

Nursing Education Research Conference 2018 (NERC18)

Nursing Mentorship: Clinical Coaching and Shared Leadership

Vincenza Coughlin, MS, RNC-MNN, CNE, CLC

Nursing Professional Practice and Obstetrics, NYU Langone Medical Center, New York, NY, USA

Purpose (What):

The Obstetric Nursing Mentorship Program at NYU Langone Medical Center was initiated to assist in the transition of newly hired staff into the professional role. The mentor-mentee relationship fosters an environment that reduces anxiety, promotes staff satisfaction, enhances clinical performance, and improves the quality of patient care.

Relevance/Significance (Why):

Conversations between the 25 newly hired staff and more senior nurses suggested a need for clinical coaching. Research indicates that teamwork between nurses is essential for best practices in the clinical setting. Novice nurses historically lack confidence, efficiency of time management, and competency in performing with high acuity. In order to facilitate the new hires' transition into the professional RN role, research supports the strategy of mentoring.

Strategy and Implementation (How):

Staff nurses with four or more years of obstetric experience were encouraged to enlist as mentors. The mentees were given a list of the volunteering mentors, were asked to rank their top three choices, and matched accordingly. The purpose of ranking is to encourage a mentee to choose someone they feel comfortable with, who may or not have been a preceptor. Mentor-Mentee dyad interactions were promoted through professional formal and informal meetings and personal communication. A kick-off event including night and day shift was held to promote communication and a team-building environment. A handbook was developed to assist in the framework of the program and guide the mentorship pairs throughout the process.

Evaluation/Outcomes (So what):

As per mentee feedback via a pre-survey and Likert scale, the program was agreed to be beneficial in the areas of: work experience, support system, self-confidence, teamwork, knowledge and skills, and intra-professional communication. The pre-survey will be distributed in three month intervals, concluding at one year of participation.

Implications for Practice (And now):

Goals aim at enhancing team building, staff engagement, shared leadership, healthy work environment and professional development.

Title:

Nursing Mentorship: Clinical Coaching and Shared Leadership

Keywords:

Clinical coaching, Mentorship and Professional development

References:

Clarke, P. N., & Fawcett, J. (2014). Life as a mentor. *Nursing Science Quarterly*, 27(3), 213–215. doi: 10.1177/0894318414534492

Ebright, P. R. (2010). The complex work of RNs: Implications for healthy work environments. *OJIN: The Online Journal of Issues in Nursing*, 15(1). doi 10.3912/OJIN.Vol15No01Man04

Fox, K. C. (2010). Mentor program boosts new nurses' satisfaction and lowers turnover rate. *The Journal of Continuing Education in Nursing*, 41(7), 311-316. doi: 10.3928/00220124-20100401-04

Green, J., & Jackson, D. (2014). Mentoring: Some cautionary notes for the nursing profession. *Contemporary Nurse*, 47 (1-2), 79–87. doi: 10.5172/conu.2013.3528

Jokelainen, M., Turunen, H., Tossaaenen, K., Jamookeeah, D., & Coco, K. (2011). A systematic review of mentoring nursing students in clinical place- ments. *Journal of Clinical Nursing*, 20, 2854–2856.

Kim, S. C., Oliveri, D., Riingen, M., Taylor, B., Rankin, L. (2013). Randomized control trial of graduate-to-undergraduate student mentoring program. *Journal of Professional Nursing*, 29(6), 43-49. <http://dx.doi.org/10.1016/j.profnurs.2013.04.003>

Abstract Summary:

In an effort to facilitate new hires' transition into the professional RN role, our institution developed and adopted a Mentorship Program. The mentor-mentee relationship fosters a supportive environment that reduces anxiety, promotes staff satisfaction, and enhances clinical performance. Team morale is encouraged through staff participation, social gatherings, and personal partnerships.

Content Outline:**Purpose (What):**

The Nursing Mentorship Program was initiated to assist in the transition of newly hired staff into the professional role. The mentor-mentee relationship fosters an environment that reduces anxiety, promotes staff satisfaction, enhances clinical performance, and improves the quality of patient care.

Relevance/Significance (Why):

Conversations between the 25 newly hired staff and more senior nurses suggested a need for clinical coaching. Research indicates that teamwork between nurses is essential for best practices in the clinical setting. Novice nurses historically lack confidence, efficiency of time management, and competency in performing with high acuity. In order to facilitate the new hires' transition into the professional RN role, research supports the strategy of mentoring.

Strategy and Implementation (How):

Staff nurses with four or more years of obstetric experience were encouraged to enlist as mentors. The mentees were given a list of the volunteering mentors, were asked to rank their top three choices, and matched accordingly. The purpose of ranking is to encourage a mentee to choose someone they feel comfortable with, who may or not have been a preceptor. Mentor-Mentee dyad interactions were promoted through professional formal and informal meetings and personal communication. A kick-off event including night and day shift was held to promote communication and a team-building environment. A handbook was developed to assist in the framework of the program and guide the mentorship pairs throughout the process.

Evaluation/Outcomes (So what):

As per mentee feedback via a pre-survey and Likert scale, the program was agreed to be beneficial in the areas of: work experience, support system, self-confidence, teamwork, knowledge and skills, and intra-professional communication. The pre-survey will be distributed in three month intervals, concluding at one year of participation.

Implications for Practice (And now):

Goals aim at enhancing team building, staff engagement, shared leadership, healthy work environment and professional development.

First Primary Presenting Author

Primary Presenting Author

Vincenza Coughlin, MS, RNC-MNN, CNE, CLC
NYU Langone Medical Center
Nursing Professional Practice and Obstetrics
Nursing Professional Development Specialist
New York NY
USA

Professional Experience: I am a Nursing Professional Development Specialist at Nyu Langone Medical Center. I have been in this role for 1.5 years. I have 6 years as staff nurse in obstetric nursing. I am the founder of the Obstetric Nursing Mentorship Program and continue to assist in the coordination, implementation, sustainment and evaluation of the program. I graduated from NYU Rory Meyers College of Nursing with my Baccalaureate and Master's in Nursing Education. I am certified in Maternal Newborn Nursing, Nursing Education and is a certified Lactation Consultant.

Author Summary: Vincenza Coughlin is Nursing Professional Development Specialist at Nyu Langone Medical Center. She is the founder of the Obstetric Nursing Mentorship Program. She graduated from NYU Rory Meyers College of Nursing with her Baccalaureate and Master's in Nursing Education. She is certified in Maternal Newborn Nursing, Nursing Education and is a certified Lactation Consultant.