



Mentorship: Maximizing New Graduates' Potential in Community Practice

Betty Yu
Clinical Training and Development Specialist



Agenda

- Current healthcare environment
- Challenges of new grads in the community
- Mentoring
- COTA Health's Mentoring initiatives



New Grads at COTA Health

70 new grad employees hired
Between (January 2005 – August 2006)

Total number hired = 174

40% of employees were new grads



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Healthcare environment

- Shorter stays/early discharge in regional centres
- Increase in the numbers of acute and complex conditions
- Demographics



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Factors in the Community Setting

- Autonomy
- Accountable
- Organized
- Confident
- Juggler (clinical & administrative)
- Knowledgeable (best practice)



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Challenges for New Grads

- Lack of practical 'hands-on' experience
- Theory-focused
- Reflective practice
- Seeking learning opportunities
- Time management
- Communication skills
- Financial pressures



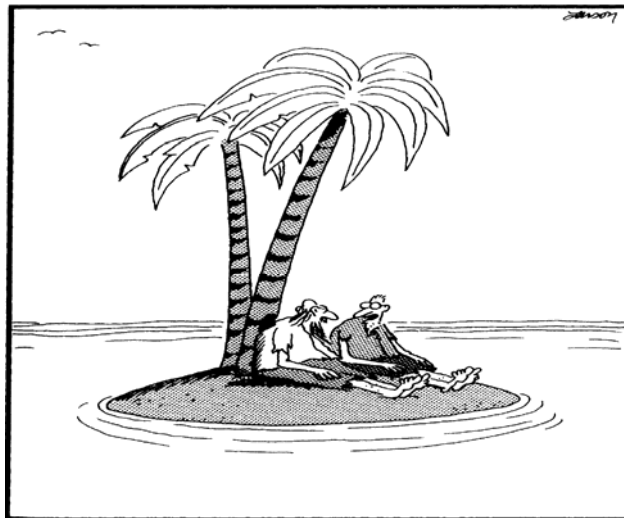
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What is Mentoring?

a **confidential relationship** between two individuals with the objective of **proactively** assisting the mentee with career development **without providing formal evaluation**



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"Thanks for being my friend, Wayne."



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Mentoring:

- A formal relationship between an experienced person and a learning individual or group
- Purpose : professional development
- For a specific time period
- Mutually beneficial
- Organizational benefits



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Core Mentoring Skills

- Listening
- Building trust
- Encouraging
- Identifying goals and the current reality



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Mentee Skills

- Learning quickly
- Showing initiative
- Following through
- Managing the relationship
- Actively reflecting
- Engaging in critical thinking and clinical reasoning
- Relating learning to professional goals



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Goals of Mentoring

Supporting professional needs

- Recruitment and retention
- Quality of service
- Client-centered practice
- Integration of new graduates hires in organization
- Best practice principles in the community



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What are We doing?

- Formal partnership
- Clinical peer support meetings
- Clinical support meetings with Practice Leaders (PL) or Clinical Training and Development Specialists (CTDS)



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Formal Mentoring Process at COTA Health

- Identify new mentors and mentees
- Meetings and training for mentors
- Mentor development activities/goals
- Regular meetings with mentee and mentor
- Evaluation



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Clinical Peer Support Meetings

- Group format
- The frequency of the meetings vary
- Participants bring questions and case studies
- Dynamics of teaching will change



Individual Support Meetings

- At the request of the participant, manager or the CTDS/PL
- Focus is more specific
- Sensitive topics can be discussed



Benefits - Group Meetings

- Cost effective and time efficient
- Fosters a sense of belonging and connection to others
- Larger group can benefit from sharing
- Difficult common practice issues discussed



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Benefits - Group Meetings Cont'd

- Identification of common problems or questions
- The forum is a less threatening
- Participants from the same graduating class can support one another
- Facilitator can identify a participant having more difficulties



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Challenges - Group Meetings

- Participant may feel self conscious
- Specific performance issues may be difficult to detect
- Some participants may need more support
- Big groups may be difficult to facilitate
- Group setting can be stressful



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Benefits- Individual Support

- More sensitive to personal issues
- Easier to identify competence issues
- Individualized support targets specific needs
- Review and discussion of documentation



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Challenges - Individualized Support

- Time consuming for facilitator
- May not be cost effective
- Scheduling difficulties



Are These Programs Making a Difference?

Anecdotal

Outcomes

Cost Measures



Summary

Professionalism is best facilitated by a mentor, who can help adult learners integrate life experiences while learning to adapt through practice.

Watch for those “teachable moments”.

S.C. Robertson and M.C. Savio *Mentoring as Professional Development*
November 17, 2003 www.AOTA.ORG



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Questions?



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