E-Mentoring: A New Model of Mentoring

Theresa Pietsch, Ph.D., RN, CRRN, CNE
Neumann University
Mentoring and Nurses

Mentor

Protégé

Novice

Experienced

Potential

Wiser

Invested
Mentoring to Support Healthy Work Environments
Vance’s Work: Mentoring and Nurses

- 1977 Descriptive Study
- Identify a Sample of Contemporary Influentials
- Construction of Profiles
- Mentoring Connections
Changes in Healthcare

- Reimbursement
- Staffing
- Acuity
- Closings
- Mergers
Changes in Technology
E-mentoring

What is it?
How does it relate to traditional mentoring?
Is this E-mentoring?

Mentor + Internet → Electronic Mentoring?
Definition of E-mentoring

- Reciprocal teaching-learning relationship between mentor(s) and protégé(s)
- Internet dependent
- Generally of a time limited duration
Definition of E-mentoring

BOUNDARYLESS
Anonymity

Minority Participation

Visual Cues
E-mentoring Configurations

- Mentors
- Protégés
- 1 to 1
Current Status of E-mentoring

- Revolutionary shift from F-2-F to a 21st century form of mentoring.

- Addresses specialized workforces through the integration of technology mentor and protégé configurations.
Current status of E-mentoring
Current Status of E-mentoring

- Pharmacists
- Physicians
- Dieticians
- Physical Therapists
- Nurses
Quantitative Descriptive Study

- Nurses’ attitudes toward e-mentoring
- Facilitators to mentoring in nursing
- Constraints to mentoring in nursing
Sample Demographics

- 139 RNs from 26 states
- RNs employed in administration, clinical practice, and education

How did the sample compare to the national statistics of RNs?
Sample Description

- Mean age = 50.10 years
- 97% female
- 50% employed in academia
- 78% with previous mentoring experience
- 27% with e-mentoring experience
Findings of E-mentoring Study

Nurses’ attitudes toward e-mentoring

- Mean = 173.93
- Mode = 177.00
- Median = 182.00
- Range = 88 to 224
Top Five Characteristics Identified

- Achievable
- Progressive
- Efficient
- Timely
- Professional
Bottom Five Characteristics

Private  Sociable  Lifelong
Sensitive  Expressive
Essential Elements

- Hi-Speed
- Home Access
- Work Access
- Personal e-mail
- Internet Proficiency
Top Three Constraints

- Fatigue
- Non-Verbal
- Confidentiality
Sample of Comments

“You lose a personal connection and cannot interact seamlessly like you would in a personal face-to-face conversation.”
Sample of Comments

“I believe that e-mentoring would be very successful and would open up opportunities that may not otherwise be available.”
Sample of Comments

Non-verbals are actually communication prior to the word choice and will support or negate the words. Hence, if mentoring effectively, a face to face or camera to camera via Internet would be required.”
Other Findings of Study

Previous Experience

Ratings
Other Findings of Study

Expected results:

Attitudes

Age
Actual Results

AGE

Attitudes
Other Study Findings

Minimal Experience w/ Mentoring

Attitudes
Other Study Findings

Indecisiveness

Knowledge
Meaning of E-mentoring Study
Findings are NOT unique..

Nurses identified facilitators and constraints that were consistent with the review of the e-mentoring literature.
Do organizations provide nurses with this facilitator?

E-mail

Address

Individual
What about the Constraints?

Confidentiality

Non-Verbal Cues

Fatigue

Can we address....
Implication of Asynchronous Communication

Anonymity

Balance of Power
Should we consider....

Cameras?  Boundaries?
Discussion of Findings

If age did not preclude nurses from having positive attitudes, then......
Nurses who had experienced e-mentoring had positive ratings of their experience.
Do you know who in your organization has been involved in...

- **Mentoring**
  - Face-to-face

- **E-mentoring**
  - Internet dependent
Implications for Nursing

- Expertise disseminated without the boundaries of traditional nurse mentoring.
- Vehicle to recruit and retain younger generations.
Implications for Nurses

Generational adaptation for mentoring younger nurses & accessing older nurses' expertise
Implications for Nurses

Internet Dependent

Power
Culture
Time
Geography
Age
Implications for Nurses

Future of Nurse Mentoring

Multi-generational
Thank You