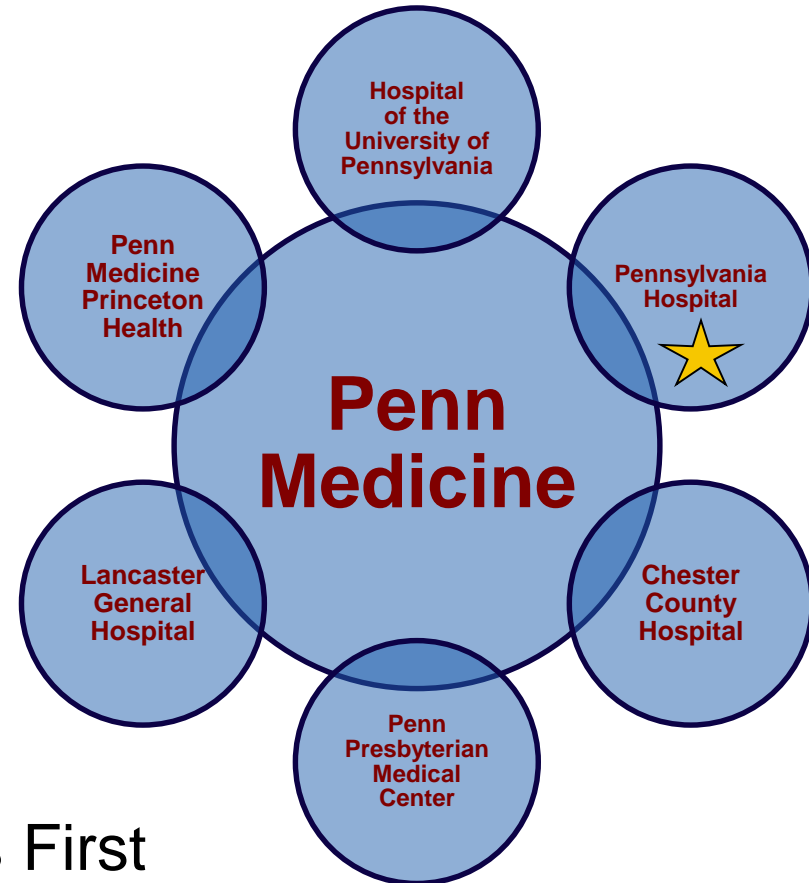
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Penn Medicine

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- Nation's First
- Magnet® designated
- Lantern and Beacon Awards
- Baby-Friendly designated
- Accredited Nurse Residency Program

Learning Outcomes

By the end of the presentation the participant will:

- ◆ Describe benefits of a formal nursing mentorship program
- ◆ Identify two ways the Healthy Work Environment Standards can shape the development of a nursing mentorship program

Abbreviations

AACN = American Association of Critical-Care Nurses

HWE = Healthy Work Environment

Background

Achieving a healthy work environment

Challenging

Costly

Prioritizing the health of our work environment is critical

(AACN, 2005; Kutney-Lee, Wu, Sloane & Aiken, 2013)

Retention

Engagement

Satisfaction

Financial
Viability

Patient
Safety

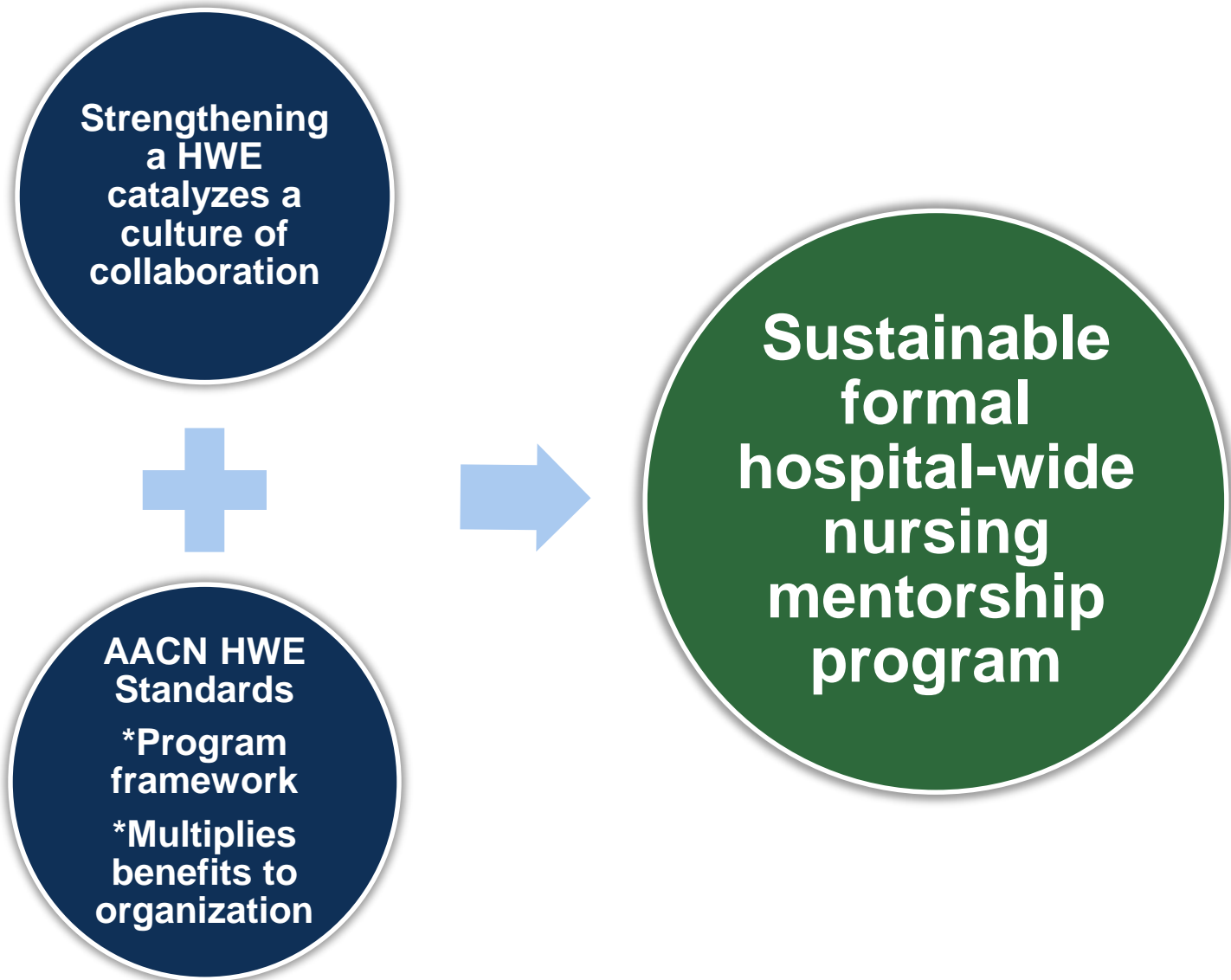
Mentorship programs

Nurse
Retention

Job
Satisfaction

Magnet
Requirement

Introduction



AACN's HWE Standards

- 1 Skilled Communication
- 2 True Collaboration
- 3 Effective Decision-making
- 4 Appropriate Staffing
- 5 Meaningful Recognition
- 6 Authentic Leadership

Standard 1: Skilled Communication

- ◆ Communication techniques fostered within relationship
 - Crucial to partnership success (Chen & Lou, 2014)
 - Transferrable to clinical setting
 - Confidential
 - Mentor educates Mentee on communication
 - Closed-loop, verbal/non-verbal, two-way feedback
- ◆ Quarterly Progress Forms
 - Regular documentation formalizes mentoring
 - In-person enhances verbal/non-verbal communication skills
- ◆ Monthly checkpoints
- ◆ Confidential exit evaluations

Text

Email

Phone call

Face to face

FaceTime

Skype

Standard 2: True Collaboration

- ◆ Voluntary participation
- ◆ Match mentee needs with mentor strengths
- ◆ Nurses from ALL levels
 - Collaboration without hierarchical limits
- ◆ Relationship duration
 - Long-term, intentional relationship (Jakubik, Eliades, & Weese, 2016)
 - Lasting influence on individuals & organizational culture
- ◆ Two enrollments annually
 - Long-term sustainability
 - Preserves accessibility

The screenshot shows the 'Find Your Mentor' page on the Pennsylvania Hospital Intranet. The page has a blue header with navigation links: PAH Home, Human Resources, Departments + Committees, Employee Services, Education + Research, and Library Services. Below the header is a green banner with the text 'FIND YOUR MENTOR BUILD YOUR FUTURE'. The main content area is titled 'Mentorship Program for Nurses - Find a Mentor (Currently Matched)'. On the left, there is a sidebar menu with links: 'Mentorship Program for Nurses Home', 'Become a Mentor', 'Become a Mentee', 'Find a Mentor - Ready to be Matched - Currently Matched', 'Forms', and 'FAQs'. The main content area features a profile for Heidi Beris, including a photo and a placeholder for a mentor biography: '[Mentor biography inserted here]'.

Standard 3: Effective Decision-making

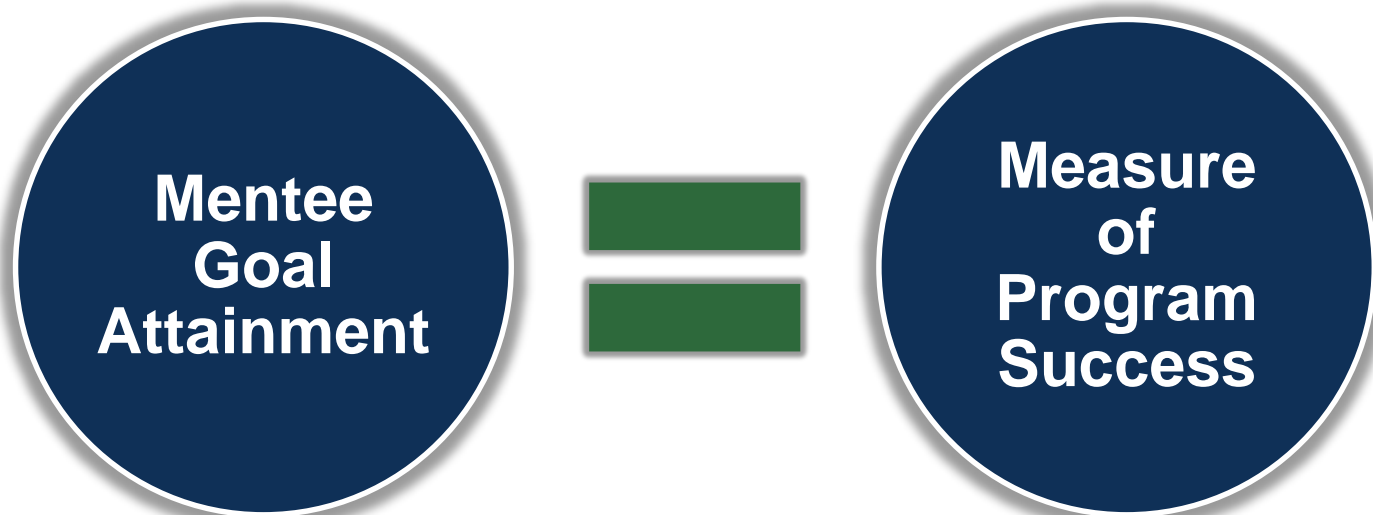
◆ Mentee exposure to new venues

- Clinical decision-making, hospital policy & advanced clinical practice
- Increases scope of influence and engagement
 - Shared governance, specialty certification, or leadership role

◆ S.M.A.R.T. Goal

- Specific, Measurable, Achievable, Realistic, Time-bound
- Vision for relationship and professional development of mentee

(Jakubic, Eliades, Weese, & Huth, 2016)

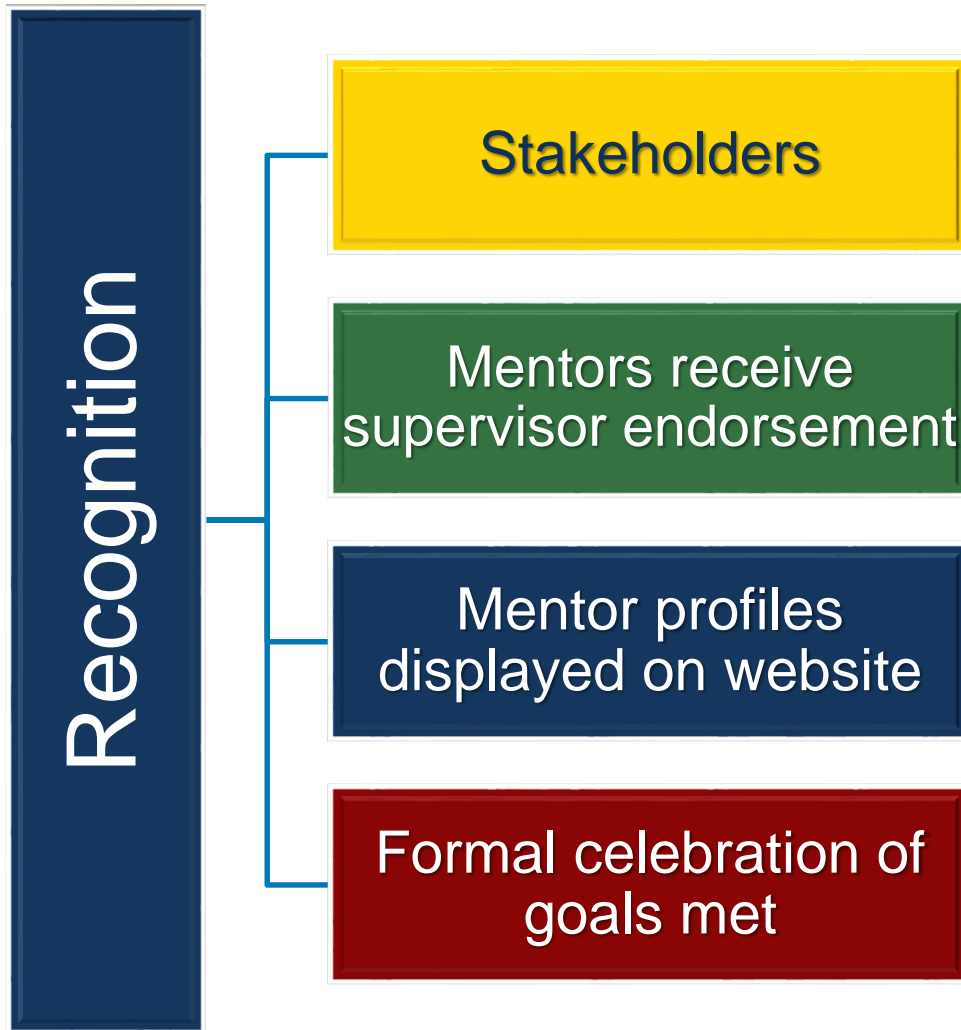


Standard 4: Appropriate Staffing

- ◆ Elevate nurse competency to meet evolving patient needs
 - Shadow experiences
 - Higher education
 - Clinical ladder advancement
 - Specialty certification
- ◆ Mentee goal achievement
 - Organization retains enhanced talent
 - Mentee develops professionally
 - Patient benefits from nursing excellence
- ◆ Pragmatic staffing processes uphold patient safety (Aiken, et al, 2011)
 - Clinical nurses
 - Salaried employees



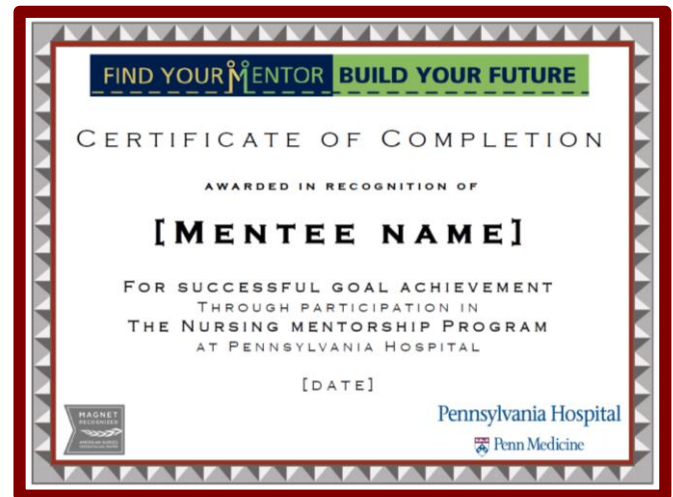
Standard 5: Meaningful Recognition



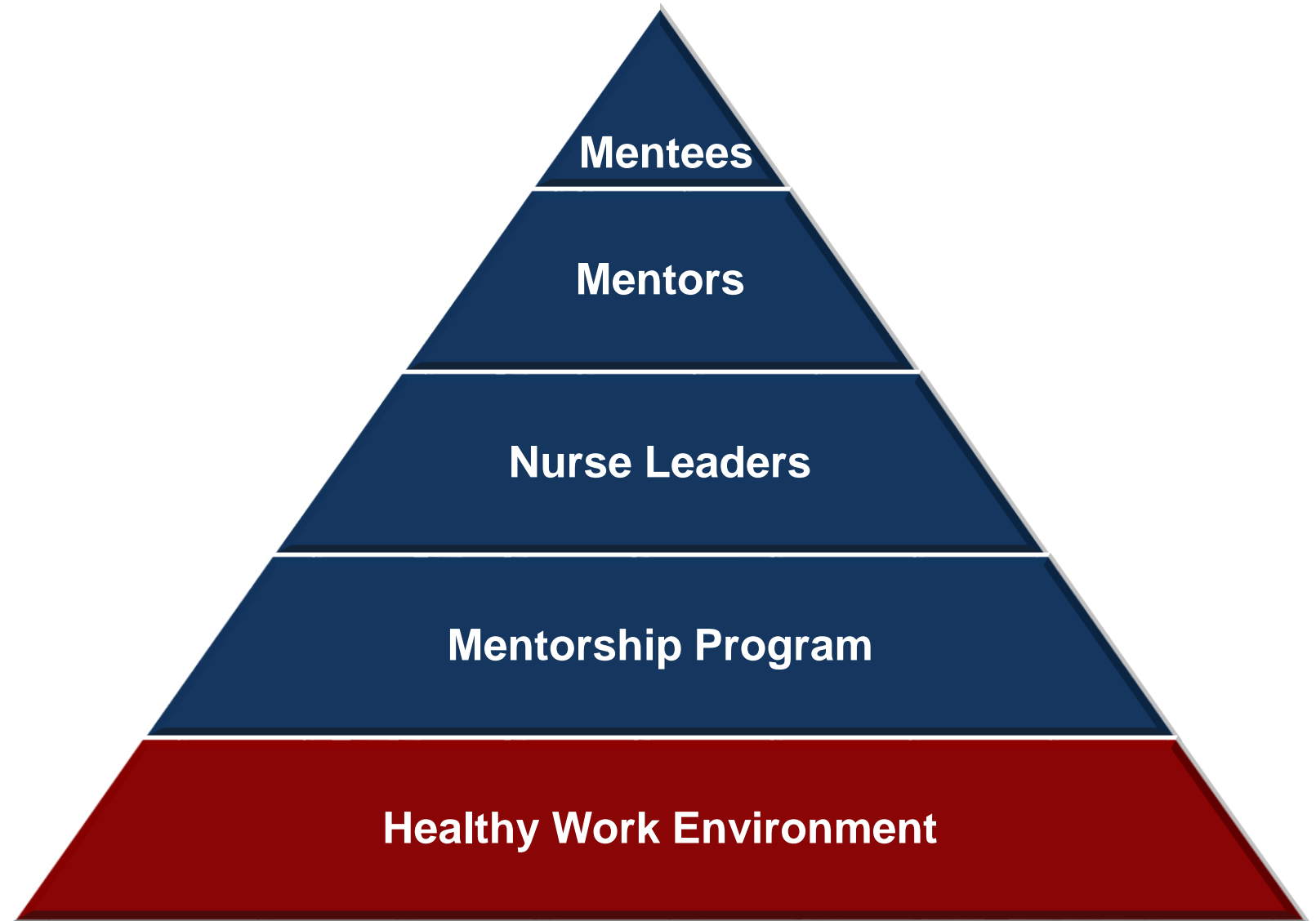
Professional Excellence Council
(Shared Governance)

Nurse Executive Board
(Nurse Managers)

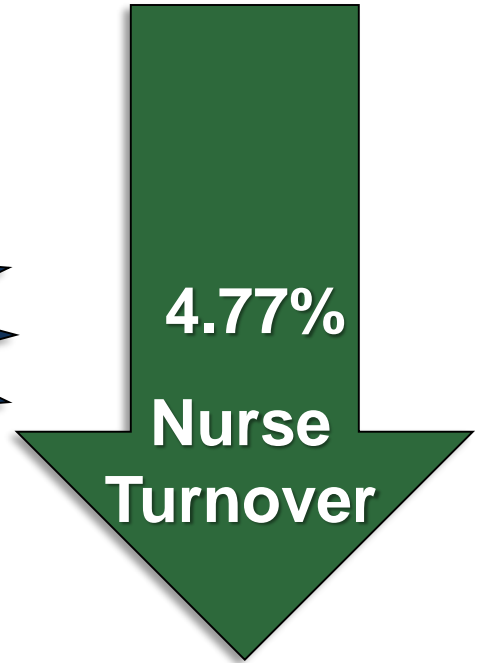
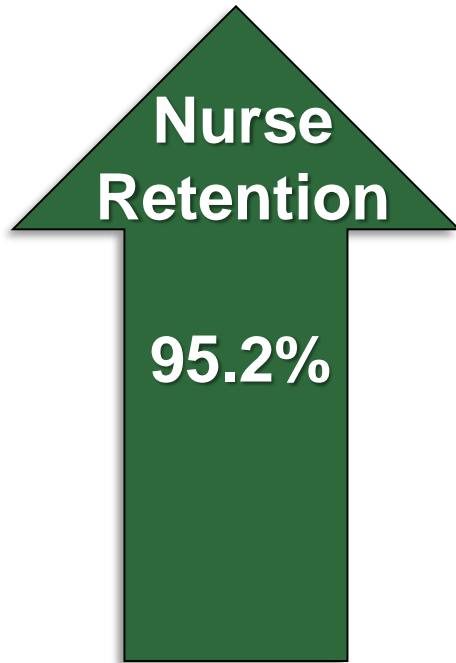
Patient Executive Council
(CNO & Clinical Directors)



Standard 6: Authentic Leadership



Measurable Outcomes



Immeasurable Outcomes

Relationships

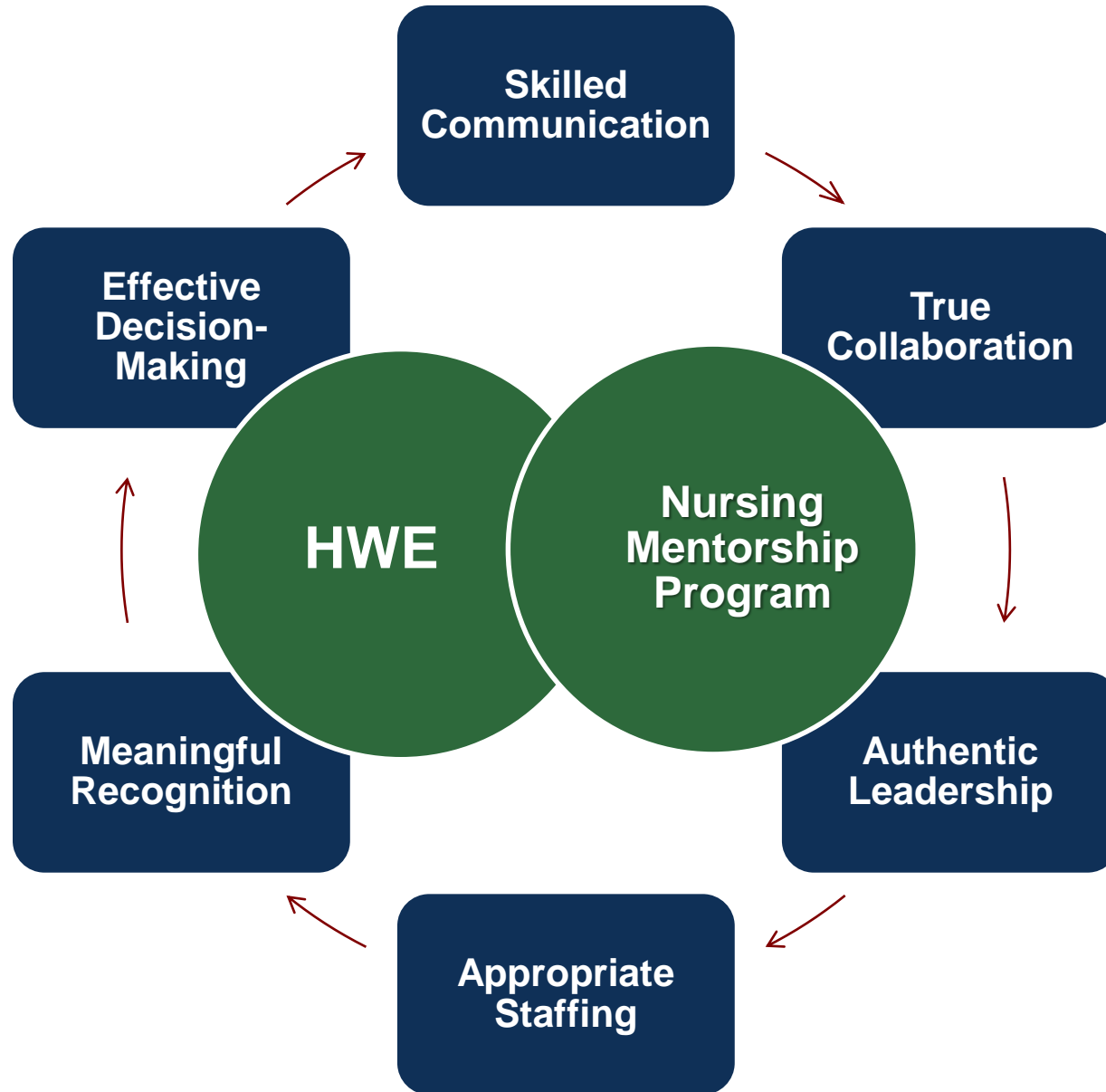
Inspiration

Confidence

Collaborative Support

Networking

Summary



Conclusion

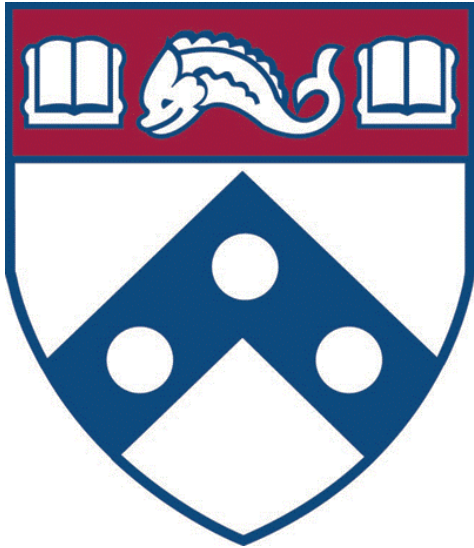
FIND YOUR MENTOR BUILD YOUR FUTURE

- ◆ **Nursing mentorship**
 - Strengthens the health of a work environment
 - Delivers measurable and immeasurable outcomes
- ◆ **Building a formal, sustainable program based on the AACN's six standards of a HWE**
 - Improves patient outcomes
 - Benefits the participants and organization

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Questions



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