



Cleveland Clinic
Akron General



AiAMC
Alliance of Independent
Academic Medical Centers

NI VII Meeting Three/Storyboard

Nurse Mentoring Program for Internal Medicine Interns

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**National
Initiative**

Q1. What did you hope to accomplish?

■ Purpose

- To improve patient care and safety through increased communication and teaming following a nurse-Internal Medicine intern mentorship program.

■ Objectives

- To develop a nurse mentorship-based onboarding program for Internal Medicine Interns.
- To assess feasibility and desirability of the mentoring program concept and content.

■ Goals

- Pilot two cohorts consisting of Nurse-Intern mentoring dyads.
- Complete Pre/post shadowing Relational Coordination measurements.



Q2. What were you able to accomplish?

- Obtained Quality Improvement designation from the CCAG IRRB.
- Completed two pilot sessions of the program:
 - > Pilot 1: Jan 2020-Jun 2020 (established interns)
 - > Pilot 2: Jul 2020-Dec 2020 (new interns)
- Each cohort consisted of 12 interns will be paired with self-selected nurse mentors on a 1:1 basis.
- Each session consisted of the following interactions:
 - > Session 1 (1 hour): Dyad Pairing and Icebreaker Activity.
 - > Session 2 (4 hours): Nurse mentor shadows intern.
 - > Session 3 (4 hours): Intern shadows nurse mentor.
- Program feasibility and desirability assessed upon completion of both cohorts.
- Completed Pre/Post-shadowing Relational Coordination measurement for both cohorts.
 - > The RC Survey 2.0 is a validated measure of teamwork in healthcare.



Q3. Knowing what you know now, what might you do differently?

- Emphasize the importance of the dyad pairing/icebreaker session.
- Be more proactive in scheduling shadowing sessions.
- Schedule time for both groups to complete the Relational Coordination survey before and after the shadowing sessions.
- Include the debrief celebratory activity following the shadowing session (canceled due to COVID restrictions).



Q4. What surprised you and why?

- The interns suggested that we incorporate the mentoring activity into future New Resident orientation sessions.
 - > We were not sure the interns would fully understand the objective and/or see the value in shadowing the nurses.
- The nurses now have a better understanding of why the residents/interns do not get back to them right away.
 - > We thought they better understood the other aspects of the residency educational scheduling, such as didactics, continuity clinic, etc.



Q5. Cohort Two – Barriers

- *The largest barrier we encountered was...*
 - > Scheduling the shadowing sessions, particularly in the setting of COVID.

- *We worked to overcome this by...*
 - > Soliciting assistance of the Nursing leaders and the Residency program staff in scheduling shadowing sessions, as well as setting aside time to complete the Relational Coordination survey.

