

Mentoring Our Future Healthcare Leaders: What Are Our Mentors' Preferences?

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BACKGROUND

- Mentorship relationships are important for the professional development of healthcare administration students.
- Mentorship is valuable from the early careerist to mid-level managers seeking career advancement or change.
- As part of its application process for the Commission on Accreditation of Healthcare Management Education (CAHME), the Radford University Carilion (RUC) Healthcare Administration program aimed to add mentorship opportunities to enhance its program's competency model.

PURPOSE

- To gain insight on the interests and preferences of potential healthcare administration mentors.

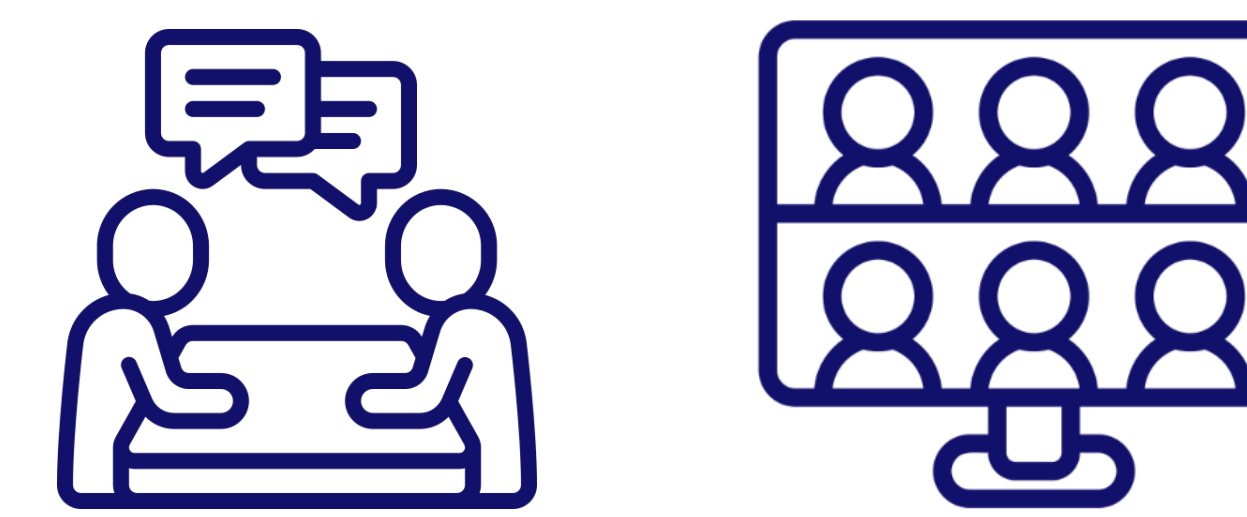
METHODS

- A mixed methods quality improvement study was initiated in Summer 2022.
- An online Qualtrics survey was administered to RUC Healthcare Administration advisory board members, healthcare industry leadership partners, and program alumni.
- Survey variables:
 - current licensure/certifications
 - areas of professional expertise
 - interest in mentoring
 - preferred type of mentoring activities
 - desired format (individual or group)
 - delivery platform (virtual or in-person)
 - preferred academic student status
- Frequency counts and % distributions were reported using Qualtrics' descriptive statistics analysis feature.

RESULTS

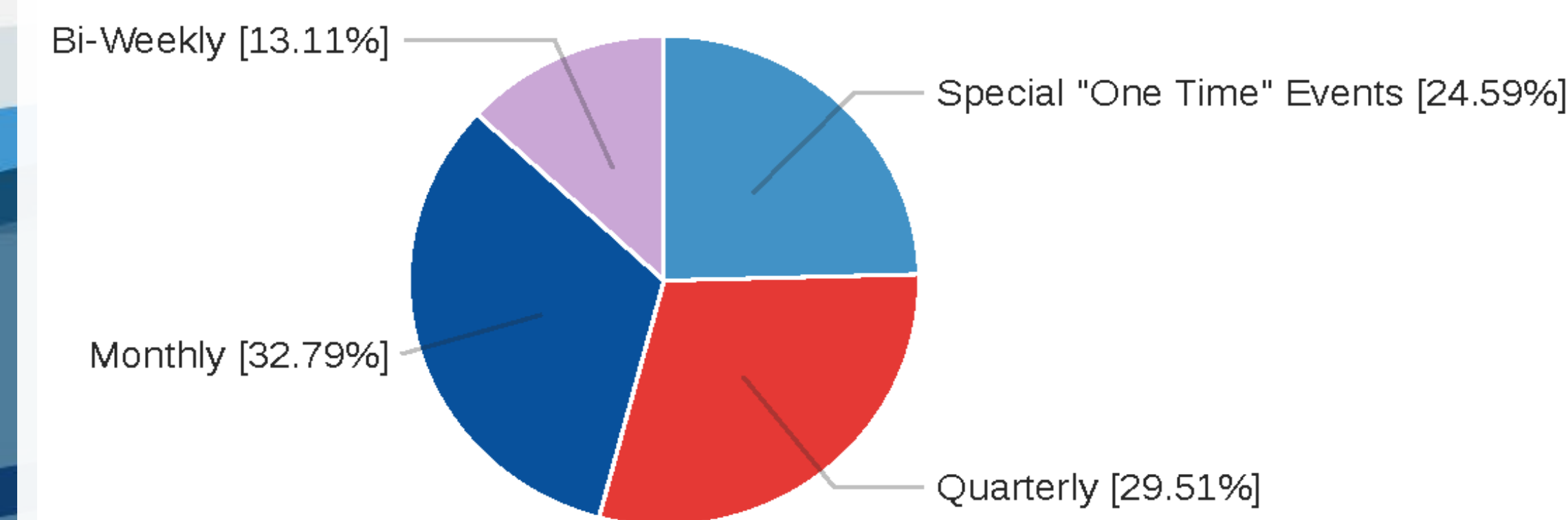
- Preliminary survey responses (n=34)
 - 24% board members
 - 76% partners and alumni
- Sixty-three percent of respondents hold current certifications/licensures such as:
 - Project Management Professional (PMP)
 - Certified Six Sigma Black Belt (CSSBB)
 - Fellow in American College of Healthcare Executives (ACHE)
 - Fellow in Healthcare Financial Management Association (HFMA)
 - Design Thinking

Preferred Mentoring Format



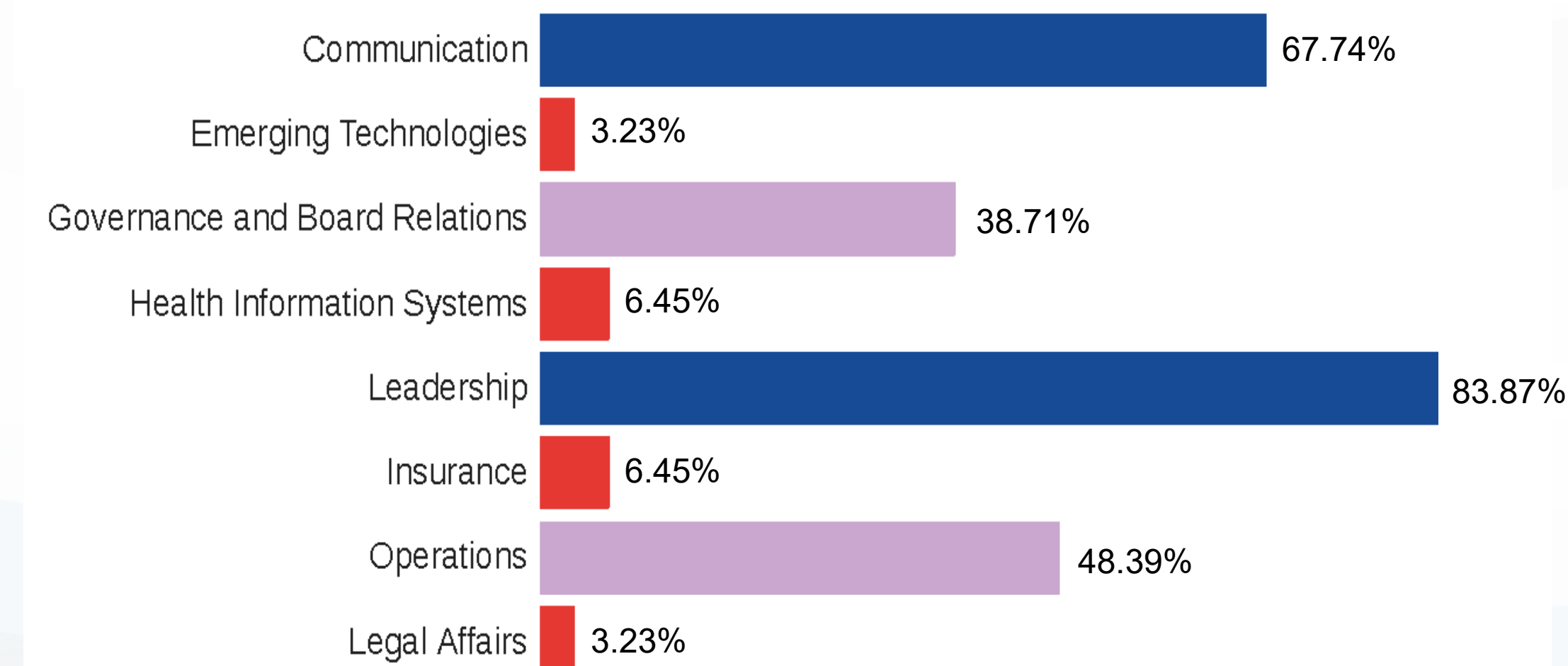
- 25% Individual, One-on-One
- 3.13% Group
- 71.88% No Preference
- Twenty-five percent of respondents preferred the one-on-one mentoring format, 3% group only, and 72% reported no preference for either one-on-one or group.
- For delivery, 91% of respondents preferred either virtual or in-person, 6% virtual only, and 3% in-person only.

Mentors' Preferred Frequency

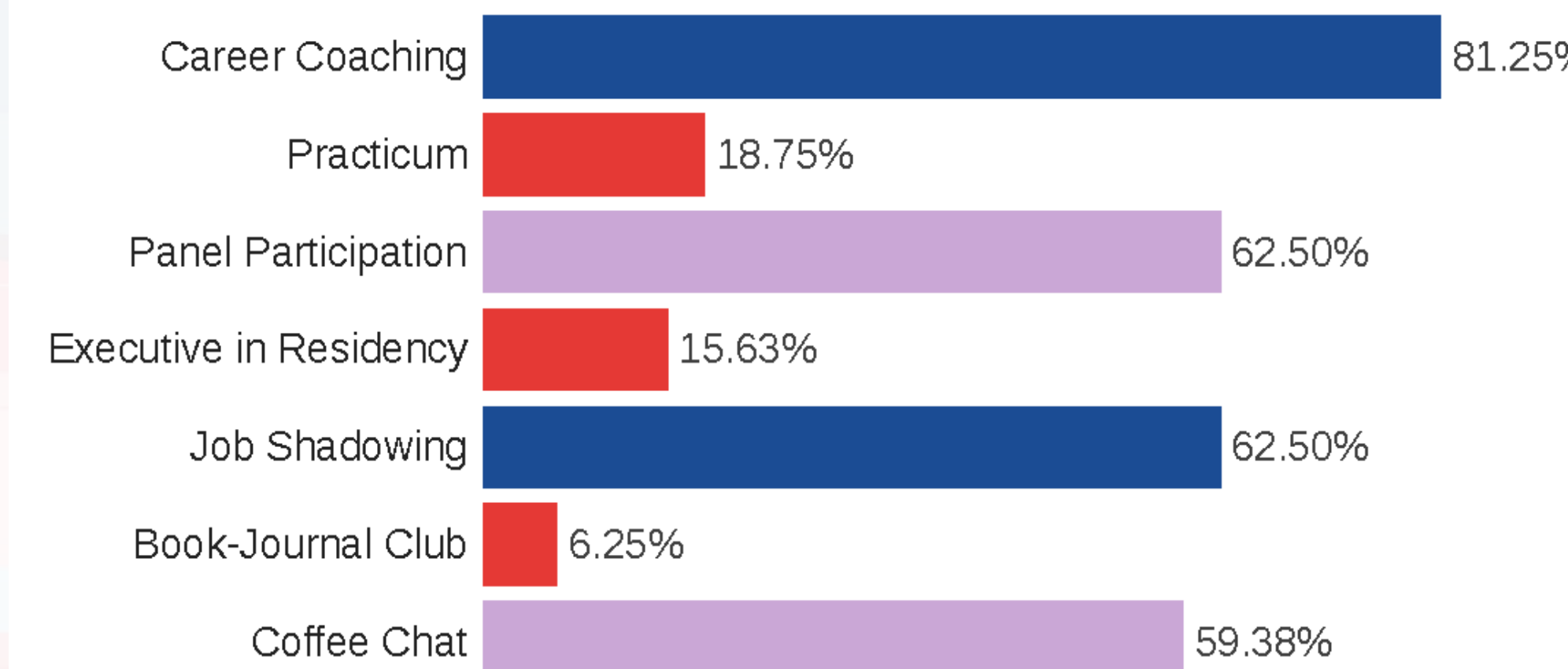


- For frequency, 33% of respondents preferred monthly, 30% quarterly, 25% one-time special events, and 13% bi-weekly.
- For academic student status, 46% of respondents prefer mentoring MHA students, 34% BSHA students, and 20% DHSc students.
- Ninety-seven percent of respondents expressed interest in serving as a mentor.

Mentor Areas of Professional Expertise



Preferred Mentoring Activities



DISCUSSION

- Highest reported areas of professional expertise were leadership, communication, operations, and governance and board relations.
- Most preferred mentoring activities included career coaching, panel participation, job shadowing, and coffee chat.
- Mentoring activities may be delivered in virtual or in-person formats.

CONCLUSION

- Initial results from this pilot initiative demonstrated strong interest in mentorship and provided valuable guidance towards the ongoing development of the RUC Healthcare Administration mentorship program.
- Future directions include additional mentor survey collection, mentor recruitment for gaps in areas of professional expertise, and a study of students' interests and preferences in Fall 2022.

MENTORING



Interested in serving as a mentor?
Scan the QR Code to take the RUC survey.

For more information,
e-mail: pohl@radford.edu

