

# RUTGERS

School of Nursing

## **Coordinator Role Delineation and Formation of a Structured Mentorship Program**

***Russell Lynn Memorial Student Lecture Series***

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**Rutgers Nurse Anesthesia Program**

# Learning Objectives

- Roles, responsibilities, and benefits of key stakeholders within the SRNA community
- Successful implementation of a mentorship program via utilization of a mentorship handbook



IMAGINE  
FOR A  
MOMENT



DOES THIS  
SOUND  
FAMILIAR



# SRNA Stress

- ❑ Average SRNA stress level 7.2 / 10
  
- ❑ 1282 SRNAs surveyed (2012):
  - ❑ 47.3% depression during school
  - ❑ 56.6% sought assistance
  - ❑ 22.5% medical treatment
  - ❑ 6.3% *personally* knew someone who committed suicide during school
  - ❑ 17.1% took prescription medications for stress

Chips and Mckenna (2012)

**When SRNAs were asked  
for suggestions for the  
AANA Wellness Initiative...**

**#1 Response:  
PROVIDE PEER SUPPORT**



IMAGINE  
FOR A  
MOMENT

# Mentorship

Mentorship within the anesthesia community is an untapped resource when successfully implemented, that has the potential to enhance not only the wellness of the individuals involved, but improve the quality of care provided by anesthesia providers by creating a foundation that molds strong leaders and the clinical educators of tomorrow.

(Chiffer, Buen, Bohan, & Maye, 2010)

**“Successful mentors motivate learners and successfully facilitate learning as opposed to simply dictating what the adult learner needs to know”**

**- J. Vinales, 2015**





## Background and Significance

- The journey from Registered Nurse to Student Nurse Anesthetist is inundated with mental, physical, and emotional stress. As students respond to changing environments, there is an inverse relationship between student stress and anxiety with performance and well-being

(Chiffer, Buen, Bohan, & Maye, 2010)

- The mentorship framework within the anesthesia community has the potential to:
  - Reduce stress and improve individual wellness
  - Increase retention rates
  - Enhance clinical confidence
  - Develop leadership skills

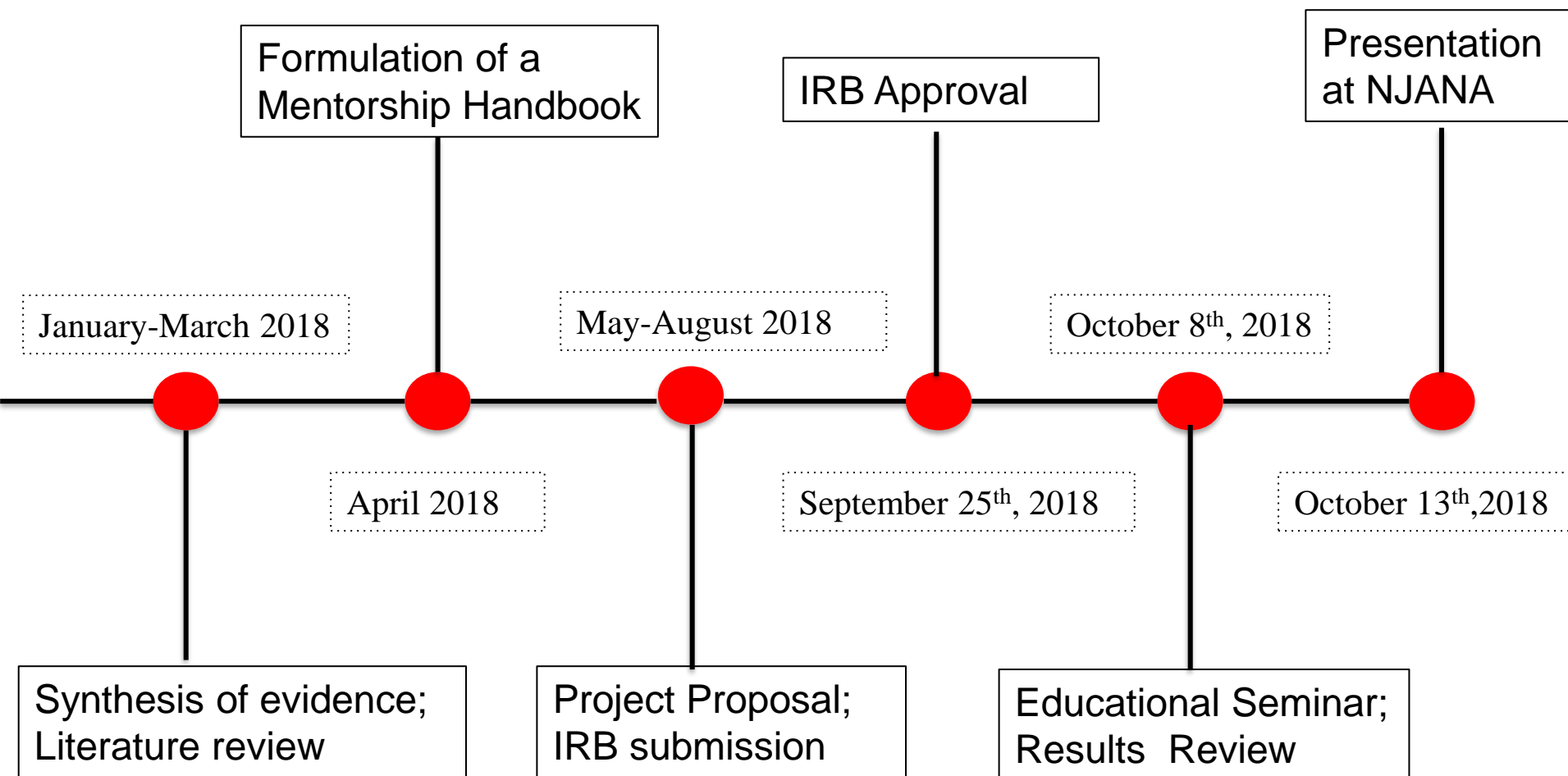
(Talley, 2008)



# Review of Literature

- **Future Educators** (Meno, Keaveny, and O'Donnell, 2003)
  - The clinical portion has a direct impact on the physical, emotional, and mental wellbeing of the SRNA
    - Clinical educators are main determinants of SRNA wellbeing, knowledge attainment, and clinical skill set
    - Clinical educators are failing to meet the standards required to produce quality CRNAs without inflicting negative consequences
      - Mentorship teaches calmness during stressful events, clear communication, and encourages independent decision making
- **Matching Dyads** (Nick et al., 2012)
  - Successful dyads will occur when input is received from both the mentor and the mentee
    - Mentor and mentee input prior to pairings not only strengthened commitment to relationships, improved mentorship quality, and provided a greater understanding of the mentorship program to both parties

# Timeline of Intervention



# Structured Mentorship Handbook

- Composed of **Four** Modules
- Outlines expectations of the Mentorship Program
  - Including role of the mentor, mentee, and Mentorship Coordinator
- Adopted Mentorship Framework
- Surveys and Evaluations to endorse relationships

RUTGERS

College of Nursing  
2015-2016  
Rutgers University  
Newark, NJ 07102

## Module 1

### Mentorship Handbook: Module 1

#### What is Mentorship.

##### Purpose

This Handbook will support and guide the Mentor and Mentee as they develop and move through the mentorship relationship provided by the mentorship program at Rutgers University

##### What is Mentorship

Mentorship within the Student registered nurse anesthesia community is an untapped resource when successfully implemented, that has the potential to enhance not only the wellness of the individuals involved, but improve the quality of care provided by anesthesia providers by creating a foundation that molds strong leaders and the clinical educators of tomorrow. As it applies for the SRNA community, mentorship is best described as a peer based, one-to-one, reciprocal relationship between a more experienced mentor and less experienced mentee. This relationship should be characterized by consistent interaction within a given period of time, in which the mentor utilizes the STAR MAP to successfully facilitate the development of both the mentor and mentee. This method applies a non-hierarchical form of mentoring, which helps build trust and sense of community within the mentee-mentor relationship.

##### What is Mentoring.

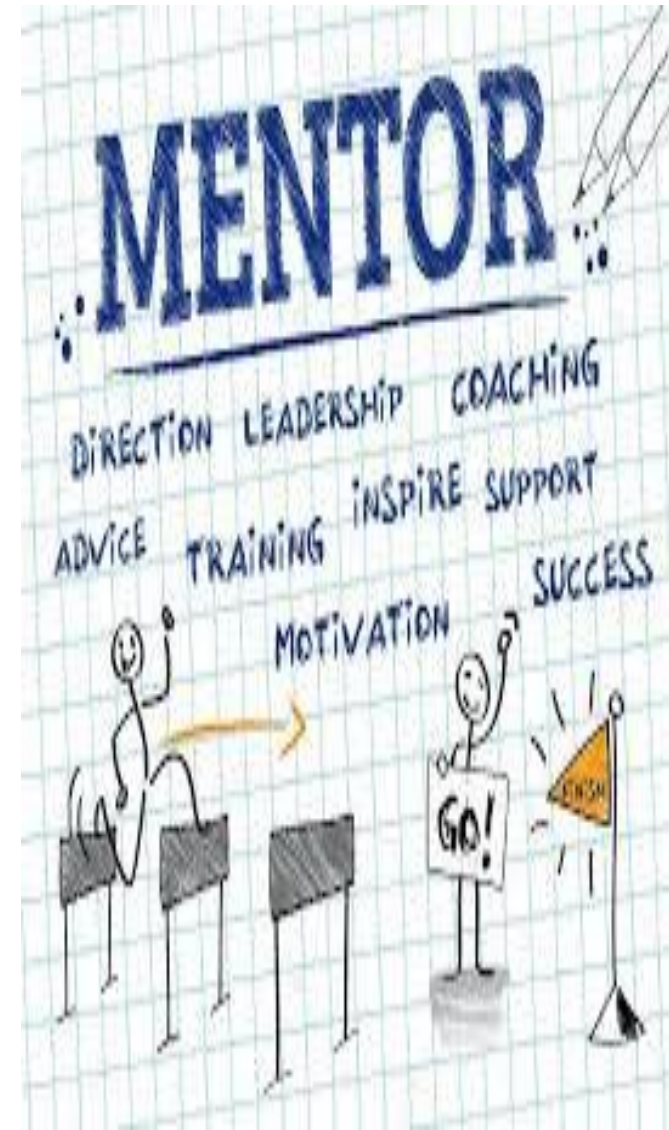
Mentoring is a reciprocal learning relationship in which a mentor and mentee agree to a partnership where they will work collaboratively towards achievement of mutually defined goals that develop a mentee's skill, abilities, knowledge, and thinking process. This form of mentoring encourages open communication, better outcomes, and bonds users through a similar paradigm, especially as it relates to daily challenges and workload stress. The reciprocal dyad of the mentor and mentee connection is beneficial because both parties are at similar stages in their careers and or education. Thus, successful mentorship leads to positive functional outcomes, which include reduced stress, orientation to the educator role, leadership development, personal growth, integration into the academic community, and builds strong leaders as students transition from an academic environment into clinical and professional practice.

##### Mentorship benefits

- Empathy
- Encouragement
- Information sharing
- Healthy lifestyles
- Belonging
- Acknowledgment
- Validation
- Communication
- Increased retention rates
- Reduced stress

## Module 1: What is Mentorship?

- ✧ A peer based, one-to-one, reciprocal relationship between a more experienced mentor and less experienced mentee
- ✧ This applies a non-hierarchical form of mentoring, which builds trust and sense of community
- ✧ **Mentorship Goal:**
  - ✧ Provide the protégé with the skills and knowledge to succeed
  - ✧ Provide the mentor with the skills and knowledge in leadership
  - ✧ Decrease stress



## Module 2: Understanding Roles

### • The Mentorship Coordinator

- Nominated by the Nurse Anesthesia Faculty
- Primary role:
  - Creating optimally matched dyads
  - Evidence shows that mentee driven relationships have the best outcomes
  - Other variables include:
    - **Location:** Better outcomes when dyads live closer to one another because of the opportunity for face-to-face meetings
    - **Gender:** Dyads of the same gender decrease stress/anxiety prior to their first meet
    - **Prior Relationships:** Mentees and mentors that already have an established relationship should be paired together since a bond already exist
- Secondary goals:
  - Mentorship program maintenance
  - Setting goals, monthly emails, and student engagement
  - Participation in Sim Lab education
  - Stay committed and involved
  - Act as a role model and mentor to all





## Mentorship Handbook: Module 2: Understanding Roles

- **Understanding Roles: The Mentor**

- A mentor is a trusted role model, counselor, supporter, confidante, advocate, or advisor
- An effective mentor is more experienced at a certain task and provides individualized support to mentees, based on assessment of the mentee's needs

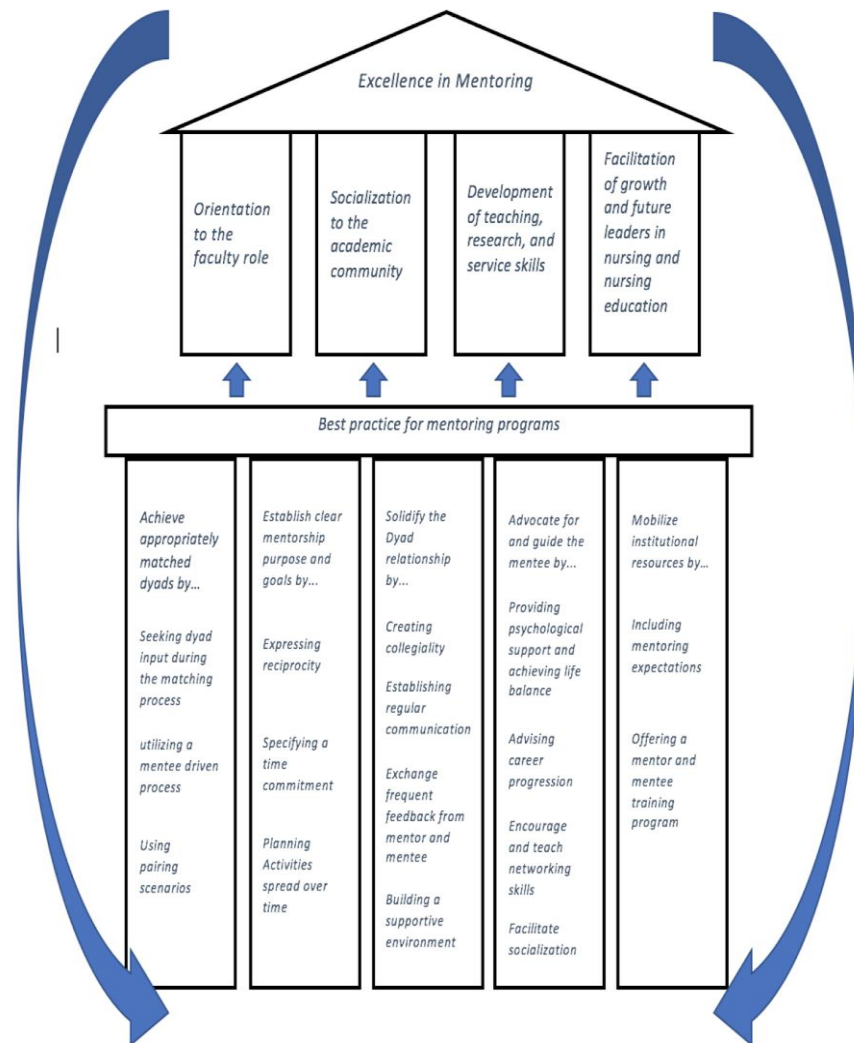
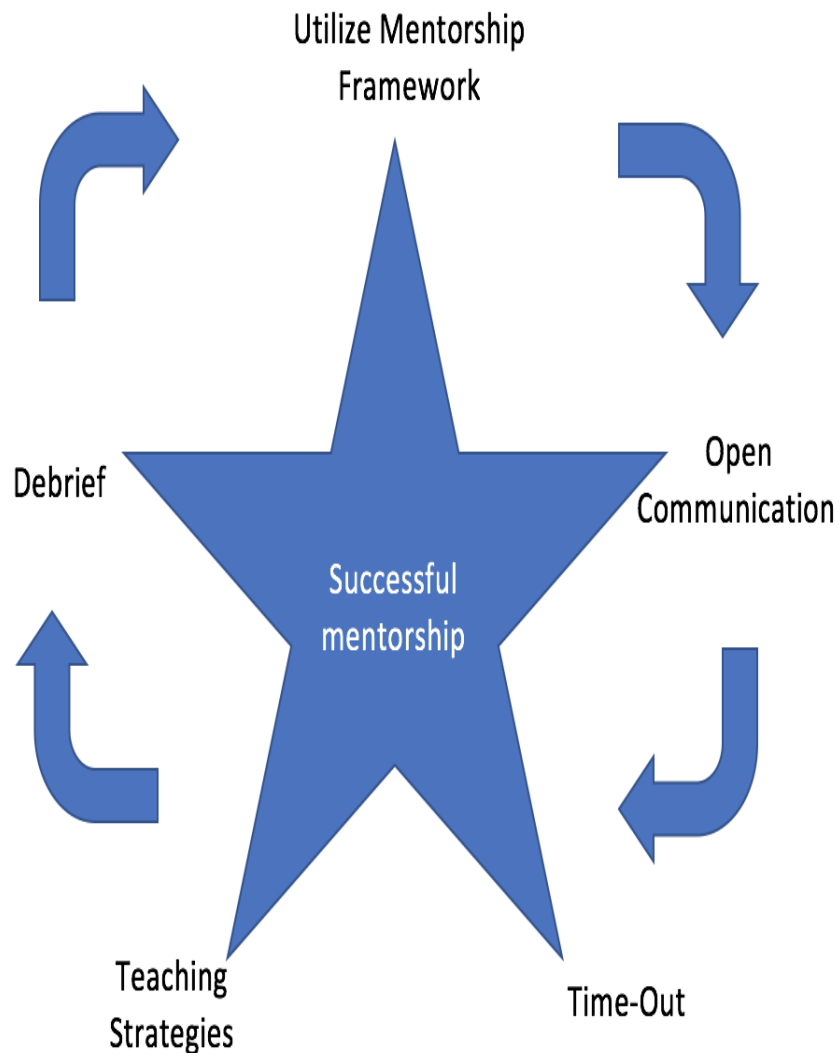
- **The Mentor: Responsibilities**
- **The Mentor: Goals**
- **The Mentor: Benefits**
- **First Meet: The Mentor**
- **The Mentor: Tips for Success**

- **Understanding Roles: The Mentee**

- A mentee is a student, novice or beginner who are the beneficiaries of such relationships that are protected and supported by their mentors
- An effective mentee should strive for open communication, and maintain openness, honesty, and willingness to continuously learn. They must take initiative for cultivating the relationship with their new mentors, which accentuates the mentee's commitment and willingness to learn.

- **The Mentee: Responsibilities**
- **Mentee: Benefits**
- **The Mentee: Tips for Success**
- **The Mentee: Goals**
- **First Meet: The Mentee**

# Module 3: STAR Map/Framework Utilization



# Module 3: STAR Map

## Open Communication

Communication aids in smooth transitions as well as transformational leaders

- Opening pathways of communication guides knowledge exchange and offers routes of emotional support

- Through the role of the mentor, competent and effective leaders are more likely to be respected by their followers as they practice open 2-way communication, share critical information, and freely disclose their perceptions and feelings with the people they work with

## Time Out

### **GAS: Gauge, Aim, and Succeed**

Mentors can implement GAS by taking 5 minutes at the start of the mentor-mentee conversation

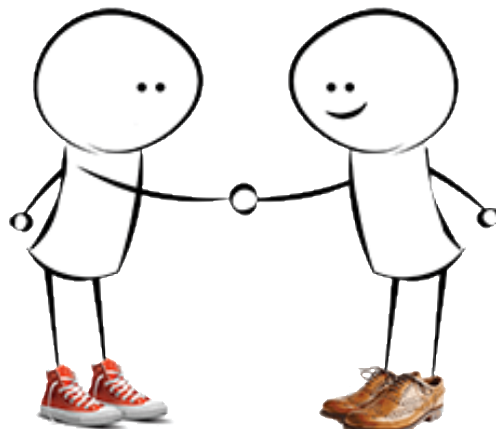
First: The mentor gauges where the mentee is in terms of classes, clinical, and experience

Second: The mentor guides the mentee towards a specific aim or goal

Third: The mentor offers support and or suggest strategies to succeed

## Module 3: STAR Map/Teaching Strategies

- **Modeling:** The mentor demonstrates their didactic and or clinical knowledge as the mentee listens or observes
- **Coaching:** The mentor offers step-by-step instructions to improve upon clinical techniques and or study habits
- **Guiding:** The mentor indirectly suggest alternate strategies, thoughts, or pathways to guide the mentee in particular direction that will lead the mentee to an appropriate end goal of intervention
- **Open-ended questioning:** The mentor initiates a conversation that is rooted in open ended questions to obtain a better understanding of the mentees knowledge, stimulate critical thinking, encourage independent problem solving abilities



## Module 3: STAR Map/Debrief

- Debriefing should occur at the end of any mentoring interaction to evaluate the interaction, goals, achievements, and or struggles
- Mentors evaluate by using DeGAS, which stands for de-stress, gather, analyze, and summarize for 5 minutes at the conclusion of mentor-mentee interactions
  - First phase: The mentor and mentee takes a moment to de-stress and refocus their attitude to be objective
  - Second phase: The mentor gathers information by listening to the mentees to understand how they feel about their experience
  - Third phase: The mentor encourages the mentee to reflect and analyze their thoughts, actions, and decision making process
  - Fourth phase: The mentor and mentee summarizes lessons learned from the shared experience and identify future improvement





## Module 4: Surveys and Evaluations



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### Evaluation Form

#### EVALUATION PRE-TEST FORM

Thank you very much for taking a few minutes to provide this information. It will help us strengthen our program and provide data to demonstrate the effects of mentoring on mentors and mentees. All the individual data from this survey will be kept anonymous.

Date:

Cohort:

	Strongly Disagree		Neither		Strongly Agree	
How would you rate your knowledge and understanding of Mentorship?	1	2	3	4	5	6
Do you understand the role and responsibilities of being a mentor?	1	2	3	4	5	6
Do you understand the role and responsibilities of being a mentee?	1	2	3	4	5	6
Do you understand the role and responsibilities of being a mentorship coordinator?	1	2	3	4	5	6
Are you interested in becoming a mentorship coordinator?	1	2	3	4	5	6
How satisfied were you with your mentor match?	1	2	3	4	5	6



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### Evaluation Form

#### EVALUATION POST-TEST FORM

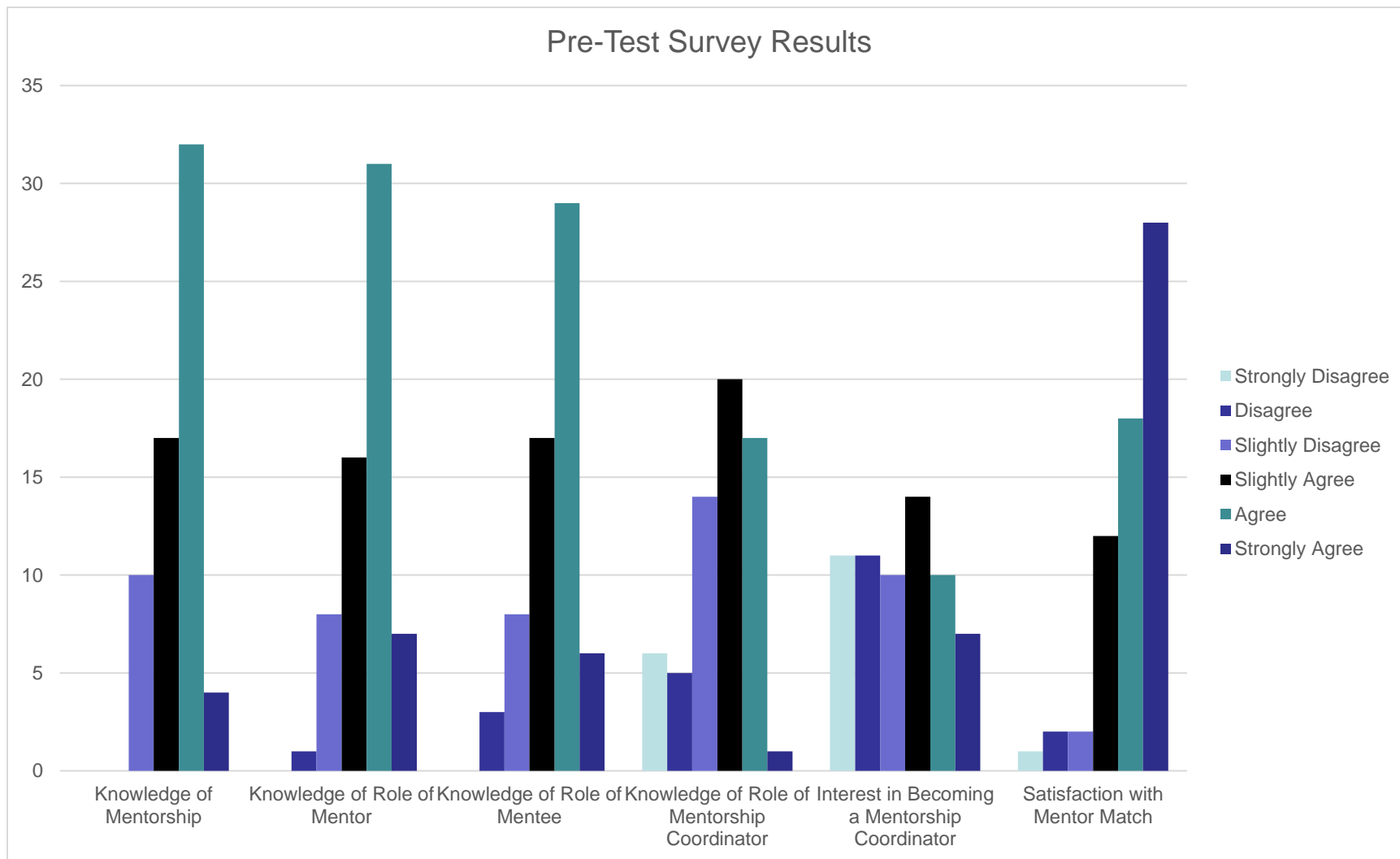
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Date:

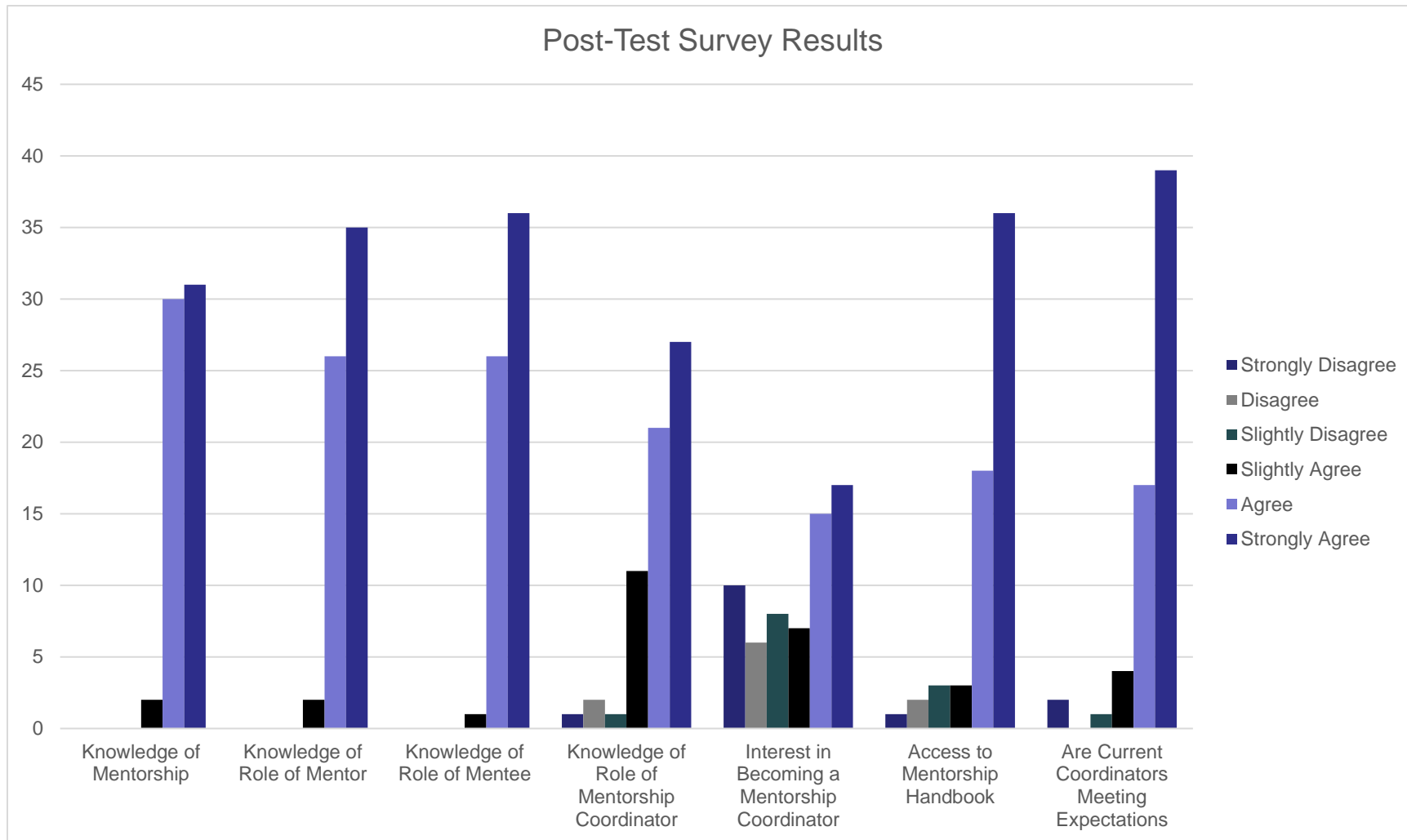
Cohort:

	Strongly Disagree		Neither		Strongly Agree	
How would you rate your knowledge and understanding of Mentorship?	1	2	3	4	5	6
Do you understand the role and responsibilities of being a mentor?	1	2	3	4	5	6
Do you understand the role and responsibilities of being a mentee?	1	2	3	4	5	6
Do you understand the role and responsibilities of being a mentorship coordinator?	1	2	3	4	5	6
Are you interested in becoming a mentorship coordinator?	1	2	3	4	5	6
How accessible was the Mentorship Handbook?	1	2	3	4	5	6
Are your current mentorship coordinators meeting their role expectations?	1	2	3	4	5	6

# Results

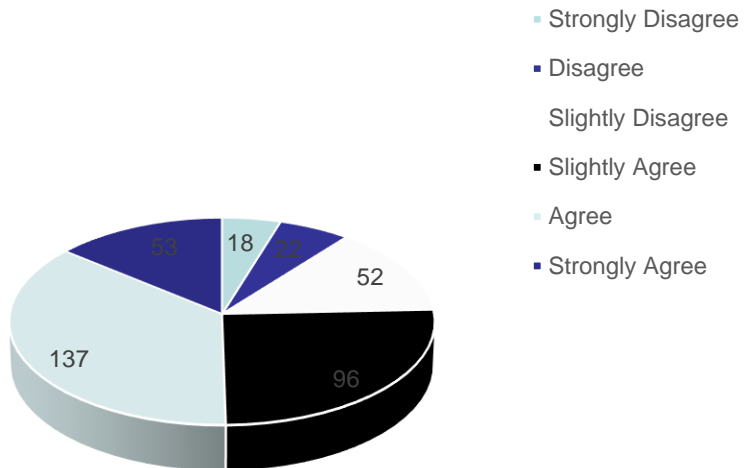


# Results

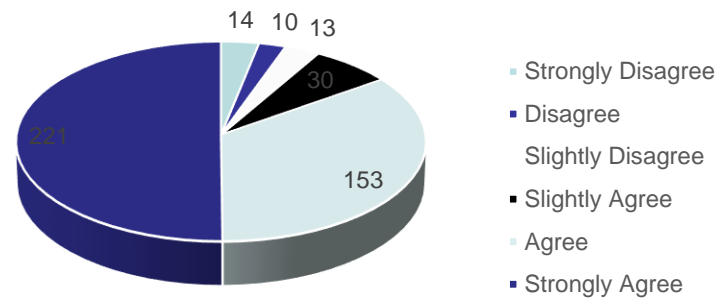


# Results

Pre-Test Survey Results  
Overall Feedback



Post-Test Survey Results  
Overall Feedback



A rising tide lifts all boats.

You can be the tide that lifts  
those around you.

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