

# NHSC/NURSE Corps Mentor Program: Enhancing Mentor/Mentee Relationships

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BUREAU OF CLINICIAN RECRUITMENT & SERVICE



# Objectives

- Overview of National Health Service Corps (NHSC)/NURSE Corps Mentor Program
- Building A Strong Foundation: Health Resources Services Administration (HRSA) Mentoring Program
- NHSC Mentor/Mentee Perspective
- National Hispanic Medical Association National Resident Mentoring Program: Lessons Learned (Elena Rios, President, NHMA)
- Resources
- Questions

# Mentor Program – Participating Programs

- Participating Programs
  - NHSC Scholars
  - NHSC Students to Service Participants
  - NURSE Corps Scholars (**New**)

# Mentor Program Overview

- NHSC Mentor Program: Created in March 2012; NURSE Corps Mentor Program created in November 2013
- Purpose: The Mentor Program is an invaluable resource that pairs self-selected NHSC and NURSE Corps clinicians & Alumni with NHSC & NURSE Corps scholars and Students-to-Service program participants.
- The overall goal of the Program is for students who are transitioning from training to service to gain insight and knowledge from experienced clinicians who are able to share their professional experiences, best practices, and other lessons learned.

# Program Quotes

- *I was matched with a mentor and it has gone very well!!! We were able to meet and discuss our backgrounds, interests and different questions I had with the program. We see each other every so often - it is great to see a familiar face around school. Thank you for this opportunity! I think this program has been very beneficial to me and think it should definitely continue.*
- *I was able to connect with my mentor through e-mail and phone conversations. He has been most helpful and very informative. I like this program.*
- *My mentor got in touch with me and had a lot of great information about his experience with NHSC as well as advice to survive medical school! I was even able to meet up with him when I was in Colorado for the holidays and he showed me around the clinic where he works. Thank you for connecting us!*

# Current Numbers

- **NHSC Scholars**
  - April 2012: 115 scholars (47% out of 246 scholars in the 2011 class) matched with 102 mentors
  - December 2012: 140 scholars (66% out of 212 scholars in the 2012 class) matched with 138 mentors
  - November 2013: 80 scholars (44% out of 181 scholars in the 2013 class) matched with 75 mentors
- **S2S Loan Repayors**
  - March 2013: 31 S2S loan repayors (35% out of 89 S2S loan repayors) matched with 28 mentors
- **NURSE Corps Scholars** - 67 scholars (29% out of 230 scholars) matched with 60 mentors
- Number of mentors recruited to date: Over 400

# Matching Process

- 1) Eblast is sent to scholars/S2S participants announcing the program
  - Ask for location, discipline and specialty preferences (licensure and site preference for NURSE Corps scholars)
- 2) Mentors are recruited – Mostly NHSC/NURSE Corps alumni and current clinicians
- 3) NHSC reviews mentee preferences and finds a mentor who is the best possible fit

# Building A Strong Foundation: HRSA Mentoring Program

Coral Cope

Program Manager

HRSA Mentoring Program

# Benefits for Mentees

- **Build** new skills
- **Sounding** board
- **Valuable** direction and insight
- **Bridged** gaps and professional development
- **Understanding** of strengths and opportunities for improvement
- **Different** perspective

# Benefits of Mentoring

- **Contribute** to the individual and the organization, pass on successes
- **Practice** interpersonal and management skills
- **Enhance** status, become recognized
- **Expand** horizons, extend your network, gain a broader perspective
- **Opportunity** to reflect on your current practice

# Four Essential Components of Mentoring Partnership



# Inquire



***Practice active listening: Listen to what your partner is saying***

- **For Mentor:** Remember that the relationship is about supporting the Mentee. The focus is on what the Mentee needs, not on what the Mentor knows or has experienced.
- **For Mentee:** Time spent with your Mentor is valuable for both of you and should not be wasted. Don't hesitate to ask questions. Listen. Ask for clarification.

# Share



- *It is critical to establish a safe environment to share information and past experiences.*
- The Mentor needs to know what's going on in the Mentee's career and life in order to help the Mentee learn and grow.
- These disclosures require and help to establish a high level of trust.

# Encourage



- *One of the values of the mentoring relationship is the confidence Mentors can inspire in their Mentees to take chances, risk failure, and step out of comfort zones.*
- Sharing mistakes shows that it's okay to make them, and that they are part of growth and development.
- Mentors encourage Mentees to expand their network, meet new people, and explore different career paths.

# Care



- *Caring takes the mentoring relationship to a level where there is a sense of mutual responsibility that is essential.*
- **For Mentor:** Allocating time to the relationship, honoring confidentiality, disclosing information, empathizing with challenges, sharing resources and contacts, and keeping commitments.
- **For Mentee:** Allocating time to the relationship, honoring confidentiality, disclosing information, listening with respect, helping when asked/needed.

# Relationship Boundaries

- **Do** take time to discuss, early on.
- **Don't** assume you are on the same page.
  
- **Too Loose** = Misinterpretation
- **Too Rigid** = Inhibit the Relationship

# Relationship Boundaries

- **Talk about responsibilities:** what you can and can't do.
- **Agree on frequency**, duration and intervals of meetings/communications and how this will occur.
- Beyond agreeing to **confidentiality**, discuss what confidentiality actually means to each of you in various scenarios.

# Mentor/Mentee Experience

**Mentee: Becca Roach**  
**NHSC Scholar (DO Medical Student)**  
**Western University-Lebanon, OR**

**Mentor: Daniel O'Brien, DO**  
**NHSC Scholar Alum**  
**Lafayette, CO**

# NHMA National Resident Mentoring Program: Lessons Learned

**Dr. Elena Rios**  
**President, National Hispanic Medical Association**

# National Hispanic Medical Association

- Established in Washington, DC in 1994, NHMA represents Hispanic physicians with a mission to improve the health of Hispanics and underserved.
- NHMA and National Hispanic Health Foundation Boards of Directors, Corporate Advisory Board, 6 Regions, Young Physicians, Residents, Medical Students, NHMA Leadership Fellows
- Hispanic Health Professional Leaders, Media Advisory Network, Advisory Committees

# NHMA Mentoring Programs

## ■ Mentoring Programs

- Residents – supported by the US DHHS Office of Minority Health (career based)
- For Medical Students and Public Health Students – supported by the GE Foundation (community health)

## ■ Procedures

- Recruited thru NHMA databases, networks – mentees must be able to conduct monthly communications, interested in career advancement
- Initial Face to Face Meetings
- Monthly mentoring communication
- 3 day preceptorships with video
- NHMA newsletter distribution, invite to events
- Reporting and Tracking - quarterly
- Evaluation and Reports – bi-annually

# Lessons Learned: Personal Development

- Mentors enjoy giving back to their community and both mentors and mentees enjoy meeting.
- Mentees have learned strategies for work/life balance.
- Mentors have reconnected with old colleagues as they refer their mentee with appropriate professional contacts.
- Mentees appreciate being connected to someone they can build the relationship with in the future.

# Lessons Learned: Career Development

- Mentors have shared information about scholarships, loan repayment options.
- Several public health students have become interested in pursuing medical school after they complete grad school.
- Mentees have learned about suitable medical specialties for their personalities and residency program opportunities.
- Mentees have learned to develop both short-term and long-term career goals & have discussed strategies for attaining those goals with their mentors.

# Resources

- New mentor resources for mentors and mentees on website:
  - **NHSC:**  
<http://nhsc.hrsa.gov/currentmembers/mentorprogram/mentorprogram.html>
  - **NURSE Corps:**  
<http://www.hrsa.gov/loanscholarships/scholarships/Nursing/nursecorpmentorshipprogram.html>

# THANK YOU!

**In honor of National Mentoring Month, the NHSC and NURSE Corps Scholarship Program thanks all our mentors for serving and our mentees for participating in this program!**

# Questions?

