



- ## Presentation Content
- Overview: National Research-to-Action Project
 - Nunavut Context
 - New Graduate Context in Iqaluit
 - Overview: Nunavut Research-to-Action Project
 - What we did
 - Successes
 - Challenges
 - Lessons Learned
- 2

OVERVIEW: THE NATIONAL RESEARCH-TO-ACTION (RTA) PROJECT

3

- ## What is the RTA Project?
- Ten provincial/territorial pilot projects that:
- Evaluate the impact of different strategies (pilot projects) on the retention and recruitment of nurses
 - Engage nurses unions, employers, governments and other health stakeholders in collaborative partnerships
 - Develop resources that build capacity within the workplace
 - Share and transfer knowledge within and across jurisdictions and professions
- 4



THE NUNAVUT CONTEXT

6

THE NUNAVUT CONTEXT

- 30,000 people
- 25 Communities
- 3 regions (4 for health purposes)
- Expanded nursing role
- High turnover
- Limited capacity
- Medevacs are frequent

7

THE NUNAVUT CONTEXT

- Nurses required to care for all patients (neonates, pediatrics, adults)
- Lots of trauma
- Lots of obstetrics
- TB
- **Research-to-Action was one solution to many of these issues**

8

NEW GRADUATE CONTEXT IN IQUALUIT, NUNAVUT

9

Nunavut Arctic College (NAC)

- Project Partner
- Have been graduating RN's for 10 years
- 5 graduated in June 2010
- All 5 accepted jobs at Qikiqtani General Hospital

10

Qikiqtani General Hospital (QGH)

- Project Partner
- Only hospital in Nunavut
- 3 units (ER, OR, In-patient Unit)
- ~40 RN's
- Limited capacity
- Have taken maximum of 1 new grad per year previously
- Require 2 years of experience prior to hire

11

OVERVIEW: THE NUNAVUT RTA PILOT PROJECT

12



- ## Nunavut RTA Goals
- To provide professional development opportunities
 - To provide enhanced critical care training
 - To develop greater capacity for nursing leadership, professional development and support
 - To build collaborative relationships and resource sharing between partners
 - To increase retention & recruitment
 - **To develop a mentorship program for new graduates**

- ## Initial Plan
- To provide mentorship opportunity to experienced nurses at QGH
 - Matched with a nurse at The Ottawa Hospital
 - E-mentoring

- ## Concerns...
- Mentors from TOH would not understand the Nunavut context
 - Lack of support for new grads entering the hospital
 - Current RN's unclear of how they'd use this opportunity

- ## Mentorship Program
- Purpose
 - To provide experienced nurses at QGH the opportunity to expand their mentoring competencies and capacity
 - To provide support to new graduates as they transition to work-life

- ## Mentorship in Nunavut
- Recognized as a relationship of teamwork, mutual respect and cooperation
 - Directed by the mentee
 - Communication differences often significant between Inuit and non-Inuit
 - » Introduction to Mentorship in Nunavut (2006)

Mentorship and Inuit IQ Values

- Sharing and Discussing to Reach the Best Decision
- Working as a Team
- Seeking Solutions
- Fostering good spirit by being open, accepting and inclusive
- Demonstrating patience
- Not blaming or judging other people in a negative way

19

Mentorship Program Components

- Mentee Orientation
- Mentor Orientation
- Minimum mentor/mentee contact of 1h/week
- 6 month time commitment
- Group Mentoring

20

SUCCESSSES

21

SUCCESSSES

- Mentorship Orientation Manual created for Nunavut
- Many RN's eager to mentor and support new graduates entering practice
- 9 mentor volunteers (7 involved in the end)
- Mentor Orientation/Training well received

22

SUCCESSSES

- EQi Evaluation/Coaching for Mentors
- Mentee/Mentor Pairs
- Group Mentoring
- RN Preceptor **ASKED** for a mentor to help her support a new graduate

23

CHALLENGES

CHALLENGES

- Start-up slower than anticipated
 - Conflicting vacation times
 - Maternity leave
 - Initial hesitance to meet/talk with someone unfamiliar
 - Conflicting schedules
 - Job changes

CHALLENGES

- Providing sufficient orientation
 - 3 days of orientation ideal
 - Staffing did not permit this
 - EQi not provided to mentees
 - A full day for cultural safety/cross-cultural communication would have been beneficial

CHALLENGES

- Matching
 - Based on mentee selection
 - Not all mentee/mentor pairs had met previously
 - 2 pairs switched after matching d/t
 - Scheduling difficulties
 - Poor initial match

LESSONS LEARNED

28

1. PLAN FOR MORE TIME THAN YOU EXPECT TO NEED

- Anticipate challenges to initial meetings of mentor/mentee pairs
- Pick an appropriate start-up time
 - Not summer
- Consider a lag between new graduate **work start date** and **mentorship start date**

29

2. HAVE MORE MENTORS AVAILABLE THAN YOU THINK YOU'LL NEED

- Not all will work out for various reasons
 - Scheduling
 - Vacation
 - Mat leave
 - Job changes
 - Bad match for mentee

30

3. HAVE A MIX OF INDIVIDUAL AND GROUP MENTORING

- Group mentoring catches on better with many
- Gives New Grads the opportunity to realize they're all in the same boat
- Provides opportunity for mentors who may not want to commit the time to individual mentoring

31

4. HAVE MENTORS & MENTEES MEET BEFORE MATCHING

- Provide orientation to both together
- Have an event to launch the program
- Pick an appropriate time of year to start-up!!! (Not summer)

32

QUESTIONS & COMMENTS?

www.thinknursing.ca

33

TRADITIONAL INUIT VALUES EXPRESSED THROUGH MENTORING

From: Introduction to Mentorship in Nunavut (2006)

Ajiiqatiingniq: Sharing and Discussing to Reach the Best Decision

The practice of this principle is to determine the wisest and most appropriate decision according to the situation. The person's feelings and comfort levels are taken into account. Through a collaborative approach, one does not overpower another person's decision but encourages and reaffirms the best solution. There is an open dialogue between individuals, and the aim is to improve and strengthen the situation.

Pilimmaksarniq: Learning Through Practical Application

The Inuit way of teaching is a coaching method where the individual's ability and potential are first taken into account. Teaching starts from where the individual is capable. Further development and enhancement is then applied through continuous learning until the individual is demonstrating the necessary skills and knowledge. This is done through observation, doing and practicing. The learner is left on their own once they have acquired all the necessary skills and knowledge.

Piliriqatiingniq: Working as Team

Piliriqatiingniq creates mutual understanding and common approach. When there is common understanding amongst groups or individuals, there truly is team collaboration. Every individual understands their part, their contribution and the aim of achieving the common goal or purpose. All factors are considered. This concept fosters good communication, motivation and trust, resulting in unity.

Qanuqtuurniq: Seeking Solutions

When analyzing any situation, Inuit often use this method which focuses on solutions rather than problems. It means making decisions based on concrete experiences and suggesting practical solutions that will improve the situation. This is a preventative approach as opposed to a reactive approach. This allows for creative ways to handle the situation, aiming at improvements. By incorporating this balanced approach, you allow input from others. There is an investment from everyone involved because they have provided their input.

Ikpigusuttiarniq: Caring for Others, Taking Their Situation and Who They are Into Account

Taking the time to inform and orient new employees to their new environment or their new role is a key to success. This practice shows respect for individuals, helps them feel worthy and instills a belief that they have something to contribute and are wanted as part of the team. This allows for the "buddy system" where one is assigned a colleague who helps them through the transition of their early employment.

Tunnganarniq: Fostering Good Spirit by Being Open, Accepting and Inclusive

Warm and friendly gestures are extremely important to Inuit. If they feel welcomed in their first encounters, good first impressions are created. Workplace practices which foster good spirit include being welcoming to employees and visiting public, demonstrating respect for Inuit and other diverse languages and cultures, accepting and respecting individuals for their contributions regardless of position, and involving all staff in planning and decision making.

Sapiliqtailiniq: Perseverance and Determination

People should be determined to do well regardless of the challenges or obstacles. When one is truly committed to their assignment or duty, they will overcome any barriers and not give up. The goal here is to focus on a vision and to reach their goal.

Qinuissarunnaqniq: Demonstrating Patience

In the Inuit world, patience is a great personal attribute. With patience, things are carefully thought out. Every precaution is taken into consideration. Before taking action, one should always analyze the situation by taking the necessary time. Major decisions are not made hastily.

Iqaqtuiqattariaqanqinniq: Not Blaming or Judging Other People in a Negative Way

Focusing on one person's wrongdoing in a blaming or judging way belittles the person's ability. It is best to learn from mistakes and move forward. This principle focuses on positive behavior as a corrective measure.

Uppiriqattautiniq: Trusting

When there is trust between people, there is strength and harmony in the work environment. Trust creates positive work relationships and people are happy to contribute and are respectful. These are basic features of a well-run, healthy organization.