

CMI Professional Staff Mentorship Program



Task Force:

- Andrea Sikon, MD, FACP
–group leader (Main campus)
- Suzanne Engel-Kominsky, MD (CIM)
- Caryl Hess, PhD, MBA
(Director, CCA)
- Rob Patrick MD, MBA (HM)
- Jessica Strasburg, MD (FM)
- Karen Tindel, MBA (ID)
- Bridget Williams, MD (FM)
- Fred DeGrandis Jr., MPA

Goals of developing a staff mentorship program:

- Improve job satisfaction
- Improve recruitment and retention of top performers
- Increase department academic output
- Develop future leaders

Reasons for poor outcomes of external and prior internal programs:

- Lack of structure
- Unprepared mentee
- Lack of time
- Lack of recognition
- Lack of support from leadership
- Poor matching
- Making participation mandatory

Summary of Differences: Coach vs. Mentor

	Coach	Mentor
Role	Facilitator with agenda defined by mentee	Specific goals defined by coach-mentee team
Focus	Individual, Career Growth	Competency
Relationship	Comes with the assignment/matching	Directed by recommendation of coach
Source	Within Medicine Institute	Any Institute/outside CCHS/ Alumni Not limited to physicians
Expertise	Relationship, Listening, Organizer, “Big picture”	Specific competency

Requirements: Coach vs. Mentor

	Coach	Mentor
Training	Participate in a formal training session <ul style="list-style-type: none"> • Occur as part of meeting time 	
Meet	Every other month w/ mentee x 1 yr. <ul style="list-style-type: none"> • No specific limitation on duration • Preferably, on a long-term basis • Meeting time 	Until Competency attained <ul style="list-style-type: none"> • No specific limitation on duration but usually for a discrete period of time • Meeting time
Feedback	Formal written feedback tri-annually To Task Force: <ul style="list-style-type: none"> • On the process • Any mentors • Other tools that they have recommended 	Formal written feedback bi-annually To Task Force: <ul style="list-style-type: none"> • On the process To the Coaches: <ul style="list-style-type: none"> • On the Mentees

Potential metrics to gauge program success

- Overall satisfaction of all participants/value added
- Achievement of pre-defined goals of mentee
- Work-life balance perception
- Recruitment
- Retention
- APR overall “score”
- Educational efforts: CCLCM faculty appointments, number of activities precepted, teaching scores
- Research output
- Publications
- Presentations at national meetings and local CME seminars
- Committee involvement: local and national

Assignment: Coach vs. Mentor

	Coach	Mentor
Number of Mentees	One coach: 1-2 mentees	Self determined
Origin	Organized by region: Main, Regional: West, East, South	By Competency
Relationship	Comes with the assignment/matching	Directed by recommendation of coach
Source	Within Medicine Institute	<ul style="list-style-type: none"> • Any Institute, Department. • Outside CCHS • Alumni
Who	<ul style="list-style-type: none"> • Voluntary • Subject to Approval by MIOC • Oversight by the Staff Mentorship Task Force 	

Requirements: Mentees

	Initially	Future
Who	CCMI Staff physicians w/in 2-5 yrs of hire	<ul style="list-style-type: none"> • Any year • All CCHS staff
Participation	<ul style="list-style-type: none"> • Voluntary • May need to be limited based on volume and number of coaches able to be recruited initially 	<ul style="list-style-type: none"> • Voluntary
Requirements	<ul style="list-style-type: none"> • Complete pre-orientation online prep (?) • Participate in orientation class • Initiate meetings with coaches and schedule classes, mentor meetings • Prepare for sessions with coaches and mentors 	
Feedback	Provide formal feedback tri-annually To Task Force: <ul style="list-style-type: none"> • On the process • Individual aspects & tools (ie. Coaches, Courses, Mentors) 	
Matching	TBD	TBD

Recognition: All Participants

APR	Staff participation in coach, mentor and/or mentee training through the CC Academy will be uploaded to the APR database. <ul style="list-style-type: none"> • Course attendance will be recorded for developmental and career planning purposes. • Participant satisfaction and ongoing commitment to the Physician Mentoring will be monitored.
CME	CME credits are available beginning with Summer Semester 2009 for all courses completed through the CC Academy. <ul style="list-style-type: none"> • The amount of credit is determined by Continuing Medical Education pursuant to established guidelines. • Although free to Clinic Staff, CPP physicians can purchase CME credits for Physician Mentoring courses for \$30 per credit hour.
MBA credits	Area colleges/universities will transfer CC Academy classroom contact hours into their respective MBA programs resulting in a tuition savings. <ul style="list-style-type: none"> • Currently, Baldwin-Wallace, Case Western Reserve and Kent State are participating in the collaboration with the CC Academy.