

**Tori Keun, RN, BScN, CPMHN©, Clinical Leader of  
Operations, Mental Health and Addictions Program,  
Erin MacDonald, RN, BScN, Urgent Care Clinician,  
IWK Health Centre, Halifax, NS**

**POINT OF CARE  
MENTORSHIP  
BUILDING COMPETENCIES AND  
KEEPING NURSES!**

# Background Info

- ⦿ Acute Inpatient Mental Health Unit
- ⦿ 14 beds, 3 overflow
- ⦿ Ages 5-19
- ⦿ Average length of admission is ~10 days
- ⦿ RN/LPN compliment
- ⦿ Multiple interdisciplinary staff

# What We Want You To Know

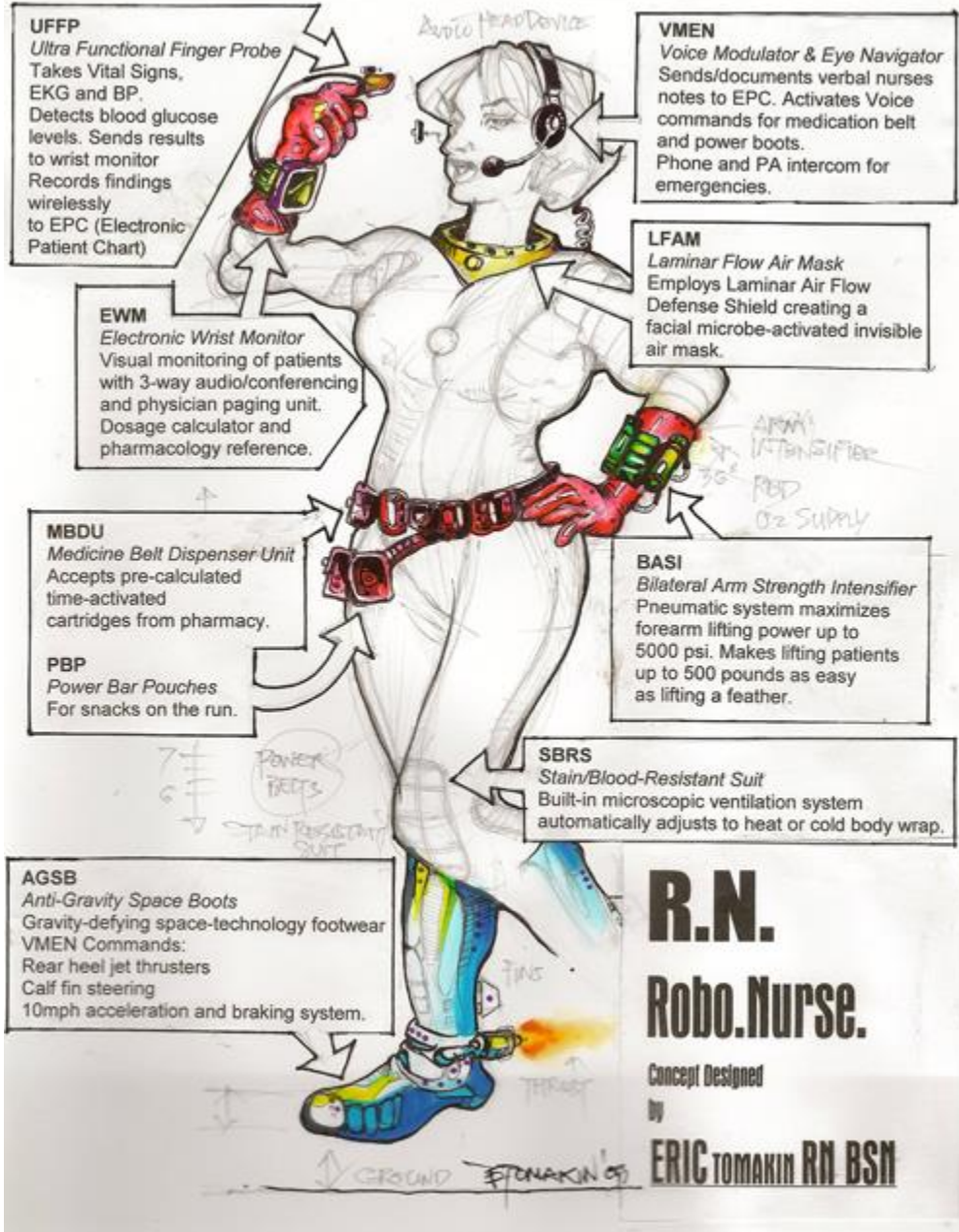
- ⦿ Why was the role created?
- ⦿ What did we do?
- ⦿ What were the benefits?
- ⦿ What were the obstacles?
- ⦿ Was it valuable and did it make a difference?



# Why?



- ◎ The availability of competent and qualified nursing care improves patient outcomes. Imagine that?!
- ◎ The need for full-time nurses continues to exceed the rate at which new nurses are graduating and entering the field
- ◎ The specialized practice within mental health nursing requires additional support



Nurses of the Future?

# How Do We Fix This?



- ⦿ Attract and retain RNs so their potential can be realized and organizations can keep pace to deliver affordable and quality care
- ⦿ To provide assistance and support to our new novice nurses during their transition period
- ⦿ Retention of new graduates and new staff through job satisfaction
- ⦿ The three Cs!

# The Plan



- ◎ Pilot Program with 2 Point of Care Clinical Mentors on our Inpatient Mental Health Unit at the IWK Health Centre .The Pilot lasted for a 12 month period. Extended for another 12 months.
- ◎ Special focus will be on new graduates and nurses that are new to mental health

# What Did We **Actually** Do?

- ⦿ Role Model
- ⦿ Teach
- ⦿ Facilitate
- ⦿ Guide





# Benefits

- ⦿ Job satisfaction
- ⦿ The three C's!
- ⦿ Continuity of care
- ⦿ Quality care



# Obstacles



- ⦿ Remember all of those reasons we developed the role in the first place?
- ⦿ The role of nursing on the unit is changing
- ⦿ Funding
- ⦿ Erin leaving for 3 months...



[dreamstime.com](http://dreamstime.com)



k7027237 [www.fotosearch.com](http://www.fotosearch.com)

# Was it Valuable?



- ◉ Yes! But...
- ◉ Evaluation Questions:
  - As a new staff member what did you think of the Mentorship Program?
  - What did you find most helpful about the Program?
  - What recommendations would you make for future Programs?
  - What areas do you feel you have experienced the most professional growth in over the past 9 months?
  - Where do you see yourself practicing in 6 months time?

# Feedback From Others



- “I think it’s awesome!”
- “Great potential, but mentor ended up becoming ‘default clinical leader/educator’”
- “Mentors weren’t always accessible because of being in ‘charge’ and replacing sick calls”
- “Very helpful with learning new skills”
- “New staff orientation would have been more helpful with mentors than ‘random staff’”
- “Really helpful ‘in-the-moment’”
- “So helpful having a consistent person”

# Our Feedback



© BestVector | RetroClipart.co

- ⦿ Unable to practice fully under the mentor ‘hat’
- ⦿ Unclear role definition at the beginning
- ⦿ Little support from leadership around building our “mentor skills”
- ⦿ No evaluation plan
- ⦿ Attending daily rounds would have been helpful to identify learning opportunities

# Was it Effective?

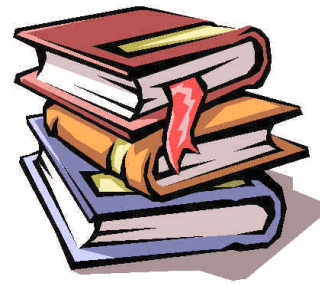
- ⦿ Staff retention- people still left, but...
- ⦿ The three C's!





# What Now?

- ⦿ 2 new nurses in the mentor role for a 12 month period
- ⦿ Application for funding to have one full time permanent mentor
- ⦿ Develop structured evaluation process to measure value and effectiveness
- ⦿ Ideally, develop the mental health education within nursing programs



# References

- Canadian Nurses Association. (2004). *Achieving Excellence in Professional Practice: A Guide to Preceptorship and Mentoring*. Ottawa: Author  
Dr. Duchscher, Saskatchewan Ministry of Health, 2012
- Owens, J.K., & Patton, J.G. (2003). Take a chance on nursing mentorship. Enhance leadership with this win-win strategy. *Nursing Education Perspective*, 24(4), 198-204. Retrieved May 9, 2005, from Medline Review database.
- Pinkerton, S. (2003). Mentoring new graduates. *Nursing Economics*, 21(4). 202-203. Retrieved May 9, 2005, from Medline Review database.
- Registered Nurses Association of Ontario. (2004). *Preceptorship Resource Kit*. Ottawa: Author.
- Rossi, P., Lipsey, M., & Freeman, H. (2004). *Evaluation A Systematic Approach* (7th ed.). Thousand Oaks, CA: Sage Publications Inc.
- Weiss, Carol H. (1998). *Evaluation* (2<sup>nd</sup> Edition). Prentice-Hall