

Background

- Mentorship in pharmacy residency programs can provide benefits above that received during rotation experiences including assisting residents in expanding their professional network, refining clinical skills, and navigating their career path.
- Norton Children's Hospital provides a training site for post-graduate year one (PGY1) and post-graduate year two (PGY2) pharmacy residents.
- Feedback from previous residents prompted the development of a formal mentorship program at Norton Children's Hospital.

Purpose

The purpose of this project was to evaluate the mentorship program, guide process improvement, and aid in documenting formal guidelines for the future.

Methods

- **Participants:** Four pharmacy residents including 2 PGY1 pediatric residents, 1 PGY2 pediatric oncology resident and 1 PGY2 pediatric critical care resident. Four pharmacy preceptors that were chosen by the pharmacy residents to be their mentors at the beginning of the residency year.
- **Survey:** The questions were a mixed method design utilizing multiple choice format, open-ended format, yes-or-no format and 5-point Likert scale.
- **Procedure:** The survey was designed and distributed using an online survey generating tool and sent via email to all participants. The survey remained anonymous and the results were compiled based on the answers from the survey.

Norton Children's Hospital Mentor Survey

1. The Strengths Finder workshop was helpful in getting to know the residents
 - a. Yes
 - b. Somewhat
 - c. Not really
 - d. No
2. I feel like I was a good match as a mentor for my mentee
 - a. True
 - b. False
3. Would you have liked additional training for mentors?
 - a. Yes
 - b. Maybe
 - c. Probably not
 - d. No
4. How clearly defined were your mentor responsibilities?
 - a. Very clear
 - b. Moderately clear
 - c. A little unclear
 - d. Very unclear
5. How would you describe your relationship with your mentee?
 - a. Very good
 - b. Good
 - c. Fair
 - d. Poor
6. Did you gain personally from this relationship?
 - a. Yes
 - b. Somewhat
 - c. Not much
 - d. No
7. Do you think the time you spent with your mentee was helpful for them?
 - a. Yes
 - b. Somewhat
 - c. Not really
 - d. No
8. Would you have preferred to spend more or less time with your mentee?
 - a. More
 - b. Less
 - c. Happy with the amount of time spent
9. Would you volunteer to serve as a mentor again?
 - a. Yes
 - b. No
10. What would you suggest to improve the mentorship program?

Norton Children's Hospital Mentee Survey

1. The Strengths Finder workshop was helpful to me in selecting a mentor
 - a. Agree
 - b. Neutral
 - c. Disagree
2. Do you think you had adequate time to get to know possible mentors before choosing one?
 - a. Yes
 - b. No
3. Is there anything else you would have found helpful in choosing your mentor?
 - a. Agree
 - b. Neutral
 - c. Disagree
4. Having a mentor was beneficial as part of my residency
 - a. Agree
 - b. Neutral
 - c. Disagree
5. Approximately how often did you and your mentor meet?
 - a. Daily
 - b. Weekly
 - c. A few times per month
 - d. Monthly
 - e. Never
6. Did you feel that your mentor took a personal vested interest in your progress as a resident?
 - a. Strongly agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly disagree
7. Was your mentor accessible and available when needed?
 - a. Always
 - b. Most of the time
 - c. No
8. Do you plan to remain in contact with your mentor after residency?
 - a. Yes
 - b. Maybe
 - c. No
9. Do you feel the preceptors should attend an annual mentoring workshop?
 - a. Yes
 - b. No
 - c. No opinion
10. What improvements or changes would you recommend for the residency mentorship program?

Results

- 8/8 (100%) of the surveys sent out were completed.
- The majority of participants (88%) felt that the pre-workshop activity was helpful in selecting a mentor-mentee relationship.
- All mentees agreed that having a professional mentor was a beneficial part of their residency and all mentors indicated that they gained personally from this relationship.
- All mentor-mentee pairs met either monthly or a few times per month and participants were satisfied with the amount of time spent in face to face meetings.
- The mentors indicated that their mentor responsibilities were either very clear (50%) or moderately clear (50%).
- Suggestions for improvement from participants included formal training for mentors, increased informal interaction amongst mentor-mentee participants throughout the duration of the program, and quality assurance controls.

Conclusion

- Implementation of a mentorship program during post graduate year one and two of pediatric residency training was viewed as beneficial to both the professional and personal development of all of the participants.
- Hosting a pre-workshop activity was helpful to the majority of participants in selecting a mentor
- Formal guidelines outlining eligible participants and responsibilities of participants would be helpful for documenting quality assurance measures

Future Directions

- Development of a formal training program for preceptors selected to be mentors.
- Development of written mentorship guidelines outlining responsibilities for participation in the program including the minimum time commitment and documents to be completed by the mentor/mentee pair
- Creation of quarterly events for all members of the mentor program, preferably set in an informal environment, to foster relationships and share in successes.
- Expand upon pre-workshop class to include a variety of activities (i.e. Strengths Finder®, Myers-Briggs Type Indicator®, team building activities, etc.) that would be helpful in matching new mentor-mentee pairs.

References

1. Raub JN, Thurston TM, Fiorvento AD, Mynatt RP, Wilson SS. Implementation and outcomes of a pharmacy residency mentorship program. *Am J Health Syst Pharm*. 2015; 72:S1-5.
2. Sheehan AH, Gonzalvo JD, Ramsey DC, Sprunger TL. Teaching certificate program participants' perceptions of mentor-mentee relationships. *Am J Pharm Educ*. 2016; 80(3): 42.

Disclosures

The authors of this poster have nothing to disclose