

## Background

Mentorship Academy (MA) started in response to the COVID-19 pandemic and the shift to remote work. MA was created to promote job satisfaction, self-advocacy, and to support professional guidance for oncology clinical research staff. Roles participating in MA include research nurses, data managers, study coordinators, regulatory project managers, and leadership.

## Goals

1. Train staff on how to have a successful mentorship relationship.
2. Facilitate mentorship pairing to provide support in a current career path or exposure to a desired career path.
3. Improve employee engagement, job performance, and satisfaction.

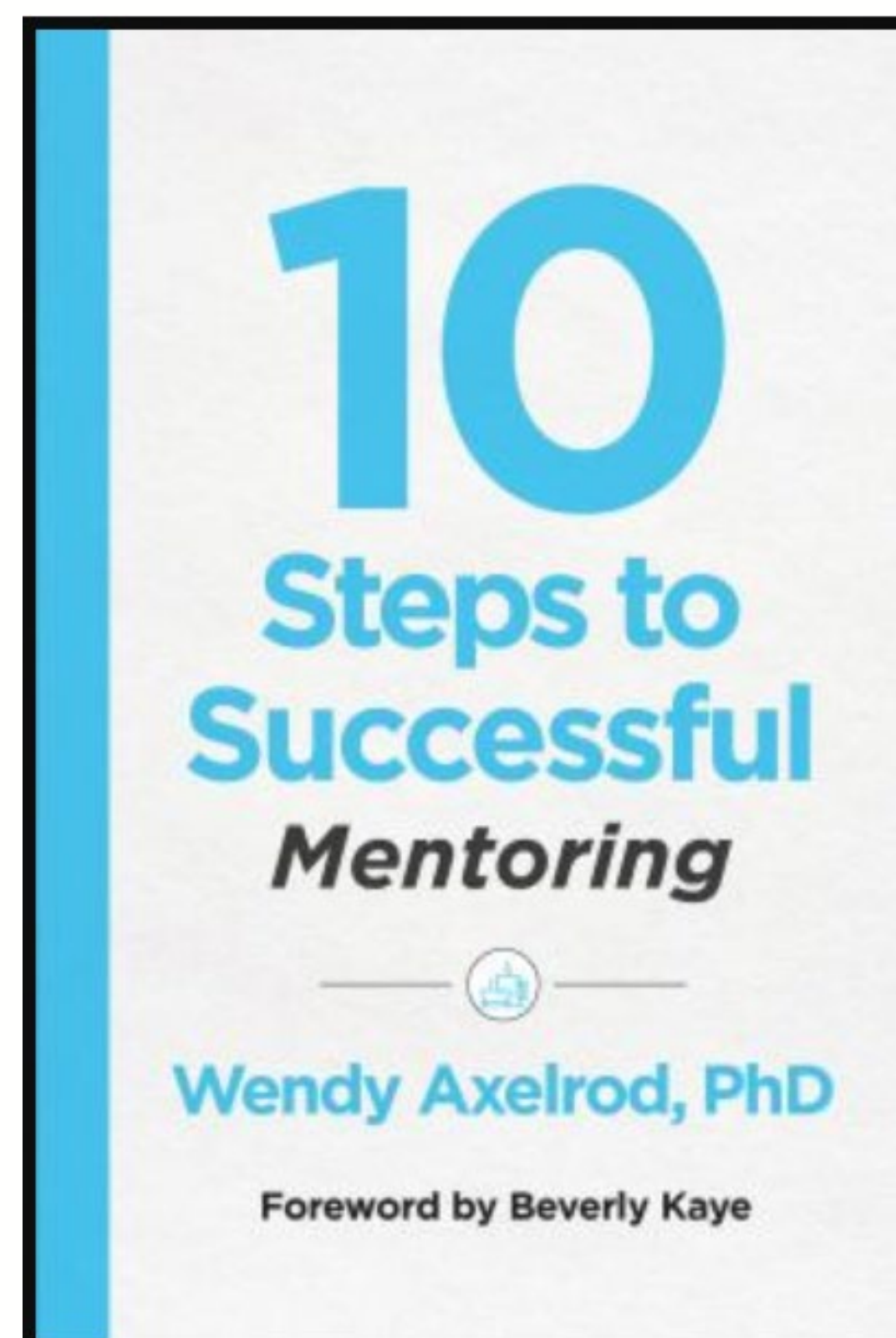
## Solutions and Methods

In May 2021, Knight leadership approved the MA concept with a \$1,000 grant used to purchase books (*10 Steps to Successful Mentoring* by Wendy Axelrod, PhD) that guide academy sessions and were given to enrollees. Department meetings, posted flyers, and emails were used to recruit participants. Before pairings occur, mentors/mentees complete four sessions focused on

- mentorship concepts
- effective communication
- equity and inclusion
- how to foster independence
- professional development

Since its inception, updates to MA include

- Utilizing virtual flyers for recruitment.
- Smartsheet forms are used to gauge interest, document manager approval, and document completed participation
- Incorporated a mentorship panel of individuals from across OHSU to share their mentorship relationship experiences
- Sessions are held every other week, which still allows participants to complete homework while keeping information fresh in their mind
- Organizers aim to check in with pairings within two months after academy completion to ensure the relationship was successful and address any lingering questions or concerns



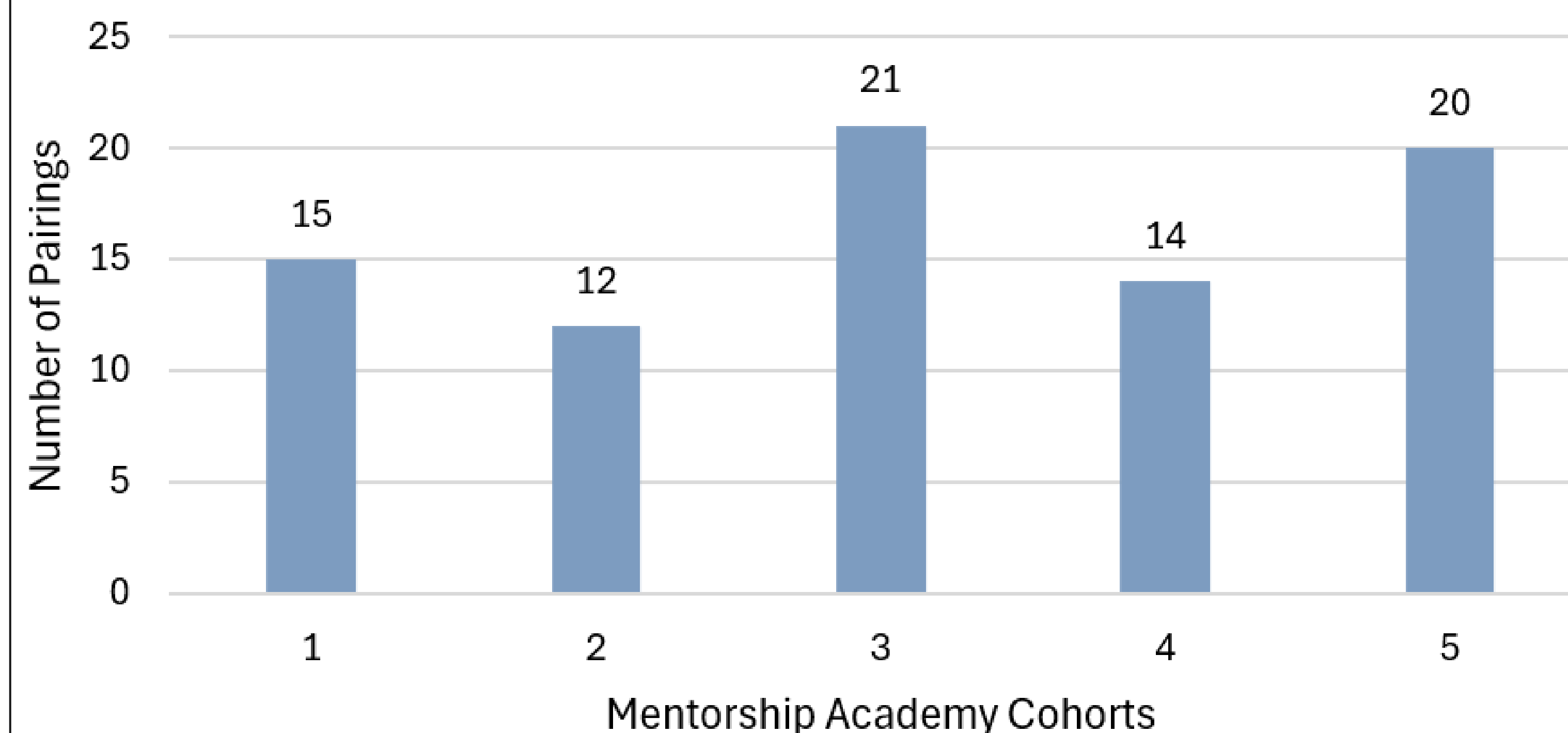
“Give someone a fish and feed them for a day. Teach someone to fish and you feed them for a lifetime.”  
- Proverb

## Outcomes

MA has completed five cohorts since 2021 with a total of 94 staff completing the academy. MA is ideally held one to two times a year depending on interest and bandwidth of facilitators. MA is facilitated by two research nurses and two clinical research trainers with assistance from the Sr. Operations Manager. Knight leadership recognized the importance of the academy and purchased 24 books for participants to borrow.

MA participants receive a survey upon completion to elicit feedback and to quantify perceived program usefulness. The survey includes Likert scale and free form response questions. Responses have been overwhelmingly positive, and the program continues to receive departmental support.

## Number of Mentor/Mentee Pairings for Each Cohort



## Lessons Learned

Employee confidence, job satisfaction, and retention are all important characteristics of a well-functioning organization. Our oncology research teams understand the benefits of collaboration between disciplines and sharing experience and resources to support their colleagues. MA has been successful in validating and empowering staff during and after a challenging pandemic.

Over time we have improved communication with participants before, during, and after the academy. We expanded our network of potential mentors to provide mentees with the most appropriate pairings for their career goals.