**The Problem**
Beth Israel Deaconess Medical Center Division of Gastroenterology performs 25,000+ GI procedures annually and is growing each year. There are many nurses who have worked in this specialty for over 10 years, however, there are many new nurses due to a recent expansion and although these are experienced nurses they are new to the specialty of endoscopy. There are many mentoring programs for newly graduated nurses however these do not extend to specialty areas where there is a further need for a structured mentoring program.

**Goal**
Every new nurse will have a traditional preceptor who will orient them to the unit and the specialty. In addition they will have a mentor who will support and follow the new nurse for period of one year to ensure the novice nurse becomes expert in the endoscopy specialty.

**The Team**
Michelle Sheppard MSN, RN, Nurse Manager
Laureen Moss BSN, RN (previous UBE)
Sharon Goodwin BSN, RN (current UBE)
Julie D’Souza BSN, RN, Resource Nurse
Julie Doherty BSN, RN, Resource Nurse

**The Interventions**
- **June 2014** - A literature search was completed to review evidence of mentor programs and adapted to endoscopy.
- **July 2014** - Written guidelines were created as a way to give structure, set expectations, and incorporate evidence and nursing theory (Patricia Benner – Novice to Expert).
- Applications for Mentors were reviewed with preference given to CNlll and CNIV nurses.
- **August 2014** - Mentors were paired with Mentees based on experience levels, schedules and other factors such as preferences.
- Written guidelines were reviewed to set expectations.
- Follow up with mentor and mentee pairs to update guidelines

**The Results**
- Nursing care has maintained its high standard.
- After six months we have a 100% retention of all newly hired nurses.
- Mentors are gaining experience in leadership and teaching and are given the opportunity to meet nursing career ladder requirements.
- Mentees are feeling supported and moving from novice to expert in a faster more effective way than the traditional model.

**Lessons Learned**
Simply pairing nurses and handing out guidelines is not enough. Structure and education is needed to gain the most out of the program.

**Next Steps**
- Create Mentor and Mentee training program.
- Continue to strengthen the program by creating assignments and projects that involve the pairs for added time and commitment to one another.
- Collect outcome data via surveys in order to measure success
- Spread to other procedure areas at BIDMC
- Spread to other endoscopy units around the country at this year’s SGNA national conference.

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