

INTRODUCTION

According to the NSI National Health Care retention & Registered Nurse staffing report (2023):

- Turnover for the first year of nursing within United States was 28.7%.
- Average cost when a nurse leaves their position is \$52,350.

PURPOSE

What are the best practices that contribute to an effective Standardized Mentorship Program that will increase job satisfaction and decrease attrition rates for new graduate nurses within 1 year of being hired?

BACKGROUND

An initial mentoring pilot was completed at Children's Health between 2020-2023 and exemplified a decreased attrition rate as seen in Figure 1.

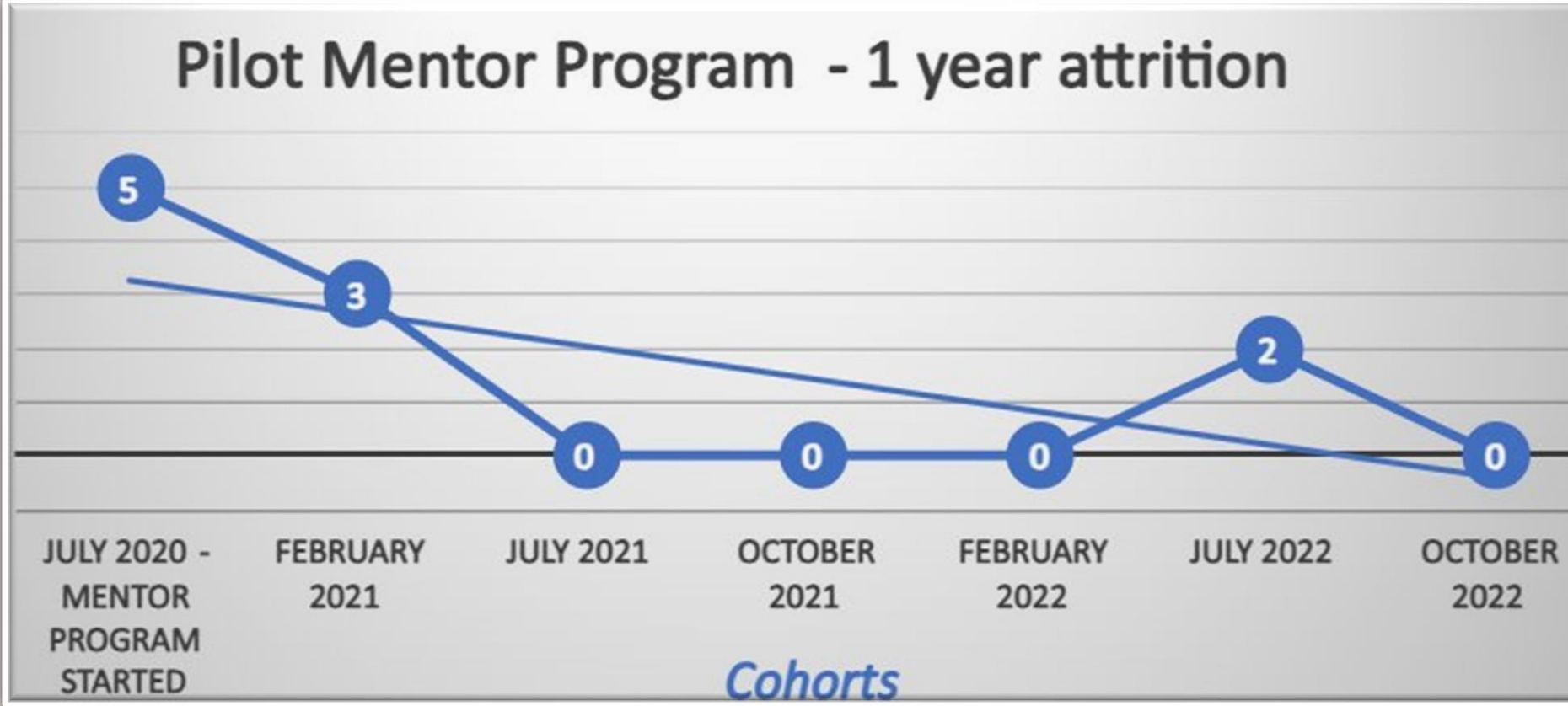


Figure 1

LITERATURE SEARCH

Mentorship programs:

- Decrease attrition (Zhang et al., 2016).
- Help nurses find purpose and meaning through a sense of belonging (Dirks, 2021).
- Need standardized program oversight with system supported funding (Dirks, 2021).
- Need clear roles and responsibilities (Miller et al., 2020). Figure 2 and 3.
- Last at least one year or more to be affective (Zhang et al., 2016).
- Mentors need incentive, coaching and ongoing development (Zhang et al., 2016).

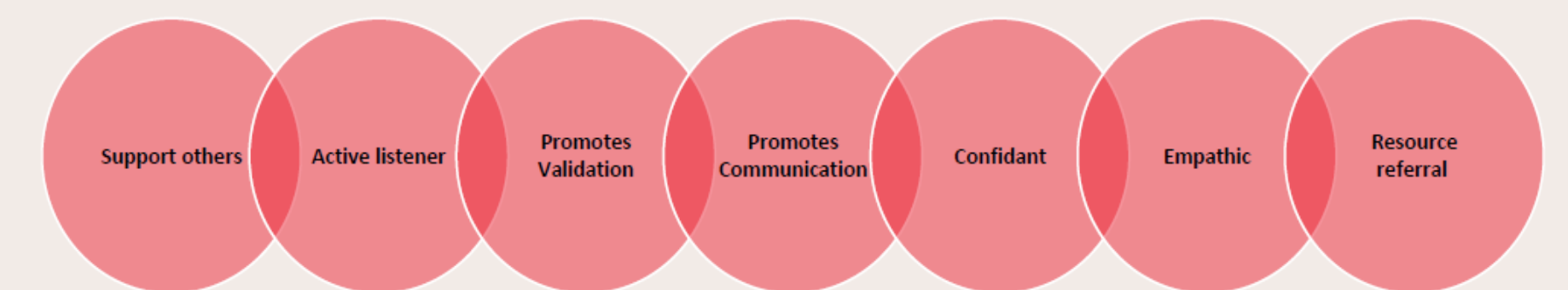
What is a Mentor?

Figure 2



Requisite Mentor Skills

Figure 3



MENTOR COORDINATION MANUAL

Figure 4



QR Code for Mentorship Coordinator Manual



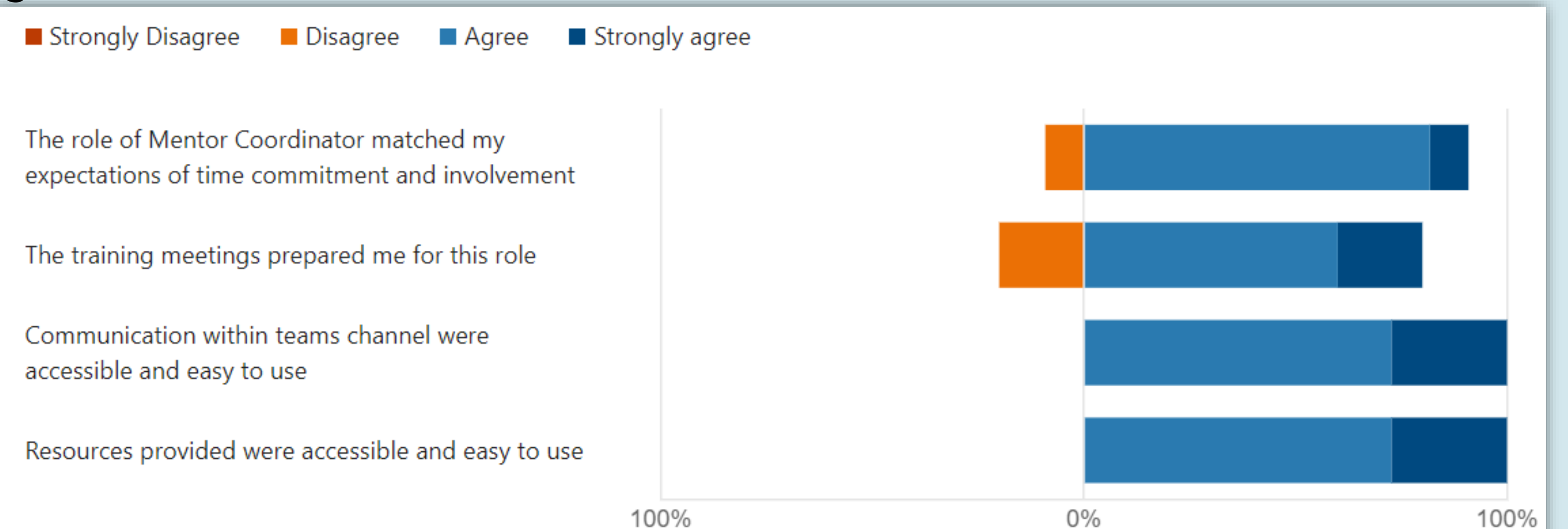
"I think it is so important to make our new nurses feel as comfortable as they can. I really enjoy being that go-to person to give advice, perspective, and to ask anything and everything – I feel a sense of community and connection, and that helps me value my job even more. Hanna and I connected right off. Even after the mentorship ended, we still keep up with each other. I'm so thankful I signed up – and even more thankful I was matched with Hanna."

-Lauren Proctor, RN, BSN Clinical Resource Team Mentor

INTERVENTIONS

- Executive summary presented to leadership to support a systematic mentorship program.
- Creation of a Mentor Coordinator role to facilitate the mentor-mentee relationship on a unit level.
- Development of a Mentor Coordinator Manual that provides tools for mentor coordinator to operationalize. Figure 4.
- Mentor education created.
- Mentorship Program Task Force implemented across the hospital system covering 2 campuses and 12 units.
- Mentor coordinators surveyed every 3 months to measure engagement and satisfaction. Figure 5.

Figure 5



FUTURE DIRECTIONS

Short Term:

- Support mentorship for all Children's Health Ambulatory clinics in the DFW area including remote employees.

Long Term:

- Create a systemic dashboard to track mentor encounters
- Continue making improvements based off mentor, mentee, and mentor coordinator feedback
- Conduct research to evaluate long-term outcomes

