

JOINT EVENT

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Mentor support for english alternative language nurses and the impact on HCAHPS

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The purpose of this quantitative project was to examine if the implementation of a mentoring program for Spanish speaking nurses facilitated improvement in communication. This project focused on, if the improved communication resulting from the mentoring program lead to improved patient interactions and ultimately improved patient satisfaction as evidenced by their Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey results. The project studied 78 nurses randomly selected from the nurses in a Southwest (hospital) telemetry unit. Nurses were then assigned the role of mentor or mentee. To qualify as a mentor, the nurse had to speak fluent English and have an above average employment evaluation. The director of the unit approved the mentor mentee assignments. The communication section of the HCAHPS survey was compared from the time frame in 2016 to the exact same time frame in the year previously (2015). A statistical analysis of the data revealed there was no difference in communication by nurses based on the mentor-mentee program outcomes as demonstrated in the HCAHPS survey results. It can be concluded that the mentor program may not be cost and time effective. The study recommends that hospital educators formulate policies that support effective communication of nurses while also considering the efficient use of nurses' time and institutional financial resources.

Biography

Tracey Soper is a Certified Nurse Educator (CNE) Registered Nurse (RN) with an accumulative 30 years of nursing experience. In academia both in America and internationally, she has developed nursing curriculums that are student-centered. The developed curriculums, academic teachings and administration works have resulted in a two-time DAISY faculty award recipient. The bulk of Dr. Soper's nursing career includes Critical Care, open-heart, and Emergency Department nursing which have led to roles such as the Director of Education, Director of Neurology, Clinical Nurse Specialist and a computer consultant role. She has an insatiable thirst for knowledge resulting in two earned doctorates; a Doctorate of Nursing Practice (DNP) specializing in Leadership and a Doctorate of Education (EdD) specializing in curriculum design and special instruction. She is a true life-long learner now enrolled in a Family Nurse Practitioner (FNP) program. Having served as the chairperson for Sigma Theta Tau International she values the global passion nurse leaders can role model for the younger generation of student nurses. Eager to learn and collaborate with others, Dr. Soper has traveled to Jeddah, Saudi Arabia to assist in the development of nursing curriculums. With the World Health Organization, she focused on taking nursing to the next level such as mentoring a nursing college in Africa to improve their program. As a leader in on-line nursing classroom technology advancement in on-line learning environment such as pioneering an audio supplementation into the nursing courses, her research both nationally and internationally now includes public speaking and publications. The focus is always on improving and recognizing nursing excellence. Her published works include *Socialization in the On-line Classroom, Which Learning Methodology Provides the Greatest Knowledge Acquisition* in mentoring nurses when English is not the first language, and audio in the on-line classroom. In her free time, she is active in the community as an animal activist. She enjoys walking, to bring recognition of animal rights, running and playing ball with her dogs.

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