Mentoring: Positively Influencing Job Satisfaction and Retention of New Hire Nurse Practitioners

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Purpose
The purpose of this evidence-based scholarly project was to discern the best practices through existing research and to identify interventions that promote job satisfaction of new hire nurse practitioners. These interventions would enrich the new hire experience to foster positive relationships with mentors and enhance the opportunity for professional growth.

Background
- Lack of formal mentoring for new hire NPs that are new to the organization or to the role of the NP
- Risk of job dissatisfaction with loss of provider
- Desired mentoring characteristics: positive support in the form of encouragement, and competence in social and emotional skills
- Orientation to new hire learning and growth

Introduction
Mentoring can:
- Significantly influence job satisfaction
- Allivate NP shortage through improved provider retention
- Improve role transition, recruitment, and retention
- Improve productivity, patient outcomes, and organizational stability
- Mentor is an integral part of the new hire experience to ensure increased job satisfaction and retention

Guiding Scholarly Research Question
- In nurse practitioners at a large, urban healthcare setting, does mentoring based on Watson’s Caring Model impact the current orientation process positively influence participants’ job satisfaction?

Methods
- Non-experimental mixed methods utilizing an online survey platform
- Population: convenience sample of NPs; all responses were anonymous.
- Setting: Large, urban healthcare setting in central Indiana.
- Tools: Survey of demographic and mentoring variables; Job satisfaction survey of the Miser Nurse Practitioner Satisfaction Scale (MNPSS).

Results
Survey was sent to 69 subjects who met criteria; the Qualtrics survey link was sent once participant was obtained and all responses were anonymous. The survey contained three sections: demographics, mentoring, and the Miser Nurse Practitioner Job Satisfaction Scale (MNPSS). Response rate of 54% final sample consisted of 37 participants (n = 37), statistical significance set at p < .05.

All or 100% of participants reported the mentor experience relationship positively influenced job satisfaction. Scores of the MNPSS ranged from 141 to 246 with a mean of 195.26 (SD = 28.29) corresponding to “marginally satisfied” or a mean of 4.44 on the 6-point scale. These results are similar to original MNPSS with a mean of 4.39.

NPs in this study were most satisfied with level of autonomy, social contact at work, percentage of time spent in direct patient care, patient mix, and personal satisfaction. In community, challenge in work, and the ability to deliver quality care. These factors are in line with the qualities of a caring nurse. Likewise, the items least liked to satisfaction included: monetary bonuses that are available in addition to salary, opportunities to receive salary, and the opportunities to receive compensation for services performed outside of normal duties.

Conclusion
A mentoring experience can provide a positive environment, which can lead to increased job satisfaction. In turn, a higher level of satisfaction in the work environment can be associated with reduced turnover and improved retention and patient outcomes. Ultimately, a safer healthcare system will evolve and improve patient care outcomes.

Future Research
- Future clinical inquiries and follow-up projects can further enhance research with a mentorship focus, as mentored NPs experience has shown increased job satisfaction with positive outcomes.
- A mentorship is a newer topic in nursing literature; further research is needed.

- Further studies aimed at development of one-on-one mentoring programs. Identifying individual mentors with mentors and establishing a more formal ongoing relationship with participants to participate in semi-annual or quarterly evaluation of the experience and reporting the results.

References