

## Process Improvement Charter: Development of a Mentor Program for Nurses

Project Information		Process Purpose	Problems/Case for Change
<b>Leadership</b>  <u>Executive Steering Committee:</u> Anna Cerra, DNP, CNO,  <u>Project Sponsor(s):</u> •Anne Swallow, DNP, Director of Education  •Priscilla Sterne, DNP, Magnet program Director	<b>Participant/Process Representatives</b>  <u>Process Owner(s):</u> • Barbara Flanagan, MSN,RN,CNL  <u>Team Members (.):</u> • Erin Brady, RN, CEN •Mary Jacobs, BSN, RN •Helen Brugger, BSN,RN,CRN •Jennifer Trocora, APRN •Normadene DeVene, BSN,RN •Denise Scherer, DNP, MHA, RN, CNOR •Marie Trovato, BSN,RN,CCRN •Loretta Jacobs, MSN,RN-C	<b>Purpose</b>  To increase job satisfaction and retention while contributing to the personal and professional development of Greenwich Hospital nurses through informed, nurturing and supportive relationships	• Greenwich Hospital does not currently have a mentoring program, Our nurses have expressed a desire to both mentor and to be mentored  Mentoring relationships produce <ul style="list-style-type: none"> <li>• A sense of belonging,</li> <li>• Career optimism</li> <li>• Improved competence,</li> <li>• Professional growth,</li> <li>• Security</li> <li>• Leadership readiness.</li> <li>• Improved job satisfaction</li> <li>• Improved retention.</li> </ul>
		<div style="background-color: #e0e0e0; padding: 5px; border: 1px solid black; margin: 0 auto; width: 80%;"> <b>Project Goals</b> </div>	
		<b>Goals/Key Measures:</b> <ul style="list-style-type: none"> <li>• Develop supportive and encouraging relationships among nurses in all stages of their career</li> <li>• Provide guidance to nurses in their professional, personal and interpersonal lives</li> <li>• To provide mentors with information on "How to Mentor" based on best evidence</li> <li>• Define structure of the Mentoring Process at Greenwich Hospital</li> </ul>	
		<b>Project Time Frame</b>	
		Milestone/Date	
		<u>Follow-up:</u> <ul style="list-style-type: none"> <li>• ~30 day follow-up / Oct 10, 2018</li> <li>• ~60 day follow-up / Nov 14, 2018</li> <li>• ~90 day follow-up / Dec 12,2018</li> <li>• ~ TBD</li> </ul>	
<b>Process Scope: Start/Stop</b>  <u>Start:</u> • September, 2018  <u>End:</u> • ongoing	<b>Process Scope: In/Out</b>  <u>In Scope:</u> <ul style="list-style-type: none"> <li>• All Nurse Residents</li> <li>• All interested nurses</li> </ul> <u>Out of Scope:</u> <ul style="list-style-type: none"> <li>• Nursing assistants- to be added at later date</li> </ul>		

**Mentor****Location:** Chickahominy**Recorder:** Barbara Flanagan**Date:** 9/12/2018**Time:** 9a to 10am

Agenda	Presenter	Discussion	Follow up
Welcome & Introductions	all	Group all introduced themselves and discussed their perspective on the benefits of bringing a mentorship program to Greenwich Hospital	
Project Charter	all	Project Charter reviewed and group gave input. (See attached). We focused our discussion on the Purpose and Goals of a Mentoring Program and on how to structure the program at Greenwich. Many questions and previous experiences with mentoring were shared. Decision was made to meet monthly on the 2nd Wednesday of the month from 9a to 10am as we get this project up and running	
		Normadene Devane. Attending the meeting as part of her graduate work. Normadene will research and present to the group what topics mentors should be educated on in order to help them succeed.	Presentation to group on mentor training

9/12/2018

Mentor Program Kickoff Meeting

Attendance

Name, Credentials
Barbara Flanagan, M.A.
Erin Brady RN, CEN
Celine Swallow DNP, RN
May J. Jacobs RN BSN
Heleen T. Brugger, BSN, RN, CCRN
Jennifer Trocena, APRN
Norma & DeWane RN BSN
Alexis Archer DNP, MHA, RN, CNOR
Marie Trovato BSN, RN, CCRN
Loretta Jacobs MSW RAC