

Tips for Successful Mentoring

Introductory Session: Building rapport is the goal of the introductory session.

- Tips for both
 - Share your backgrounds with one another
 - Share any prior mentoring experience(s)
 - Emphasize the confidentiality of the mentoring relationship
 - Any patient discussion should be de-identified
 - Create a general structure or outline for the sessions – this can be helpful in guiding further sessions
- Tips for mentor
 - Share why you became involved with MAVEN Project
 - Listen to the goals and objectives of the mentee and help create expectations based on these
- Tips for mentee
 - Describe your clinic, patients, manager, management, and care team
 - Share your goals or expectations for the mentoring program

How to Have Successful Sessions: For every session, be sure to include the following.

- Identify the mentee's needs, goals, and steps to achieve them
 - Needs and interests may evolve over time
- Mentor should create a loose agenda for each session with contributions from the mentee for topics, issues, discussions, or preparations
- Share feedback on any action items from the previous session
- Feel free to email each other in between sessions with articles, resources, assessments, questions

Common Discussion Topics: Below is a list of the most commonly discussed topics.

- Communication and Team-building Skills
 - I have a difficult workplace situation. How do I resolve this with my colleagues or manager? How would you handle this scenario?
 - How to work on a multidisciplinary team to treat patients with a specific condition (e.g., CHF)
- Time Management Skills
 - How to integrate the computer and note-taking in the exam room
 - What is your practice in following up on patient messages, lab results, etc.?
- Work-life Balance
 - Address personal wellness (e.g., sleep, exercise, mindfulness)
 - Discuss finding meaning in work
 - Explore support systems
- Career Planning and Professional Development Skills

- o What are some areas of your medical practice that you've always wanted to invest more time in, but haven't had the time?
- o Discussing possible medical conferences that can meet gaps of enhance areas of interest
- o Interest in taking on a clinic leadership role
- Clinical Skills and Development with (de-identified) case reviews
 - o Mentors can help with the following:
 - Sharing tips about when to refer a patient to a specialist
 - Sharing resources that were helpful in their clinical practice
 - For patient case input outside of the mentor's specialty, encourage mentees to submit consults with any of the 60+ MAVEN Project specialty volunteers
 - Consider arranging additional mentoring with a MAVEN specialist
 - o In discussing patient cases, mentees should not share patient health information (PHI) with mentors or other volunteers
- Leadership Mentoring
 - o Encourage clinic leaders to provide professional development for their clinical staff
 - Refer to MAVEN Project educational session catalogue for a list of professional development talks

Scheduling Sessions: after the first session, schedule the sessions in Vsee.

- Rooms – please ensure that you schedule the session in a mentoring room and not the room of your specialty.

Frequently Asked Questions:

Q. What if I need to reschedule a mentoring session?

A. If you need to reschedule prior to your first mentoring session, please send an email to scheduling@mavenproject.org and we will contact the mentor or clinic provider to arrange an alternative date/time. Please provide 24 hours' notice of the need to reschedule.

If you have already had your first mentoring session, please communicate any scheduling changes directly with each other via text, email, phone call, or VSee message.

Q. What if I am running late to an appointment?

A. Please message your mentee/mentor on VSee or call their cell phone.

Q. What if I am having a technical issue with VSee?

A. Please reach out to our helpdesk at: helpdesk@mavenproject.org or call (between 9:00-5:00pm ET) 617-641-9743 option 2.

Q. Can I share information about patient cases?

A. We encourage patient case discussion, but do not share Protected Health Information.

Q. How often can I meet with my mentor/mentee?

A. We encourage you to meet as frequently as needed. We recommend starting off with biweekly sessions, but we certainly encourage more/less frequent meetings, i.e., weekly or monthly.

Q. Should I participate in the mentoring surveys?

A. Your input is valued. By sharing your experiences, we are able to address your needs and alter our programming. As a mentor pairing you will receive two surveys: the post-second session survey and the post-eighth session survey.

- The post-second session survey is your opportunity to let us know if the match is working for you. If your goals are not being met or you do not find value in the sessions, please let us know so we can change the pairing.
- The post-eighth session survey serves as a lookback on your sessions and gives you the opportunity to share how we can improve as well as what topics or areas of interest are most important. Although, this may sound like a closing survey, you do not need to end mentoring – please continue your mentoring sessions as long as you continue to find them helpful.

Q. What if I am ready to end my mentoring sessions?

A. This should be discussed between the mentor and mentee. Then notify MAVEN Project Coordinator at scheduling@mavenproject.org.