

Strengthening Company Culture through Development of a Professional Mentorship Program #ElevateMentorship Program

Meybel Morales PharmD, CSP; Lyssa Martelly PharmD, CSP; Sarah Burch PharmD, CSP, BCMTMS; Jennifer L Donovan, PharmD



SCAN ME

Poster at ASHP 2023 Annual Meeting

Background

- Professional mentorship is a vital goal for any organization to foster culture and employee growth. Successful programs pair mentors with varying skills and experiences with mentees to attain similar expertise.
- At Shields Health Solutions (Shields), the #ElevateCommittee developed a professional mentorship program that applied a variety of mentoring models, provided quarterly meetings to enhance the progress of its members, and extended guidance to both mentors and mentees.

Methods

- Participation in the program was extended to all team members of the Shields Clinical Services team in November 2022 who signed up to be a mentor, mentee, or both.
- An initial intake survey was distributed to both mentors and mentees in September 2022 and the committee made matches manually based on the responses in January 2023.
- The program will utilize monthly surveys to assess the success and satisfaction of the mentor/mentee interaction and to plan for future improvements in the program.

Considerations for Match Process

- Areas of Mentor Interest
- Work-Life Balance Considerations
- Length of Employment
- Participants' Physical Location
- Current Position in Company

Results

Figure 1. Initial intake survey revealed areas of interest for both mentors and mentees. **Figure 2.** The total number of respondents who participated in the monthly surveys are highlighted. **Figure 3.** Illustration of the monthly survey results for March and April 2023. Survey questions included "What has worked well this month? What would you like to see improved in your interactions? General comments or feedback from the month"

Figure 1: Initial Intake Survey Results (N=68)

Initial Intake Survey Results (N=68)		
Area of Interests	Mentor	Mentee
Career Development	18	50
Collaboration with Other Departments	22	44
Communication Skills	35	29
Time Management	33	21
New Hire Mentoring	39	12
Diversity Mentoring	14	18
Total Participants	68 (48 pairs)	

Note: Participants could select more than one area of interest. Of the total 68 participants, 26 participants were paired to be both mentors and mentees. 2 mentors agreed to take on 2 mentees.

Conclusions

- The #ElevateMentorship program strengthens company culture by building productive relationships among coworkers and supporting personal and professional development, as demonstrated by follow-up satisfaction surveys.
- The framework and process established by this program can be adapted to other departments within Shields as well as be used as a model for similar programs in organizations with a largely remote employee population.

DISCLOSURES

The authors of this presentation have nothing to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation

Figure 2: Monthly Survey Participation

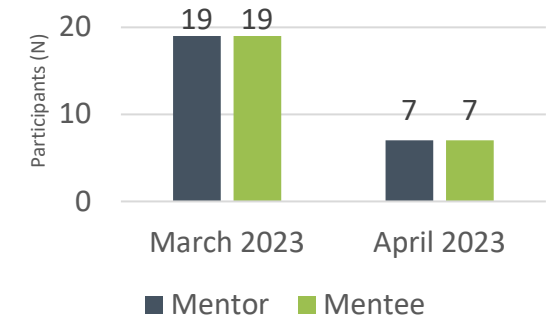
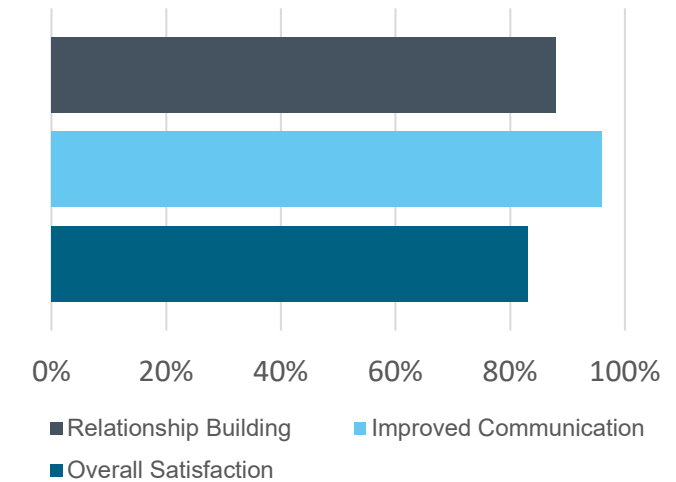


Figure 3: Monthly Survey Results, March/April (N=52)



Note: Monthly survey feedback for March and April was overwhelmingly positive as highlighted above. However, survey participation is voluntary and not every participant responded