

Abstract

Teamwork is an essential component for nurses to provide quality patient care. Nurses face barriers to collaboration every day, which impacts successful teamwork. Utilizing mentors can increase the level of teamwork in clinical settings. A quality improvement project was conducted that was aimed at increasing teamwork through a mentoring program. The program was twenty weeks in length. It focused on training and supporting new employees. The long-term goal of the program was to improve teamwork amongst employees. The first step was to identify mentors among the staff, then to train and pair with a new employee. They met weekly with purposely-focused interactions intended to evaluate the progress of the new employee's training. This provided an opportunity to aim at increasing learning opportunities as needed. A quantitative pre and post-test survey were administered regarding staff satisfaction and confidence in team member's performance. Pre-intervention scores showed a level of dissatisfaction within the clinic among the staff. Post intervention scores will be compared to assess if there is clinical significance from investing in a mentoring program. Lastly, a qualitative survey was administered to assess the usefulness of the program as perceived by the staff. This mixed methods approach was used to assess if the primary outcome of an increased level of teamwork in the clinic was achieved.