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Mentoring: Positively influencing job satisfaction and retention of new hire nurse practitioners

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Purpose: To determine if mentoring based on Watson's Caring Model positively influences Nurse Practitioner (NP) job satisfaction.

Design & Methods: Non-experimental mixed methods utilizing an online survey, administered through Qualtrics. Demographic and mentoring variables were assessed. Job satisfaction results obtained from the Misener Nurse Practitioner Job Satisfaction Scale (MNPJSS). Open-ended questions regarding mentoring were also reported. Analysis completed through Qualtrics, Excel and the Statistical Package for the Social Science (SPSS) programs.

Results: There was a 54% response rate in which 37 of the 69 participants responded (n=37), with statistical significance set at $p < 0.05$. The demographic section consisted of 17 questions, which defined the project sample. The mentor section consisted of 5 questions with subsets based on yes or no responses, including open text and questions specific to additional comments. The MNPJSS section is a 6-point Likert scale with 44 questions with higher scores indicative of higher levels of job satisfaction. All or 100% of participants reported the mentor experience/relationship positively influenced job satisfaction. Scores from the MNPJSS ranged from 141-246 with a mean of 195.26 (SD=28.29) corresponding to minimally satisfied or a mean of 4.44 on the 6 point scale. These results are similar to the original MNPJSS with a mean of 4.39.

Conclusions: A mentoring experience can provide a positive environment, which can lead to increased job satisfaction. In turn, a higher level of satisfaction in the work environment can be associated with reduced turnover and improved retention and patient outcomes. Ultimately, a safer healthcare system will evolve and improve patient care and outcomes.

Implications for Practice: Through Watson's Caring Model, a reciprocal relationship between mentor and mentee can provide a new NP hire a sense of community and direct availability. By experiencing a mentor relationship, job satisfaction can improve, which is a key factor in retaining NPs. As E-mentoring is a newer topic in nursing literature, further research is needed. Further studies could also review and develop one-on-one mentoring programs. Identifying individual mentors with mentees and establishing a more formal ongoing relationship with formative and summative evaluation of the experience and reporting the results.

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