

Move Your Metrics: Lead With Mentorship to Improve Patient Outcomes



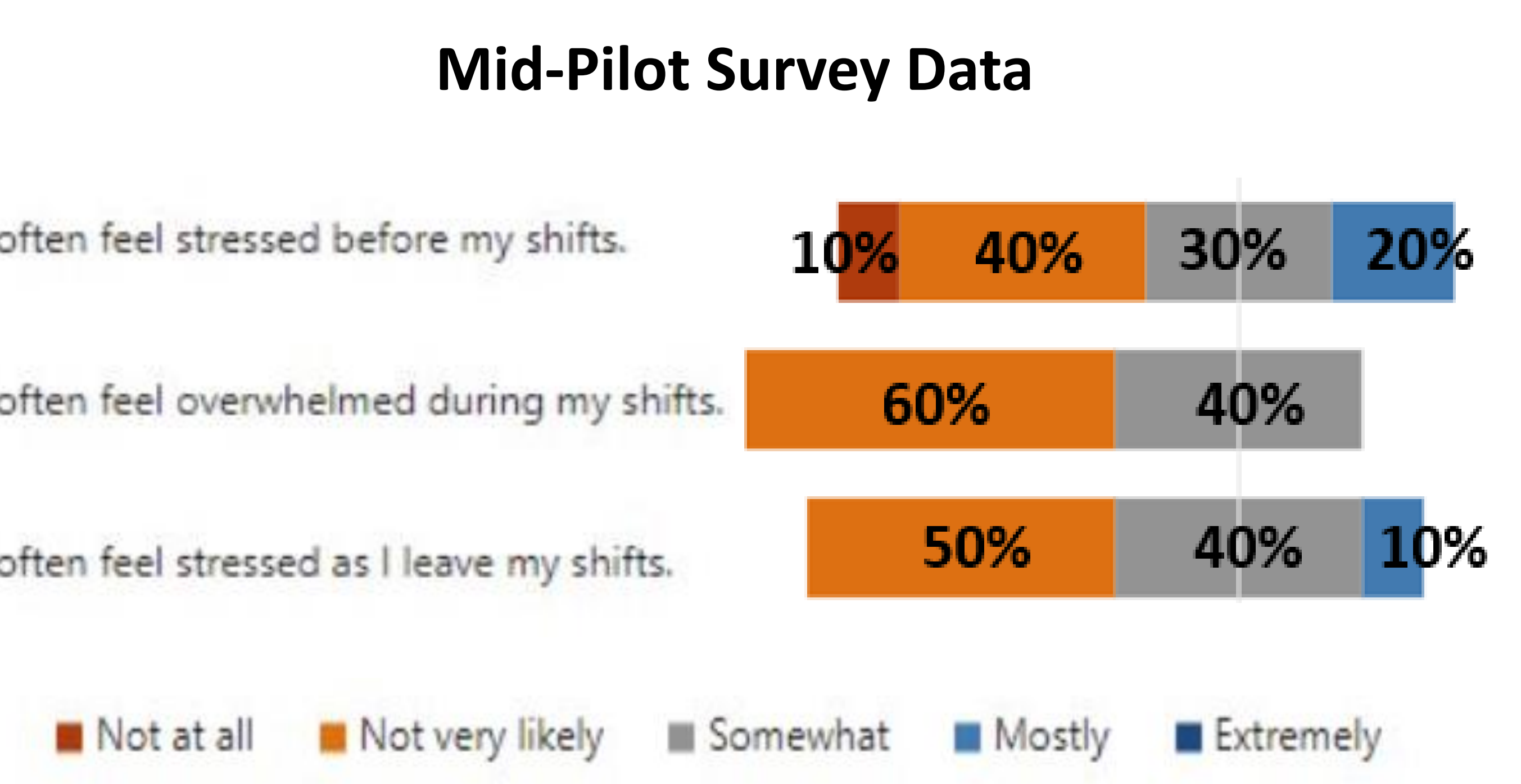
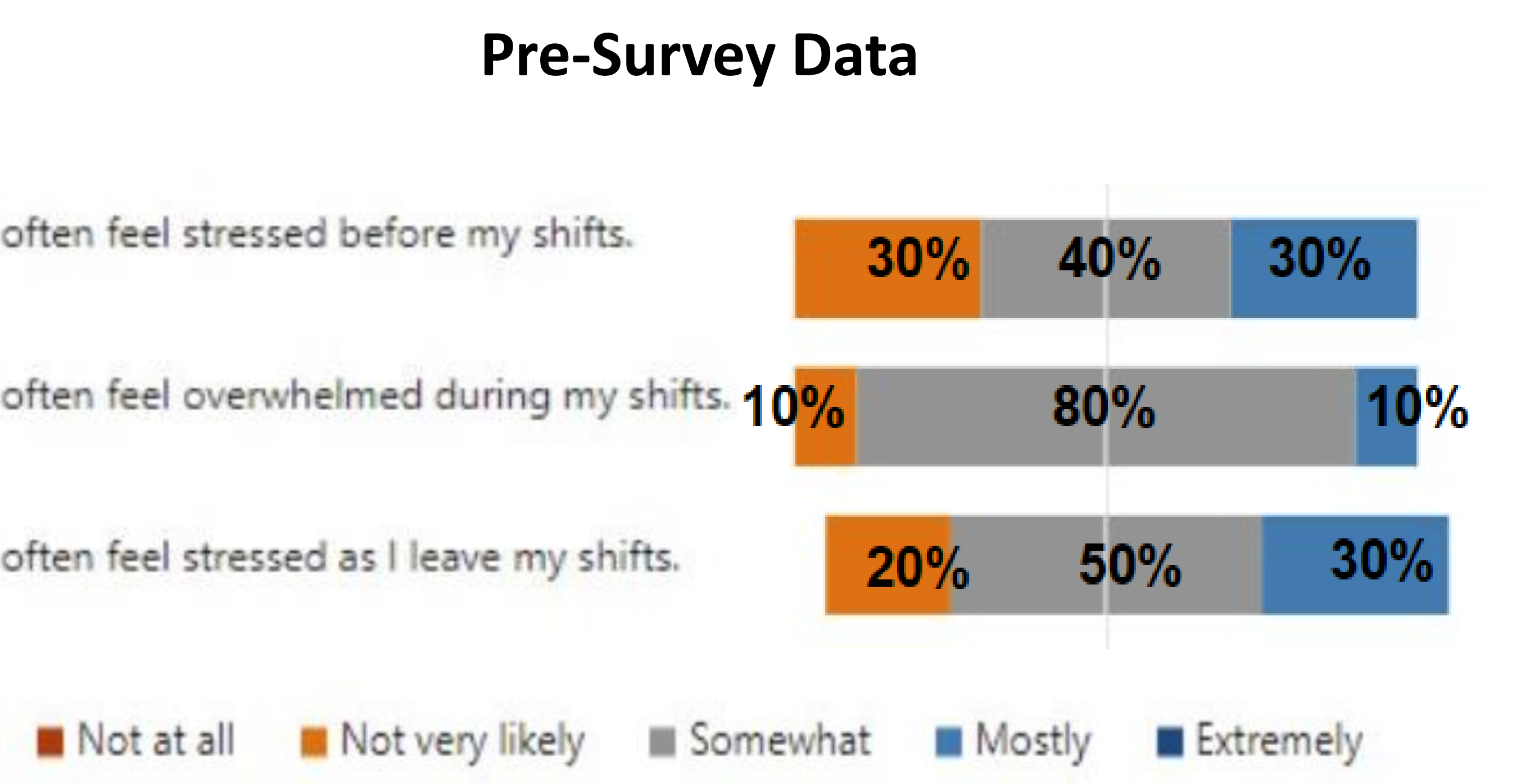
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Background

Being a bedside Registered Nurse (RN) in an Intensive Care Unit (ICU) can be a challenging yet rewarding experience. The complex nature of this job causes increased stress and burnout of nurses. This strain on nurses can cause poor patient outcomes, compromise patient safety, and increase length of stay.

Purpose

- Increased stress among bedside nurses can result in reduced confidence and competence leading to an increase in errors and mistakes which ultimately worsens patient outcomes.
- Mentorship empowers new nurses to advocate for their patients, strengthens their practice, and improves patient outcomes (Davey et al., 2020).
- Implementing this project should improve nurse confidence and competence, thus leading to a decrease in the amount of Hospital Acquired Infections (HAIs) for the next fiscal year.



Methods

- Pilot group of 10 volunteer RNs (5 mentors and 5 mentees)
- Mentee and mentor profiles created and shared on an electronic platform
- An additional survey was conducted for mentees to choose their top 3 mentors. These survey results were reviewed by a unit-based mentorship workgroup. None of the mentees were matched with their preceptors from orientation.

Example of Mentor/Mentee Profile

Three words to describe me:
Candid, observant, curious

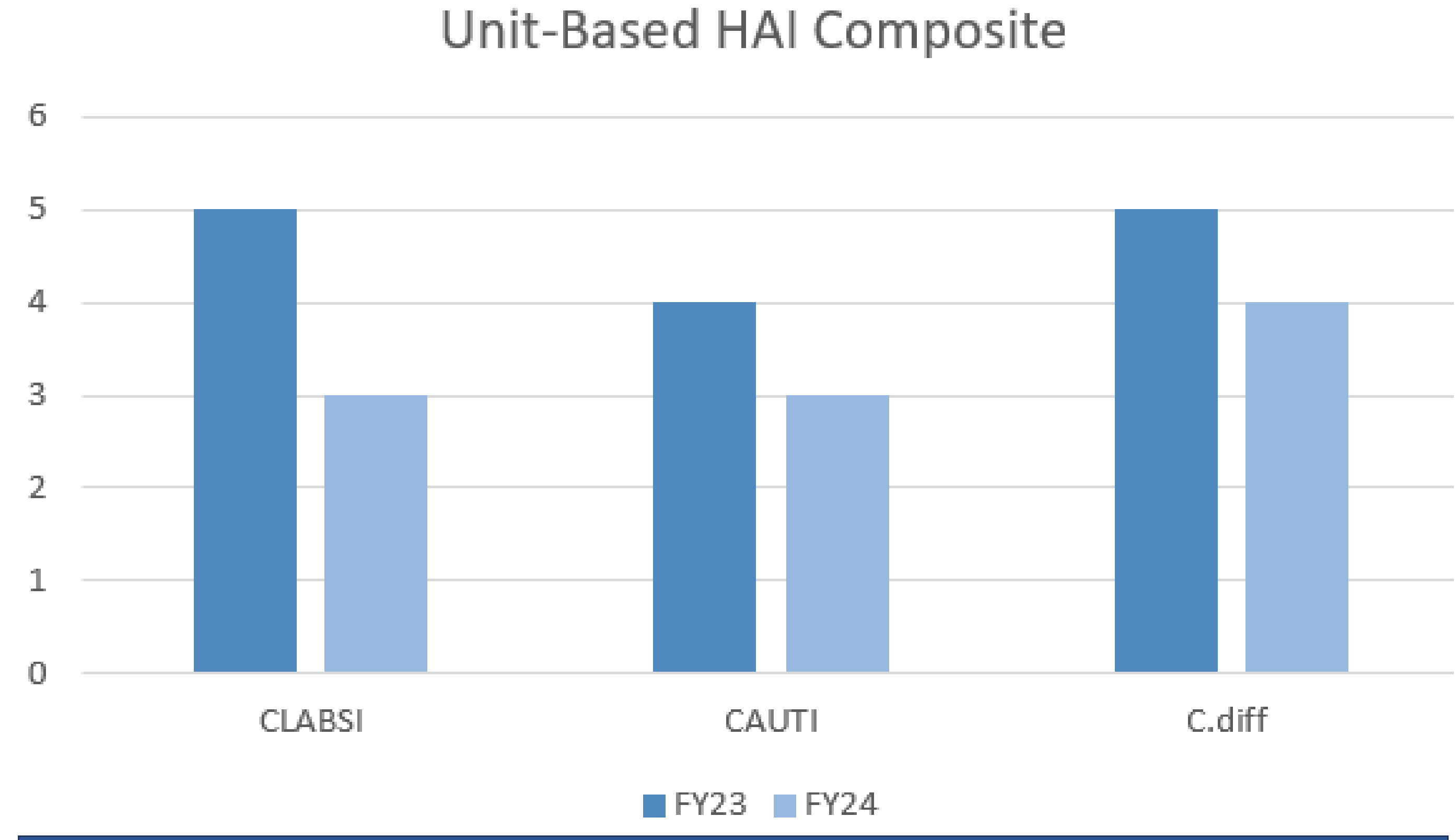
- 4 years
- BSN, RN, CCRN, CNII
- Prior experience: ICU
- BS in Psych & BSN
- PA
- Looking for a mentee who is willing to ask questions

- After matching occurred, each mentor and mentee were instructed to sign an agreement form. The expectation was that each pair would meet 6 times off-site over a 7-month period.
- Topic guidelines were created and encouraged for use at each meeting.
- A pre-survey was conducted at the start of the program. A mid-pilot survey was conducted halfway through the program and a post-survey will be conducted at the conclusion of the program.

For additional information, including acknowledgements and references:

Evaluation

- Only pre-survey and mid-pilot survey data is currently available.
- There was a decrease in RNs feeling overwhelmed and stressed before, during, and after their shifts.
- Once the pilot program is completed, a post-survey will be conducted and results will be reviewed.
- Improvement in nurse stress, confidence and competence can help improve patient outcomes, including unit HAIs.



Discussion

- A formal mentorship program can improve both mentor and mentee sense of confidence and competence, which can decrease burnout. Each of these items are key stakeholders in decreasing errors and improving patient outcomes.
- Limitations to this study were:
 - Length of program (7 months per group)
 - Small size for pilot group (only 10 participants)
 - Both mentors and mentees included in same survey
- Future considerations:
 - Allow for mentor and mentee to meet virtually or onsite for future groups
 - Adjust frequency of meeting and duration of program