



# E-Mentoring: A New Model of Mentoring

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# Mentoring and Nurses

Mentor

Protégé

Novice

Experienced

Potential

Wiser

Invested





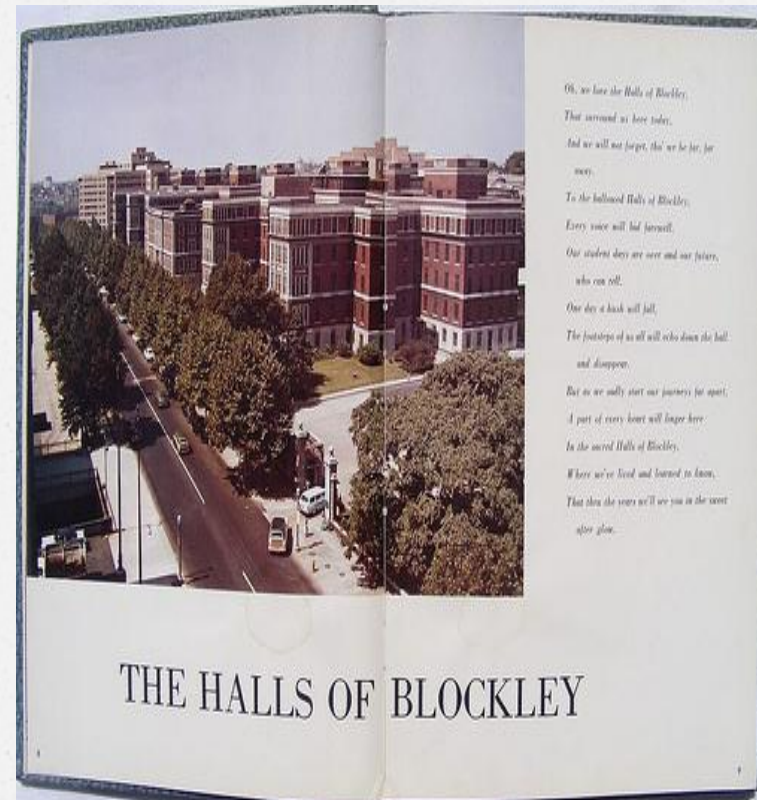
# Mentoring to Support Healthy Work Environments





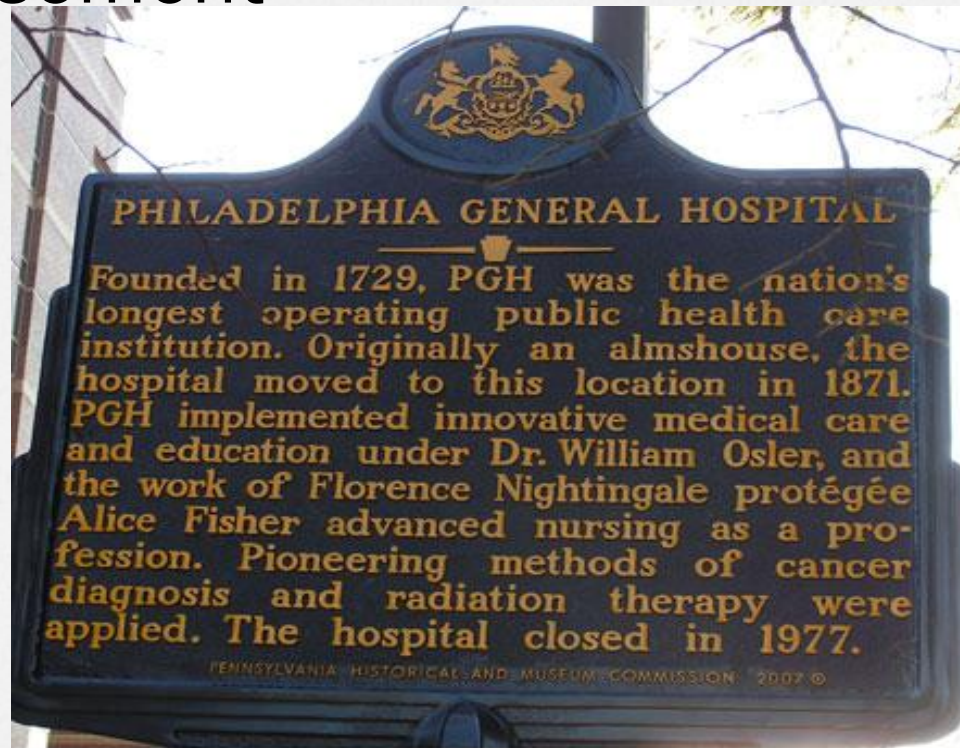
# Vance's Work: Mentoring and Nurses

- o 1977 Descriptive Study
- o Identify a Sample of Contemporary Influentials
- o Construction of Profiles
- o Mentoring Connections



# Changes in Healthcare

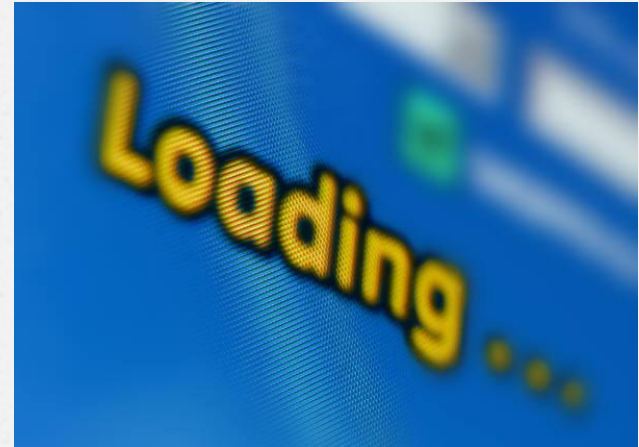
- Reimbursement
- Staffing
- Acuity
- Closings
- Mergers





# Changes in Technology





# E-mentoring

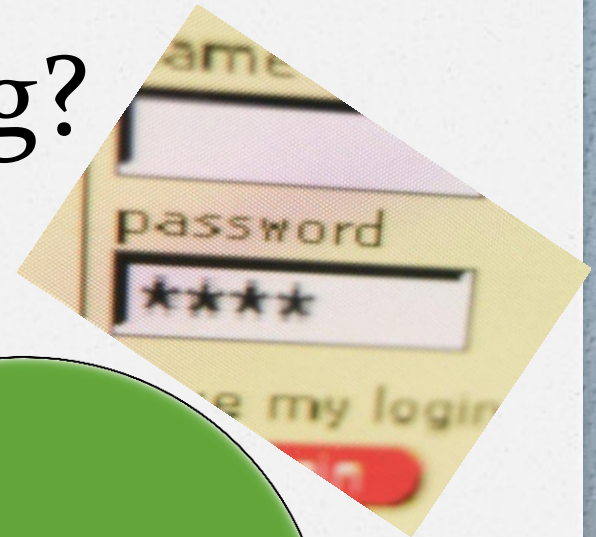
What is it?

How does it relate to traditional mentoring ?





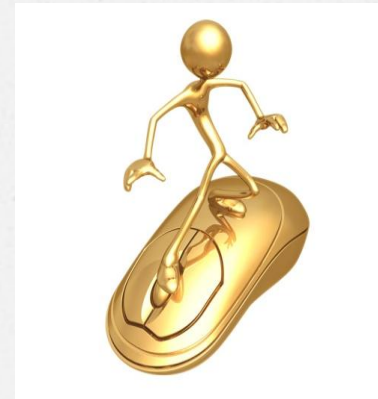
# Is this E-mentoring?





# 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

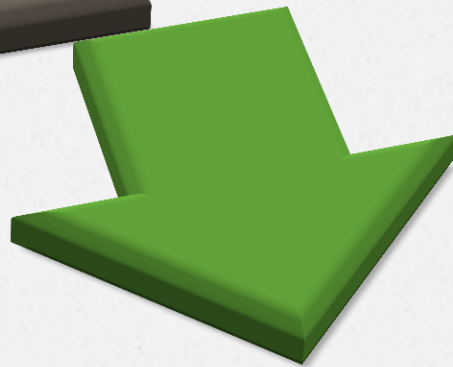


**BOUNDARYLESS**

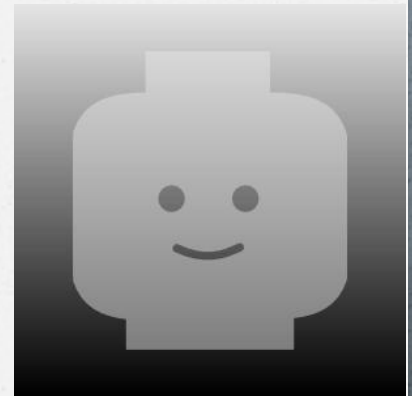


# Anonymity

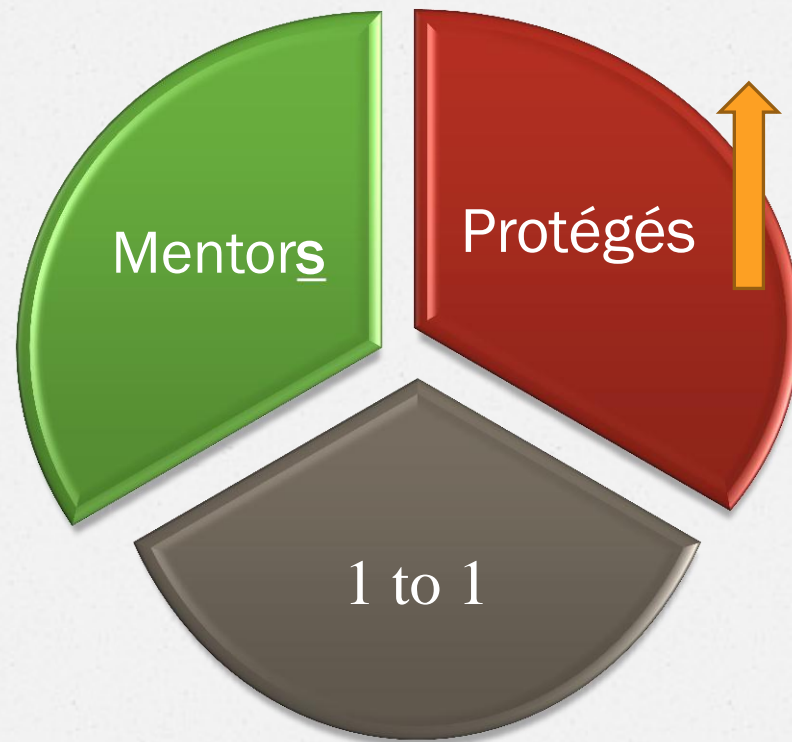
Minority  
Participation



Visual Cues



# E-mentoring Configurations





# Current Status of E-mentoring

- Revolutionary shift from F-2-F to a 21<sup>st</sup> century form of mentoring.



- Addresses specialized workforces through the integration of technology mentor and protégé configurations.

# Current status of E-mentoring

**SYNCHRONOUS  
FORMAT ?**





# Current Status of E-mentoring

Pharmacists

Physicians

Dieticians

Physical  
Therapists

Nurses



# Quantitative Descriptive Study

- o Nurses' attitudes toward e-mentoring

- o Facilitators to mentoring in nursing



- o 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

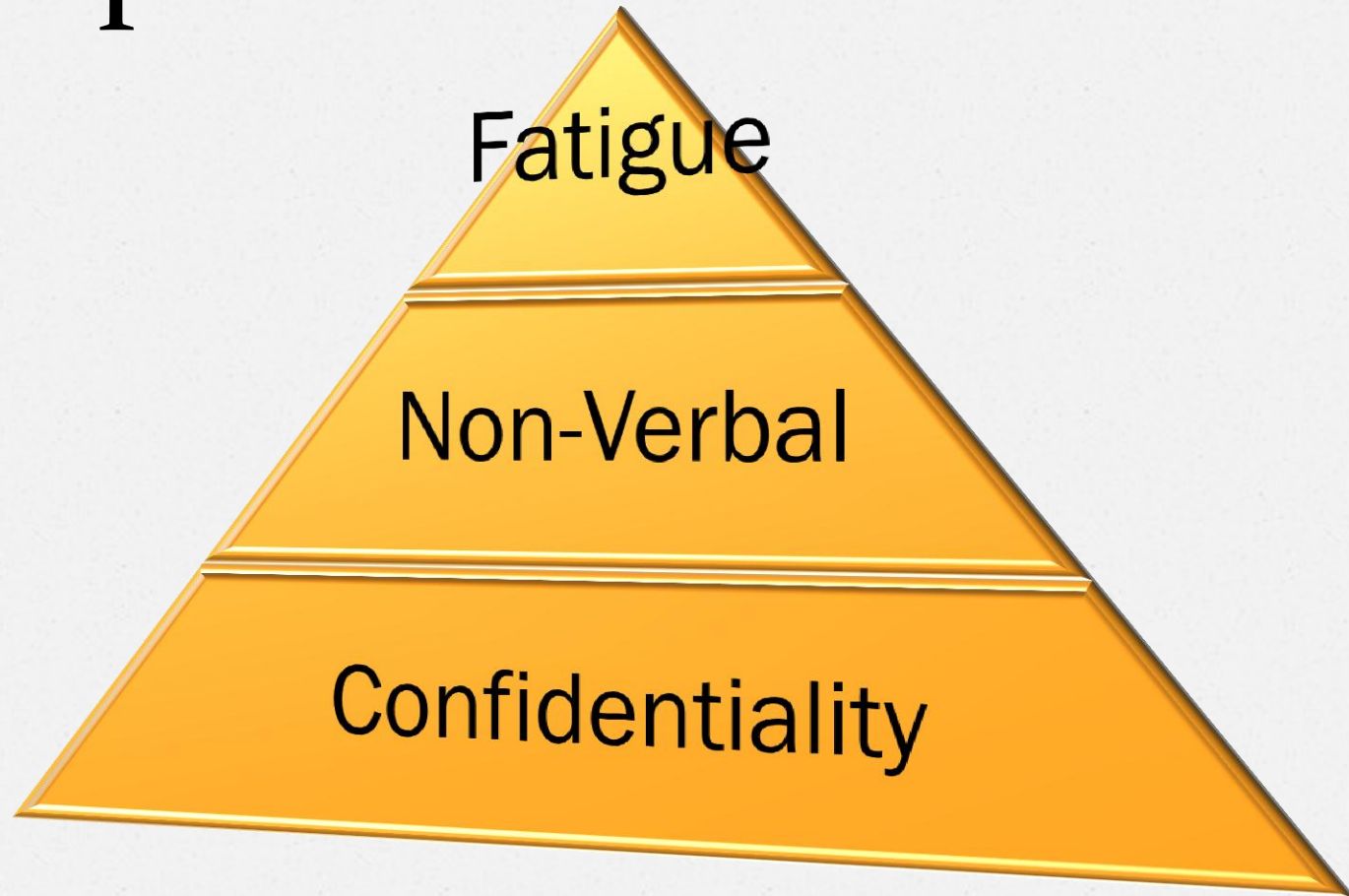
Work Access

Personal e-mail

Internet Proficiency



# Top Three Constraints



# 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

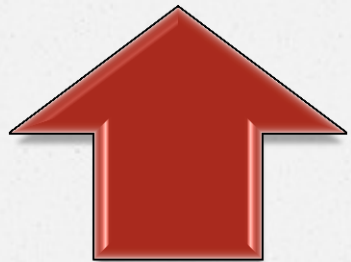
Previous Experience

Ratings

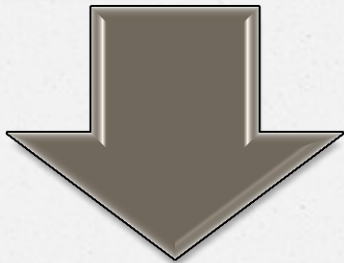


# Other Findings of Study

Expected results:



Attitudes



Age



# Actual Results

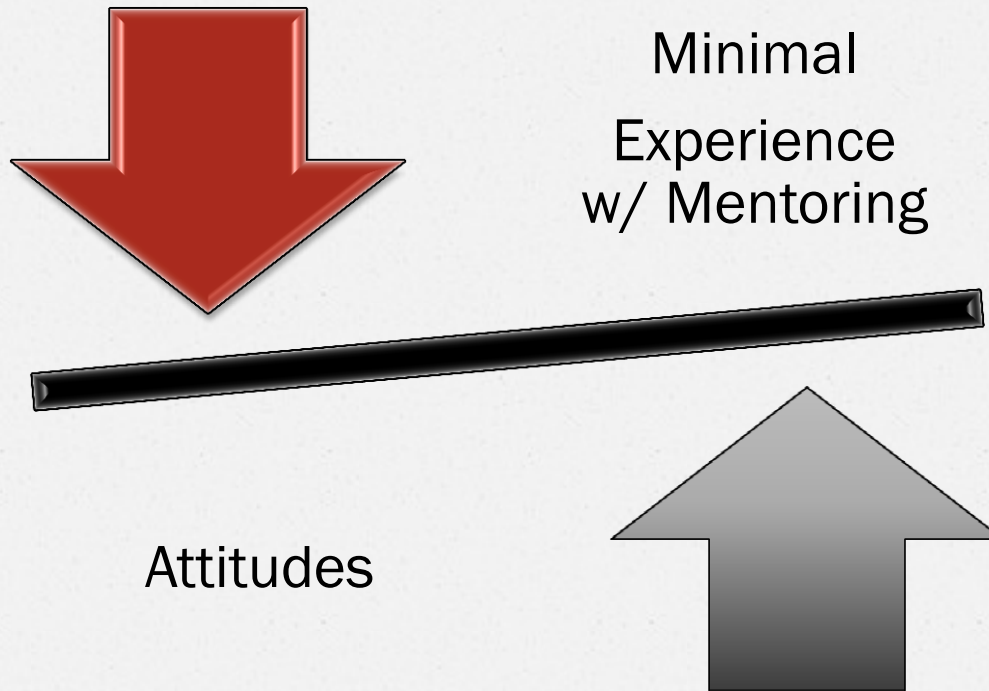


AGE



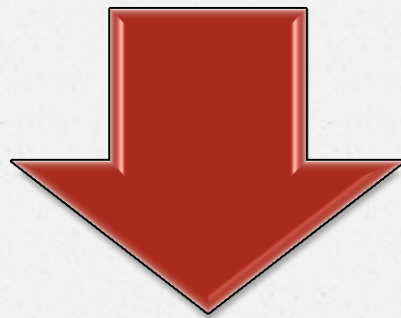
Attitudes

# Other Study Findings

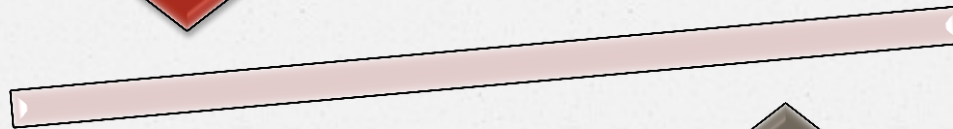




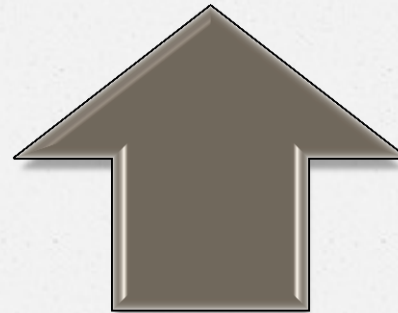
# Other Study Findings



Indecisiveness



Knowledge



# Meaning of E-mentoring Study



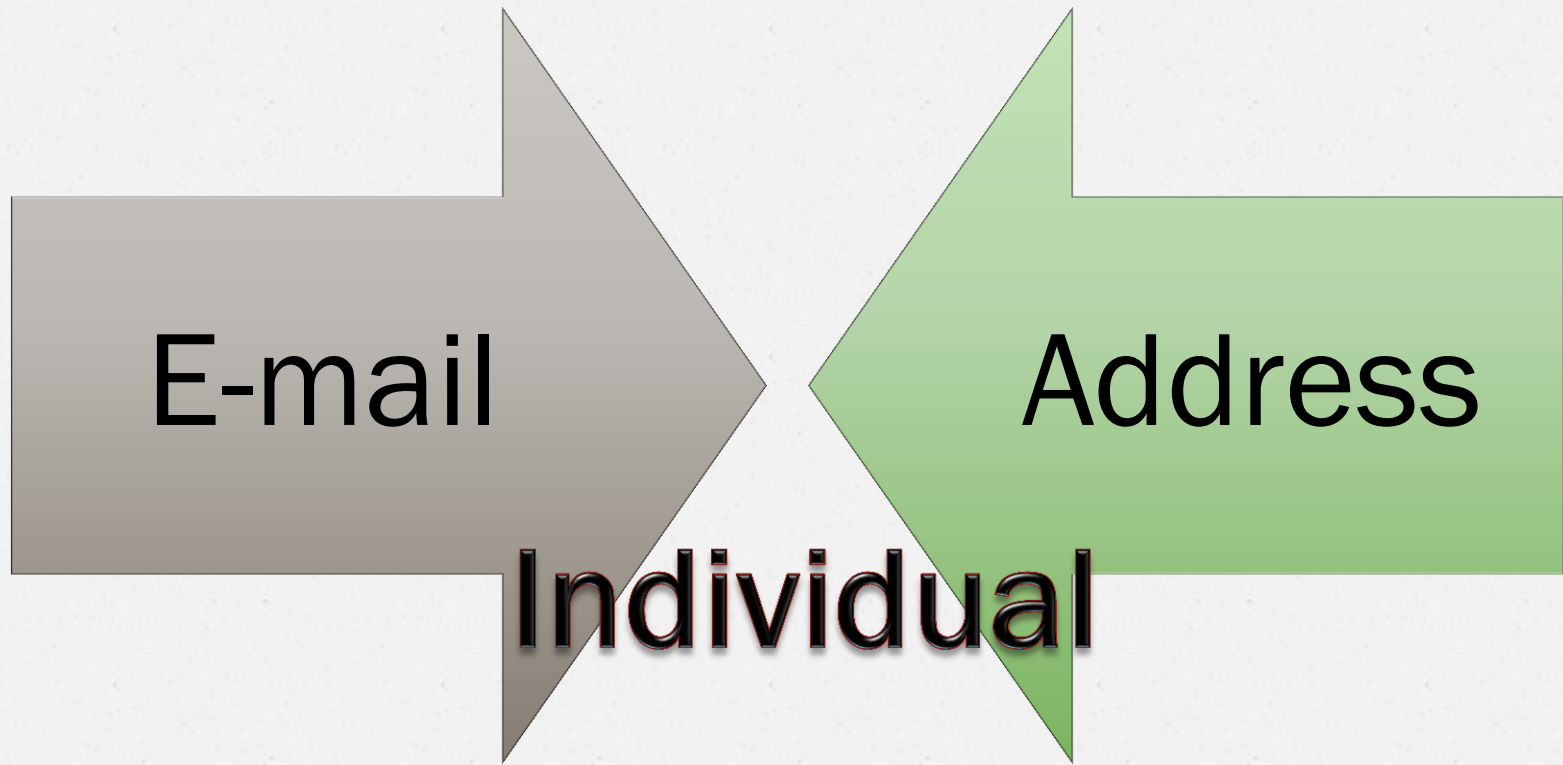




Findings are NOT unique..

Nurses identified  
facilitators and constraints  
that were consistent with  
the review of the e-  
mentoring literature.

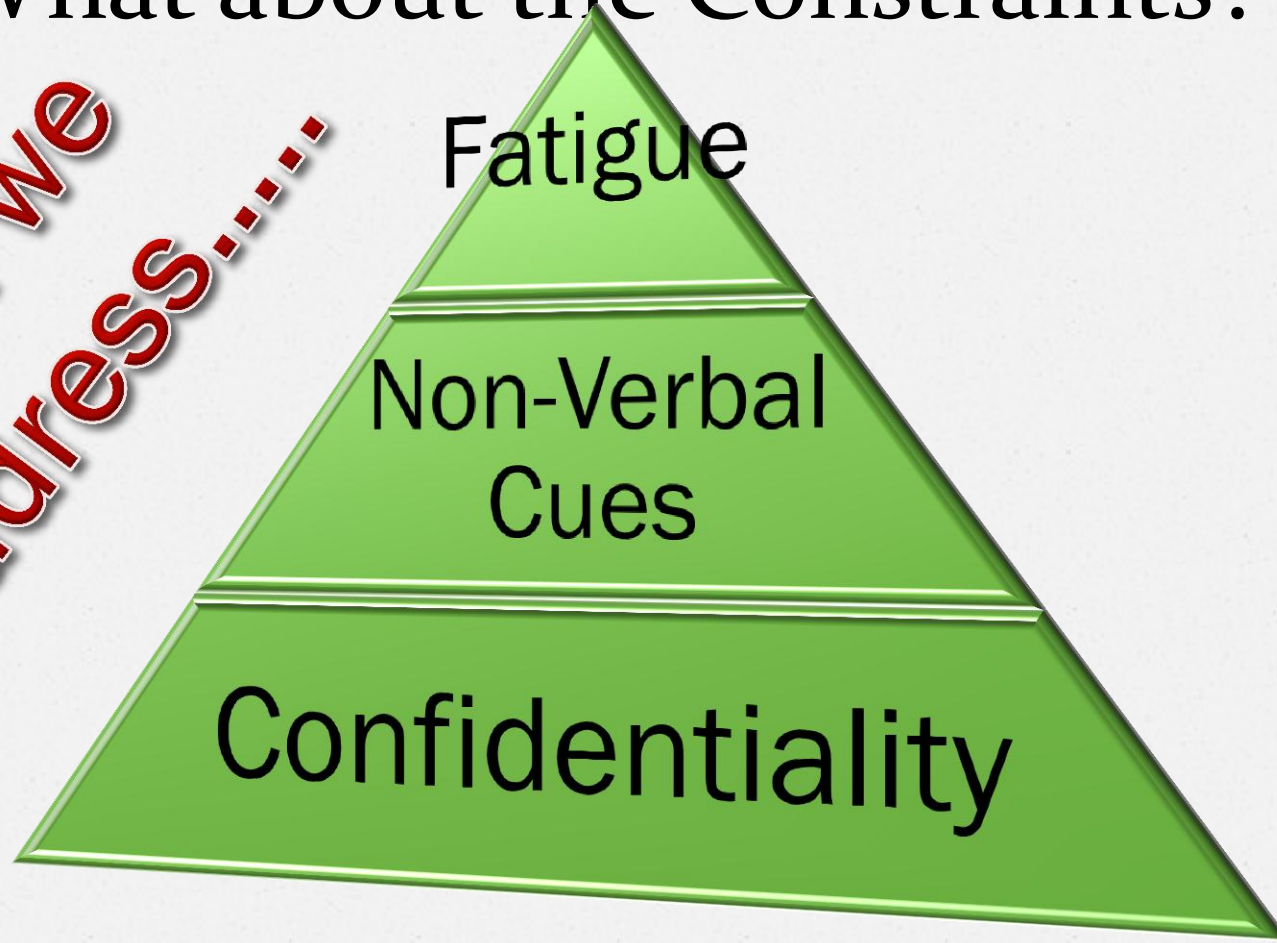
Do organizations provide nurses  
with this facilitator?



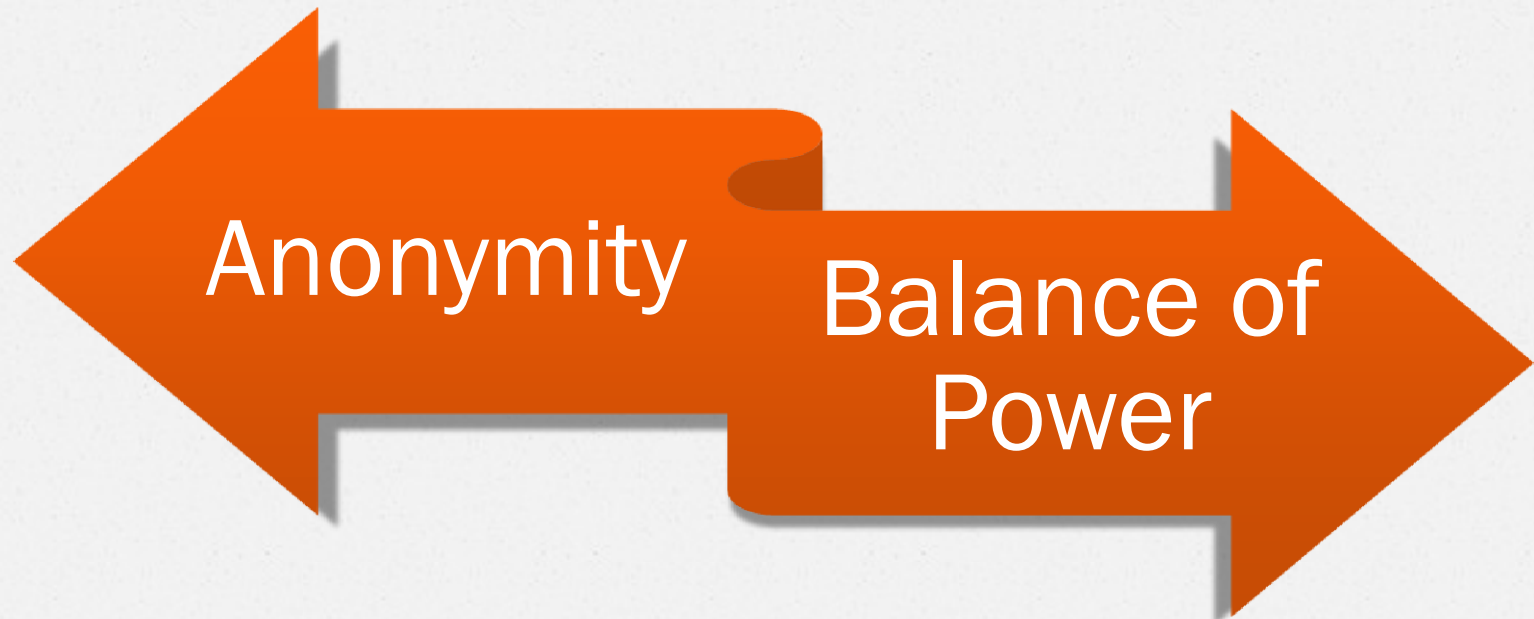


# What about the Constraints?

Can we  
address....



# Implication of Asynchronous Communication





Should we  
consider....




Cameras?

Boundaries?



# Discussion of Findings

If age did not preclude  
nurses from having positive  
attitudes, then.....



**Tap the  
Experience**



# The Reality of History



- 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

- o Expertise disseminated without the boundaries of traditional nurse mentoring.



- o Vehicle to recruit and retain younger generations.

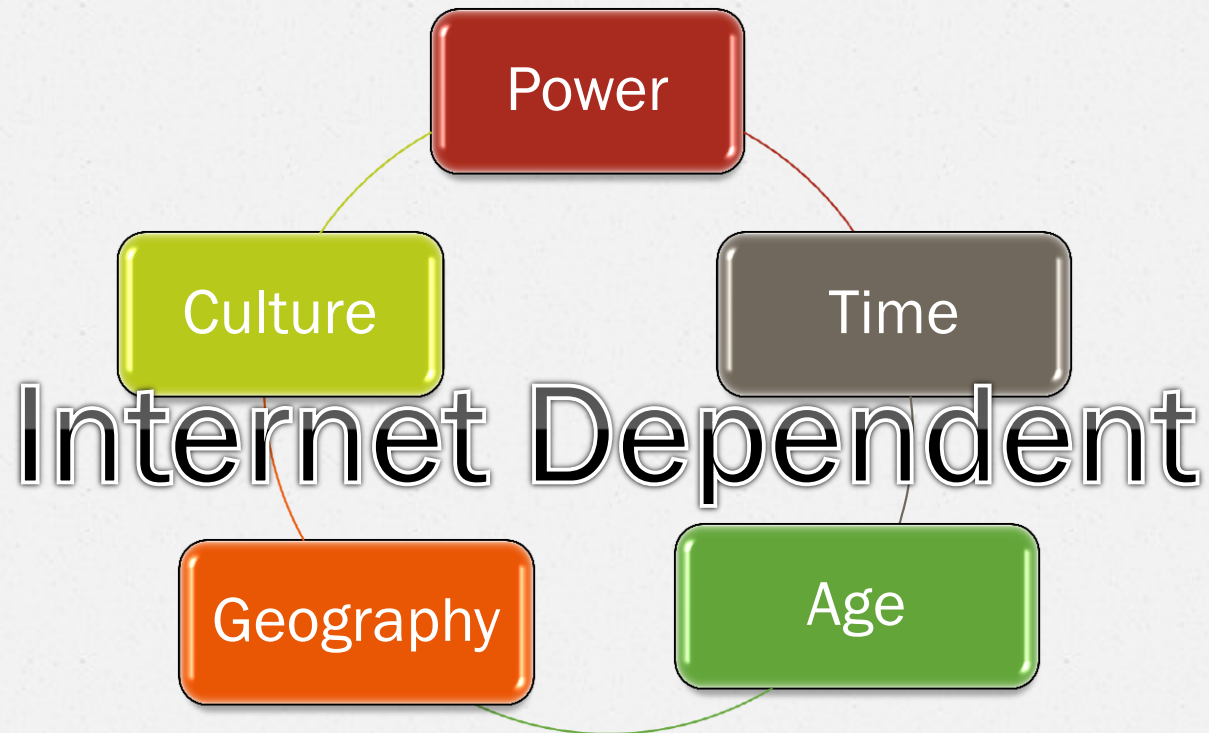
# Implications for Nurses

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





# Implications for Nurses



# Implications for Nurses

**Mentoring**  
Be a Mentor...Be the Difference



## BOTTOM LINE

Future of Nurse Mentoring

Multi-generational

**Mentoring**  
Be a Mentor...Be the Difference





# Thank You



NEUMANN  
UNIVERSITY  
CATHOLIC EDUCATION IN THE FRANCISCAN TRADITION