

# Aging Services Mentor Program

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## Purpose:

To have a system that integrates new team members into a culture that is person centered for the residents we serve.

## Why Mentoring:

After a new team member is hired they complete a two day orientation where they go over fire and safety, infection control, abuse and neglect, online learning, etc.. They then are given an orientation schedule in which they will work with different members of the team. We try to give each new hire 2-3 weeks of orientation on the floor based off of experience. Of course this does not always occur as we often cut orientation short due to needing help on the floor. In this hurry to get new team members trained we are missing the opportunity to assemble a dedicated, competent, and well-trained team of caregivers that are focused on providing person centered care. This often leads to short cuts in resident care and frustration.

## Solution:

To develop mentors for new team members to connect with through their 1<sup>st</sup> 90 days of their employment to ensure understanding of person centered care and assist with any performance improvement issues with new team members.

The mentor will not necessarily be the one orientating the team member during the shift. The goal for the mentor would be to check in with the new team member starting with their first shift on the floor. During the first two weeks they will ensure the competency checklist for each new team member is being completed correctly. They will also help with any additional education a new team member may need or be a source to answer questions. The mentor will complete interviews with the new hire at 30, 60, and 90 days to ensure understanding of person centered care.

## Process to Become a Mentor:

1. A mentor application form must be filled out for anyone who is interested in becoming a mentor.

- a. Along with the application the team member will also need to obtain a recommendation from a leader in the department.
2. Training Process for Mentors
  - a. Review and sign mentor job description
  - b. Review and sign mentor agreement
  - c. Ensure completion of skills checklist
  - d. Will complete assigned education in areas of person centered care and areas of dementia.

It has been discussed if mentors should complete leadership training. Options for leadership training are:

- A. Nurse Lead
- B. Crucial Conversations
- C. Leaders Eat Last

## Compensation for Mentors:

Due to increase leadership responsibilities will discuss the human resources about the option of a compensation for mentors.

## Evaluation of Mentor Program:

Each mentor will be evaluated by their mentee at 30, 60, and 90 days. These evaluations will be turned into DON and/or ADON. The evaluations will be used as constructive criticism for each mentor and for the mentor program for improvements.

## Results

What the goal is for a mentor program is that a better understanding of person centered care will be developed with new team members. Each new team member will have an experienced team member they can go to with questions or concerns. There will be an increase in staff satisfaction and retention.