

IMPLEMENTATION OF ONE-TO-ONE MENTOR PROGRAM FOR NEWLY GRADUATED REGISTERED NURSES

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ABSTRACT

Newly hired registered nurses face many challenges within the first year of employment, such as managing complex patient care, fatigue, lack of resources, and bullying. This problem has led to excessive nurse turnover rates within the first year of hire and has become a trying issue for healthcare organizations. The purpose of this MSN project is to develop a one-to-one mentor program for newly hired registered nurses. This program will run over their first year of hire to provide support and encouragement aimed at decreasing nurse turnover rate. This project has the potential to support the new nurses as they transition to their new jobs. Providing support may lead to decreased nurse turnover. A lower turnover rate of new nurses may benefit the organizations that they work for and the profession of nursing.

PICO QUESTION

In newly graduated registered nurses, how does implementing a one-to-one mentor program compared with the traditional orientation training affect job satisfaction over one year?

LITERATURE REVIEW

A literature review was conducted, and evidence-based information was gathered to support the implementation of a mentor program among newly graduated registered nurses.

- Newly graduated nurses face many challenges that are often overlooked (1).
- One-third of new nursing graduates leave their job within the first two years (2).
- A mentor can aid the mentee in the challenges they face and help in their transition to bedside care (3).
- Nurse turnover rates can decrease through the use of a mentoring program (4).



PROJECT METHODOLOGY

Through proper education and support, healthcare organizations and newly graduated registered nurses can combat decreased job satisfaction and burnout in new nurses. Research has shown that when new nurses are paired with a mentor during their first year of work, they are more likely to make a successful transition into practice (2). The purpose of this MSN project is to design an evidence-based mentoring program, using the Iowa Model Revised to guide the changes, in which health care organizations can use to support new nurses. The steps taken to plan, develop, and evaluate the program are outlined below

Plan and Development

The plan for this project will be completed in several steps:

- Develop a mentor program over one year, where the mentee stays with the same mentor over the entire program.
- Provided training to mentors via a PowerPoint Presentation to give them knowledge and skills to be successful mentors.
- Design an expectations guideline for mentors and mentees that provides role clarity and instruction to both parties.
- Create a check-in guideline throughout the program where the mentor and mentee meet with the unit educator to discuss how things are going and identify any needs.
- Develop an evaluation for both mentor and mentee to determine the program's effectiveness and identify areas for improvement.

Evaluation

Several strategies will be used to evaluate the effectiveness of this project:

- The evaluation tool will be utilized to determine the effectiveness of the program.
- The turnover rate among newly hired registered nurses will be monitored throughout their first year of hire and compared with previous years.
- Quality improvement and evidence-based practices and information will continually be implemented.
- Results will be disseminated via email to unit educators in the hospital and through a poster in the education department at McKay-Dee Hospital.

THEORETICAL FRAMEWORK

- The Iowa Model Revised provides a foundation to which knowledge can be built upon (5).
- This framework guides clinicians in implementing evidence-based practices within the healthcare setting (5).
- Feedback loops within the framework were utilized to return to previous steps to make adjustments as needed.
- Its use within this project provided guidance and direction as the project was developed.

CONCLUSIONS

The literature review found that mentor relationships can aid in nurse retention and increase job satisfaction. It also found that nurses can benefit from being a mentor through the development of leadership skills and increased job satisfaction. In addition, the cost of healthcare organizations to implement a mentor program can pay off in the long run through the decrease in nurse turnover rates. Because of these findings, it can be concluded that this project can achieve its goal of decreasing nurse turnover and increasing job satisfaction among staff. This project can be implemented in various nursing settings to help state and national healthcare organizations decrease nurse turnover rates. Implementing a mentor program that will strengthen new nurses can allow the healthcare industry to provide safe and quality care to the public.

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