

Implementation of the Mentorship Program in the Emergency Department

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Abstract

This DNP project will discuss mentorship program in the Emergency Department (ED). It was identified that transitioning registered nurses (TRNs) to the ED were having hard time coping with their new role as an emergency nurse. The purpose of the project is to help the TRNs in rapidly adjusting to their new role through a mentorship program. The mentorship program utilized Patricia Benner's theory "The novice to expert" model. The project design was based on quality improvement which followed the focus, analyze, develop, execute, and evaluate (FADE) methodology. The goal of the project was to measure the intent to stay and the confidence levels of the TRNs through Hackman and Oldham Intent to Stay/Leave Job Diagnostic Survey. The effectiveness of the mentors was also measured using Mentoring Competency Assessment (MCA) tool.

Wilcoxon Signed Rank Test revealed that there were no statistically significant results.

However, based on the verbal and written feedback from the participants, the mentorship program created a positive impact on the performance of the TRNs. The confidence level of the TRNs has improved as well as the intent to stay. Thus, the mentorship program was a powerful tool to boost morale and lead to fortifying the nursing practice within the ED.