

# Are two mentors better than one? Formalizing mentoring in the Critical Care setting

## BACKGROUND

- National First Year Turnover (FYTO) rate: 19%
- SJO MICU/CVICU FYTO rate 2018: 30%
- Frequent assimilation of new staff costs:
- SJO MICU/CVICU
  - \$7,000 - \$20,000 per RN
- Hospitals on average
  - \$5.2 - \$8.1 million total
- Mentoring is an accepted solution for retention however, little is known regarding the formalization of mentoring programs and how mentors with certain desirable characteristics impact retention rates.

## PURPOSE

- Does formalization of a mentoring program with the use of two mentors from different stages of clinical competence - a Competent RN mentor and an Expert or Proficient RN mentor:
  - Increase job satisfaction for mentors and mentees?
  - Decrease FYTO rates for mentees?
  - Result in positive mentoring?
  - What measurable mentoring aspects did each mentor impact?

## REFERENCES

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## THEORETICAL FRAMEWORK

- Benner’s clinical competency model and a literature review to nominate mentors with desirable characteristics to participate in the program / study.
- The model helps define the clinical stage - select two different mentors from different stages of clinical competence.
  - Competent RN Mentor (<7yrs exp.)
  - Expert / Proficient Mentor (≥7 yrs. exp.)
- Desirable Mentoring Characteristics were synthesized through a literature review:
  - Altruistic
  - Wise
  - Friendly
  - Fulfilled
  - Teacher



## METHODS

Design: Mixed methods study  
Setting: Medical and Cardiac Intensive Care Unit, SJO  
Sample:

- Mentors: Experienced employees.
- Mentees: New employees within first year:
  - New graduate RNs
  - New internal transfer RNs
  - New external critical care experienced RNs

All participants will be trained by principle investigator (PI) using:

- Evidence based guidelines
- PSJH Mentor and Mentee handbooks
- Mentoring Case studies gathered from the literature

Data Collection: Anonymous surveys & monthly check-ins.

- 1<sup>st</sup> Pre-survey
- 2<sup>nd</sup> Survey 3 months into program
- 3<sup>rd</sup> Post-survey
- Monthly check-ins with PI; responses will be de-identified

## NEXT STEPS

- Assess FYTO rates after program implementation.
- Assess survey results to measure:
  - Job satisfaction
  - Positive mentoring
  - Mentor’s impact in specific mentoring areas
- Review survey question regarding professional socialization events.