

# Peer-to-Peer Mentorship

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Creating a Legacy of Care  
Mentorship Program

# Mentorship Pilot

- Grant funded pilot
- June 1, 2020 – May 31, 2021
- Six Agencies Participated
  - ✓ 3 from New York City
  - ✓ 2 from suburbs
  - ✓ 1 rural
- 349 home health aides participated

# Peer-to-peer Mentorship

- Promotes personal and professional growth opportunities by partnering experienced caregivers (mentors) with newly hired caregivers (mentees).
- Provides a safe learning environment where the mentee feels free to discuss issues openly and honestly.
- What It's Not: Caregiver management program

# Benefits of Mentoring Programs

- Decreases turnover
- Boosts caregiver confidence and satisfaction
- Offers growth opportunities/retention for top caregivers
- Produces highly trained and accountable caregivers
- Creates a positive, team-centered culture
- Becomes a recruiting tool

# Structure of the Program

- Each agency appointed Mentor Manager to oversee the program.
- Mentors were experienced home health aides.
- Mentors were paid a weekly stipend.
- Half of newly hired home health aides were matched with a Mentor at the time of hire.
- Half were not matched and acted as the control group.

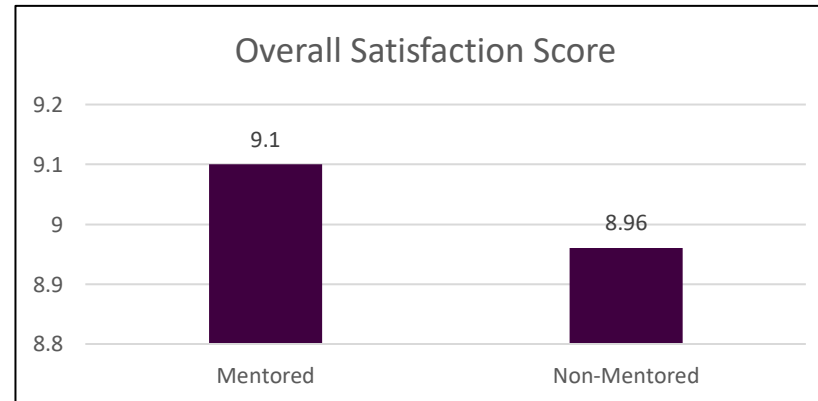
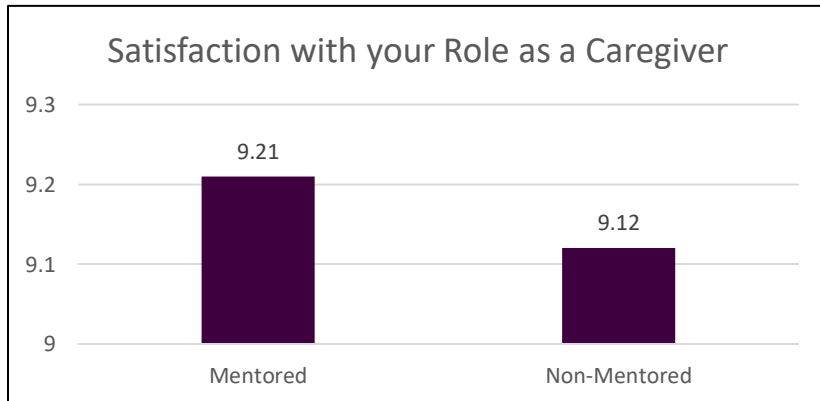
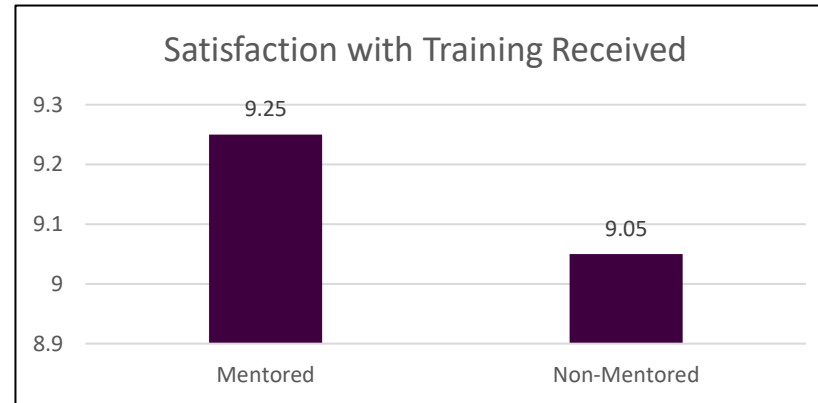
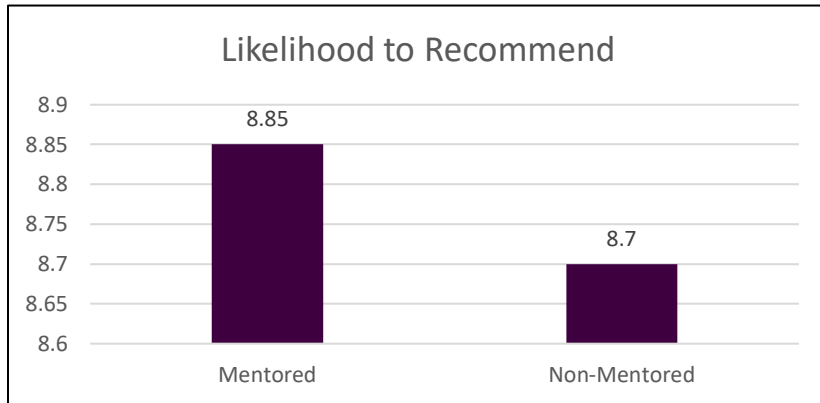
# Agencies Received

- Mentor Training
- Tool Kit in Spanish and English
- Satisfaction Surveys Conducted at 30, 60 and 90 days of employment
- Turnover Rate Tracking

# Key Findings

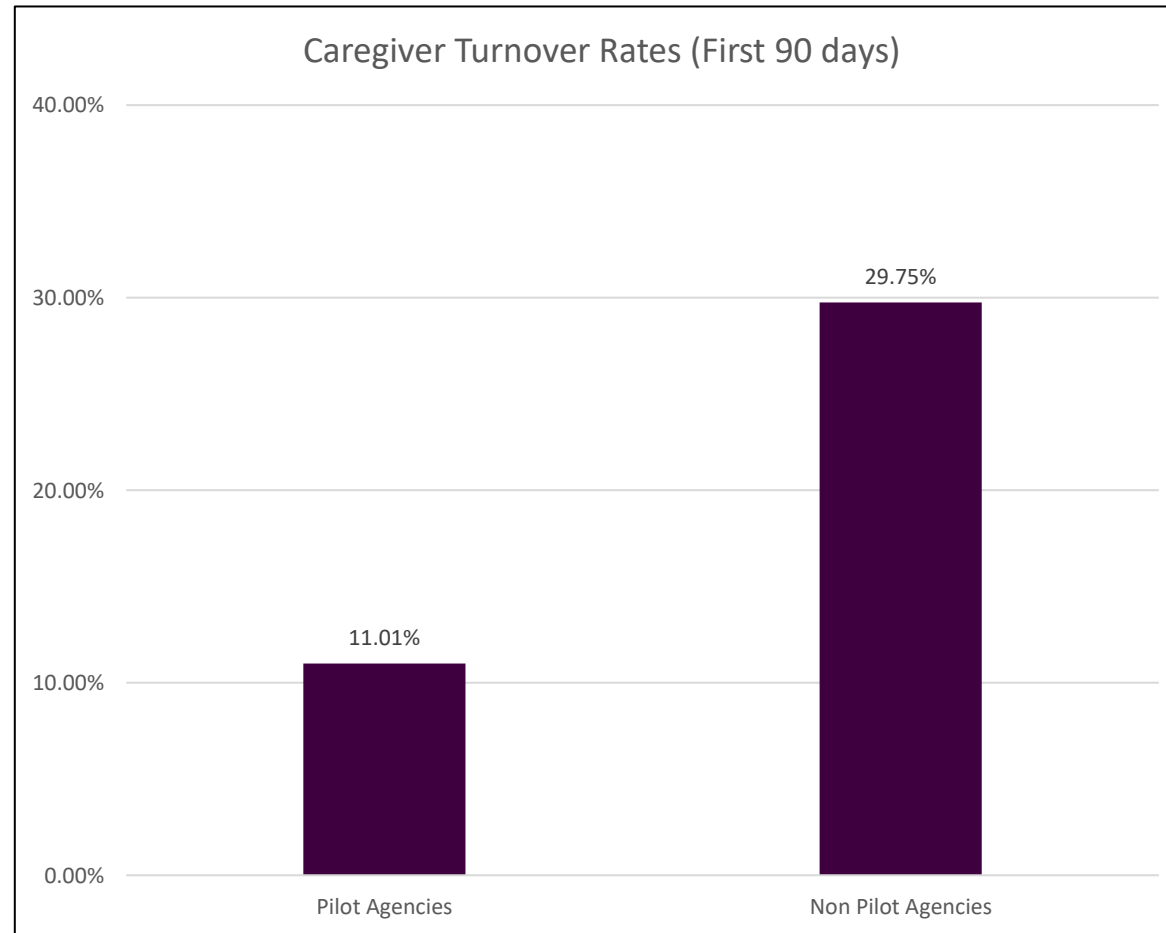
- Turnover rates in the first 90 days of employment (pilot vs. non-pilot agencies) show that pilot agencies had a 169% lower caregiver turnover rate as compared with non-pilot agencies.
- There was minimal statistical difference in the mentored versus non-mentored caregiver groups turnover or satisfaction rates.
- Actions taken by pilot program participants impacted all caregivers in those agencies.
- Pilot program participants shared that onboarding and/or communication processes for mentored caregivers helped identify changes needed to improve operations generally and were implemented across the organization.

# Measuring Results (on a scale of 1-10)





# Turnover: 170% difference



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