



A guide for AzPA Mentor Connection Program participants and the AzPA MCP Committee charged with program oversight.

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Mentor Connection Program Website

<https://azpharmacy.org/mcp/>

Program History | History of Mentoring



Mentoring has existed since ancient Greek times. It was first mentioned in a book by French author, Francois Fenelon. The main character of the book entitled *Les Aventures de Telemaque* is a Mentor. He is a trusted adviser encouraging and guiding his protégé, Telemaque, to gain knowledge and experience.

Through the years, the word mentor became synonymous with an experienced person who serves as a role model and advises, guides, and teaches his protégés or apprentices. Mentoring was noted as far back as 1904 in the United States, took hold in the 1970s, and is now a widely accepted tool for personal development and growth.

Mentoring is more than just answering occasional questions or providing help when someone needs it. Mentoring is an ongoing relationship that results in learning through communication, experimentation, challenging, and investigation. In business, mentoring has been utilized by some of the world's most successful corporations to develop talent and improve individual and organization performance.

Have you ever thought about participating as a mentor or mentee (protégé or apprentice)?

If you have not given it any thought, you should. There are many opportunities for mentoring in pharmacy. Skills learned and perfected by pharmacists may be useful to other professions, nursing, midlevel practitioners, and medical graduates. For mentees, the opportunity to learn from someone respected in their profession is invaluable.

Mentoring sounds like a lot of work. It is, but mentoring can be very rewarding for both mentor and mentee (protégé, apprentice).

In pharmacy, the mentee or apprentice has the most to gain out of the mentoring relationship. They can learn how to face an uncertain and challenging healthcare environment. They can acquire skills and knowledge to help them navigate through the pharmacy profession and understand the many opportunities that the pharmacy profession has to offer. But mentors reap the benefits as well, developing leadership skills and professional networking, among others.

***Men·tor / 'Men,tôr:** An individual who transfers skills and knowledge to a lesser experienced individual for personal development.*

Program History | Mentoring Matters

As a pharmacy mentor, keeping up to date on current pharmacy practice is essential. The relationship can also stimulate new learning. The mentor has the opportunity to learn from the mentee what is important at present in the profession for new graduates. The mentor may also experience a sense of accomplishment and pride when the mentee is able to go out into practice and pass on the skills and knowledge that he or she has gained from the relationship. And, who knows, what other benefits may come your way.

MENTORS-Step up and take a chance and become a mentor. Give back to the profession that has been so beneficial to you. Help guide the future of the pharmacy profession.

MENTEES-Take advantage of an opportunity to learn all that pharmacy has to offer. Who knows where it may lead?



Program History | AzPA Mentor Connection Program

This program was first piloted in the AzPA Health-System Academy (HSA) as a “grass roots” effort to implement the idea of such a program and guide programmatic revisions prior to expanding throughout all AzPA Academies. The pilot program took place from January – July 2012 and consisted of 10 mentor-mentee pairs: 5 mentees each from The University of Arizona College of Pharmacy and Midwestern University College of Pharmacy – Glendale.

The Expanded Pilot Program, which took place from October 2012 – July 2013, was managed by the AzPA Continuing Education Committee and consisted of 14 mentors and 18 mentees from 3 Colleges of Pharmacy.

To provide consistent structure and leadership of this program, the management and maintenance of the AzPA MCP is now housed under the Mentor Connection Program Committee. To expand and represent all areas of pharmacy practice in Arizona, the Mentor Connection Program Committee includes representation from each AzPA Special Interest Group (SIG).

Since its inception, the AzPA MCP has enrolled over 350 participants and continues to provide the valuable resource of experience and mentorship with each new cycle. Additionally, the 2015-2016 cycle saw the first pairing of a Pharmacy Technician mentor with a mentee enrolled in a Pharmacy Technician Training program.

Mentor Connection Program Success Story

The Mentor-Connection Program: Perspectives from Both Sides

By Hillary Aphaisuwan, PharmD candidate, Stacy Lee, PharmD candidate, and Laura Tsu, PharmD

The main goal of the AzPA Mentor Connection Program is to promote the professional development of both members of the mentor-mentee relationship. Unlike more traditional mentorship programs in which the benefits are mostly one-sided, we have found that this relationship has numerous benefits for both sides. As a mentor, my role is to be an advisor that helps the mentee to develop their personal and professional pharmacy goals. In return, my mentees provide me with insight into the changing world of pharmacy education and help me maintain my passion for the pharmacy profession. Below are perspectives from each side of the mentor-mentee relationship.

Mentees: The mentorship program has been an extremely valuable experience and has exceeded my initial expectations. I thought that I would be seeing my mentor sporadically and exchanging emails only when I needed more insight regarding my professional and educational career. It has been comforting to know that I can go to my mentor for any advice or help that I may need. She has been a wonderful resource for helping me think about my future career path and the kind of pharmacist that I want to become. I did not expect to develop such a relationship with my mentor where I felt comfortable discussing any sort of problem, be it professional or personal.

The most beneficial part of the mentor connection was the accessibility of my mentor. At first, I was concerned that since my mentor was a faculty member at my own school, I would not be able to ask for advice or discuss certain experiences that involved those at the school. However, my mentor assured me that confidentiality would be respected and that the Mentor Connection Program is a separate entity from our faculty-student relationship. I also discovered that having a faculty member as my mentor gave me better insight into some of the issues I wanted to know more about. Because my mentor was so accessible, I also felt I could stop by her office any time I needed guidance. My mentor has become my greatest resource during my educational career and has helped me greatly in all aspects of my time here at Midwestern. I have received much insight into becoming a great residency candidate, maximizing my rotations, and succeeding at difficult classes.

Mentor: When I initially signed up for the Mentor Connection Program as a mentor, my goal was to develop a close working relationship with a few pharmacy students in order to provide guidance and support for their professional pharmacy goals. I assumed that I would be teaching the mentees and giving them advice. However, my mentor-mentee experience has shown me that I benefit just as much from my mentees as they have from me.

Being a mentor allows me to give back to the pharmacy profession. It has been personally satisfying to watch the growth and development of my mentees as they face and overcome the challenges in their pharmacy curriculum, extracurricular activities, and personal life. My discussions with the mentees allow me to expand my viewpoints about pharmacy and help me to better understand the issues that pharmacy students face today. Advising my mentees has helped me to reinforce important lessons and has made me a better faculty member for other students. Ultimately, being involved in this program helps me stay motivated and continue to be a life-long learner.

Program Overview

The AzPA Mentor Connection Program is a 9-month long program cycle runs October - June annually and pairs student pharmacists, new practitioners, and technicians with practicing mentors, in which pairs are encouraged to meet as frequently as monthly via mode of choice. The program typically culminates with the AzPA Annual Convention where mentees and mentors can meet and enjoy the meeting as well as continue the relationship development in a meaningful way.



Mission

The AzPA Mentor Connection Program (MCP) was designed with the vision of building relationships, furthering professional networks, and strengthening continuous professional development on behalf of both student pharmacists/technicians (mentees) and practicing pharmacists/technicians (mentors) in Arizona.

Goals

- Promote personal and professional development of pharmacy students/technicians beyond curricular goals
- Provide direction, foster confidence, and instill values needed to develop professionally
- Create an engaging environment that instills renewed enthusiasm within the profession
- Cultivate long-term relationships that evolve with time and are mutually beneficial
- Promote professional meeting attendance to support professional development

“Tell me and I forget, teach me and I may remember, involve me and I learn.”

Benjamin Franklin

MCP Planning Timeline

The annual Mentor Connection Program Cycle runs from October through June.

October-April	<ul style="list-style-type: none">▪ Send email to mentor - mentee pairings first week in October▪ Answer questions, triage problems▪ MCP Standing Committee to stay connected to mentors through listserv on ongoing basis (e.g., Tuesdays with Mentors)▪ Encourage attendance of MCP participants at live AzPA meetings (Southwest Clinical Conference, Fall Conference, Annual Meeting)
May	<ul style="list-style-type: none">▪ Collect applications for MCP Committee Chair-Elect position▪ Create/Review end of cycle survey▪ Plan activities to promote MCP at the AzPA Annual Convention
June	<ul style="list-style-type: none">▪ Conduct survey of MCP participants for CQI▪ During AzPA Annual Meeting: Recognize MCP participants past & present
July/August	<ul style="list-style-type: none">▪ Review end of cycle evaluations▪ Send Certificates of Completion & Letters of Appreciation to mentors / mentees▪ Revise program application/handbook/website▪ Applications open for new cycle▪ Advertise MCP program
September	<ul style="list-style-type: none">▪ Applications close▪ Mentor - mentee matching▪ Mentor/mentee training

MCP Committee Structure

To be viable and successful for years to come, the AzPA MCP needs ongoing leadership and management. The MCP Committee was formed to provide such structure and will rely on the efforts of AzPA members to serve on this committee.

Leadership

This committee will be led by a Chair who will serve a three-year term (Chair-Elect, Chair, Past-Chair). The Chair-Elect will be appointed via an application process by the AzPA Board President and confirmed by the Board of Directors.



Chair-Elect Qualification

- AzPA member in good standing
- Participated as a mentor in program for at least 2 cycles OR has participated as a mentor for at least 1 cycle AND has precepted pharmacy students/residents for at least 1 year

Chair-Elect Roles & Responsibilities

- Assist with matching of mentoring pairs
- Facilitate end of cycle survey
- Recruitment / retention of program participants

Chair Roles & Responsibilities

- Facilitate, organize meeting dates, create agendas/minutes for meetings
- Lead matching of mentoring pairs
- Lead “Tuesdays with Mentors” informational / inspirational messages
- Maintain/update MCP Executive Committee Handbook on annual or bi-annual basis
- Recruitment / retention of program participants

Past Chair Roles & Responsibilities

- Mentor the MCP Committee Chair
- Encourage meaningful participation from all SIG's
- Assist with matching of mentoring pairs
- Recruitment / retention of program participants

Committee Members

In addition to the Committee's Chair leadership structure, the support of additional AzPA members will be welcomed to ensure program stakeholder input. Any AzPA member is eligible to serve on this committee. Individuals who have participated in the program as a mentor and/or mentee are ideal members to serve on this committee.

Additionally, a representative from each AzPA SIG is requested to serve on the committee to provide input and communicate committee activities to their respective SIG.

Mentor – Mentee Commitment



The expectation of this program is for the mentor and mentee to have meaningful contact at least once monthly (e.g., face-to-face, phone, email) and to meet in person or by remote experience at least twice during the 9-month mentor- mentee cycle. **Communication is essential to foster and maintain a mentor relationship.**

Mentees who have not established contact with their mentor within 3 months will be withdrawn from the program.

Likewise, mentors who do not connect with their mentee despite the mentee reaching out will be withdrawn from the program and the mentee assigned to a new mentor for the remainder of the cycle. In either case both the mentor and mentee will be notified at the time of withdraw.

Application Process

Mentor Qualifications

- Mentors must reside in Arizona, be AzPA members, and have a designated primary SIG.

Mentee Qualifications

- Mentees must reside in Arizona, be AzPA members, and be at least one of the following:
 - A member of the AzPA Student Pharmacist Academy (SPA)
 - Currently enrolled in a PharmD program
 - A licensed Pharmacy Tech Trainee
 - Enrolled in a pharmacy technician training program
 - PGY1 or PGY2 Residents

Additionally, it is preferred that mentees are also active members of at least one national organization (i.e., ASHP, APhA, ASCP, AMCP, ACCP, NACDS, ASPEN, AACP, PTCB).

Application Process

Individuals interested in participating in the AzPA MCP must submit their completed application by mid- September (date will be posted on AzPA MCP website and advertised annually).

The AzPA MCP Committee will review all applications received by the designated due date and accept cycle program participants based on availability of pharmacist mentors. Mentors may be matched to more than one mentee based on their interest and willingness.

Mentor/Mentee Matching Process

Mentors and mentee pairs will be matched based by the AzPA MCP Committee based on the following factors:

1. Type of mentor-mentee desired
2. Mentee area of practice interest and mentor primary SIG affiliation
3. Geographical location if applicable

By the first week of October, the AzPA will notify all participants of their mentor pair(s) and provide each party with the others' contact information.

Mentees

- Make initial contact via email with your mentor within one week of receiving the introduction email. If you do not get a response within 2-3 days of your initial contact, please reach out to your mentor via phone and leave a message.
- Send your mentor the following to introduce yourself
 - CV
 - Mentee introduction form
- Watch the Mentee Orientation video-*link will be sent with matching email*

Mentors

- If your mentee has not reached out to you within one week after receiving the introduction email, please email us at admin@azpharmacy.org and we can try to contact the mentee.
- Watch the Mentor Orientation video- *link will be sent with matching email*
- Mentor Resources: *Refer to page 12*

Certificate of Achievement

Program participants will receive an electronic certificate of completion in late July/early August upon successful completion of the end of cycle evaluation and an attestation from the mentor that the mentee and mentor met at least quarterly during the MCP cycle.



MCP Leadership

2013-2014 Inaugural Committee

- Chair: Jon Merchen
- Chair-Elect: Tony Rondinella
- Past Chair: Lindsay Davis

2014-2015

- Chair: Tony Rondinella

2015-2016

- Chair: Marce Honkonen

2016-2017

- Chair: Nicki Scovis

2017-2018

- Chair: Jennifer Bingham

2018-2019

- Chair: Barbara Davee

2019-2020

- Chair: Andrew Lester

2020-2021

- Chair: Chris Ferrier

2021-2022

- Chair: Newsha Sarmadnia
- Chair-Elect: Taylor Naberhaus

2022-2023

- Co-Chair: Paula Yonosko
- Co-Chair-Elect: Casey Orton

Questions or Concerns

AzPA staff and/or the MCP Chair should be notified as soon as possible via email or phone to address any questions or concerns that mentors or mentees may have regarding the program not limited to concerns with the pairing, concerns with inability to contact mentee/mentor, or any issue regarding need to withdrawal from the program early. Phone: 480-838-3385 or Email: admin@azpharmacy.org

Training and Program Resources for Mentors

Orientation Training Videos

- Mentor: <https://vimeo.com/633306415>
- Mentee: <https://vimeo.com/633305213>

Suggested Mentor-Mentee Activities

- Attend a professional meeting with mentee
- Collaborate on scholarly or CPE efforts

Tuesdays with Mentors

Tips & mentoring pearls are sent out via email each month to stimulate ideas and/or conversations feel free to use the suggested topic for the month or create your own schedule.

Suggested Monthly Mentor-Mentee Discussion Topics

October	Introductory Meeting <ul style="list-style-type: none">▪ Review shared goals and expectations▪ Review Mentee Introduction Form and fill out the Program Development Plan
November	Professional Involvement <ul style="list-style-type: none">▪ CV/Resume Prep and Review▪ Social Media Profile review
December	Interview skills <ul style="list-style-type: none">▪ Mock interviews/In person vs Virtual interviewing
January	Pharmacy as a Profession <ul style="list-style-type: none">▪ Vision of the future of pharmacy
February	Work-Life Balance <ul style="list-style-type: none">▪ Time management and life goals▪ Wellbeing/Burnout prevention
March	Professional Involvement & Advocacy <ul style="list-style-type: none">▪ Local and National Organizations discussion
April	Mentee Choice <ul style="list-style-type: none">▪ Topic of the mentee's choosing
May	Career Path Advice <ul style="list-style-type: none">▪ Pharmacist Practice Area Specialty▪ Residency planning
June	Wrap Up <ul style="list-style-type: none">▪ Revisit initial goals/wrap

Training and Program Resources for Mentors cont.

Other topic discussion ideas

- Service to the profession
- Professional affiliation
- Workplace politics
- Risks and benefits to advanced training
- Honest discussion on errors in practice
- Management and leadership styles
- Professional engagement

Preceptor and Mentor CPE Bundle

AzPA has compiled 6 hours of helpful CE programs that we are making available to all our Mentors for only \$5.

- Demystifying Metacognition: Practical Tools to Improve the Thinking of Yourself and Your Learners
- Improving Clinical Decision-Making: The Role of Cognitive Bias
- Maximizing Your Impact: Precepting Multiple Learners with a Layered Learning Model
- The Preceptor-Mentor Sandwich and the “Meat” (Preceptee/Mentee) in the Middle
- Preparing Future Pharmacy Leaders in Traditional Settings for Non-traditional Experiences
- Virtually Precepting Rotation Students

Visit: <https://www.lecturepanda.com/a/Precept2021>

- Enter code: MCP_1006

Additional Resources for Mentors

1. VIEWPOINTS: The Courage to Teach Caring. Lucinda Maine, PhD, and Eleanor Vogt, PhD. American Journal of Pharmaceutical Education 2009; 73 (8) Article 138.
2. New Practitioners Forum. Serving as a preceptor to pharmacy students: Tips on maintaining the desire to inspire. Am J Health-Syst Pharm—Vol 69 May 15, 2012:826-31
3. New Practitioners Forum. Writing a personal philosophy of practice. Am J Health-Syst Pharm—Vol 68 Jan 15, 2011:116-7
4. New Practitioners Forum. Developing leadership skills. Am J Health-Syst Pharm—Vol 64 Sep 15, 2007:1900- 03
5. New Practitioners Forum. Serving as a preceptor to pharmacy students: Tips on maintaining the desire to inspire. Am J Health-Syst Pharm—Vol 69 May 15, 2012:826-31
6. A vision for the future of pharmacy residency training. By John S. Clark. Am J Health-Syst Pharm. 2014; 71:1196-8

7. The Mentors Guide: Facilitating Effective Learning Relationships, Lois J. Zachary. Copyright © 2012 by John Wiley & Sons, Inc.
8. Nature's guide for mentors. Having a good mentor early in your career can mean the difference between success and failure in any field. Adrian Lee, Carina Dennis and Philip Campbell look at what makes a good mentor. NATURE Vol 447|14 June 2007
9. 24 networking tips that actually work. <http://passivepanda.com/networking-tips> by James Clear
10. The Mentor's Way Rule #4: Good Questions Beat Good Advice. <http://leadership-effect.com/articles/the-mentors-way-rule-4-good-questions-beat-good-advice/>
11. The Mentor's Way Rule #5: Balance Empathy and Action. <http://leadership-effect.com/articles/the-mentors-way-rule-5-balance-empathy-and-action/>
12. Focus on Mentoring as Baby Boomers Near Retirement. March 27th, 2012• by Rik Nemanick, Ph.D. <http://leadership-effect.com/articles>
13. Pharmacy residency and the medical training model: Is pharmacy at a tipping point? Thomas J. Johnson and Janet L. Teeters. Am J Health-Syst Pharm. 2011; 68:1542-9
14. Effect of postgraduate training on job and career satisfaction among health-system pharmacists. Rosalyn S. Padiyara and Kathy E. Komperda. Am J Health-Syst Pharm. 2010; 67:1093-100
15. "Roadmap to Postgraduate Training in Pharmacy" by Bookstaver PB, Coulter CR, Smith KM, and Quidley AM. Published by McGraw Hill, 2013
16. "Community and Clinical Pharmacy Services: A Step-by-Step Approach" by Ashley W. Ellis and Justin J. Sherman. Published by McGraw Hill, 2014
17. Negotiation of interprofessional culture shock: The experiences of pharmacists who become physicians. Zubin Austin, Paul A. M. Gregory, & J. Craig Martin Leslie Dan Faculty of Pharmacy, University of Toronto, Canada Journal of Interprofessional Care, Jan 2007; 21(1): 83- 93
18. Managing your relationship with your boss. John Pastor III, Pharm.D., FASHP and Sara White, M.S., FASHP. J Health-Syst Pharm—Vol 71 Mar 1, 2014:369-371
19. Veatch RM, Haddad A. Case Studies in Pharmacy Ethics. Oxford University Press. 1999
20. How to find and succeed as a mentor. Sara J. White, M.S., FASHP and Jennifer E. Tryon, Pharm.D., M.S. Am J Health-Syst Pharm—Vol 64 Jun 15, 2007:1258-9
21. Mentoring: Seven Roles and Some Specifics. Martin J. Tobin, Division of Pulmonary and Critical Care Medicine, Loyola University of Chicago Stritch School of Medicine and Hines Veterans Affairs Hospital, Hines, Illinois. Am J Respir Crit Care Med Vol 170. pp 114–117, 2004