



PACE Quality Leader Mentorship Program

Program Charter

Purpose

- Facilitate development of peer-to-peer relationships among PACE quality leaders within the PACE community.
- Build and retain a well-rounded cadre of PACE quality leaders.
- Increase knowledge management and transfer across PACE.

Mentor

A Mentor is someone who makes a difference in another person's life. As an experienced quality leader, you will have the opportunity to do this with quality staff within the PACE community interested in a Mentor/Mentee partnership.

The partnership between a Mentor and Mentee is built upon trust, respect, and professionalism. Specifically, as a Mentor your role will be one of coach, guide, motivator, advisor, and role model. You will have the opportunity to:

- Provide constructive feedback about your Mentee's personal and leadership skills.
- Share your knowledge about specific leadership roles, organizational cultures, and industry standards.
- Offer guidance about how to operate within the PACE environment (e.g., senior executives, quality department, interdisciplinary team).
- Facilitate networking.
- Help guide Mentees as they map out areas for their personal and professional development.

Responsibilities

- Communicate clearly the developmental goals that you will agree to work on with your Mentee.
- Set realistic expectations regarding method and frequency of communication between you and your Mentee.
- Be available and maintain consistent contact.
- Provide the Mentee with information about opportunities he/she should explore.
- Give constructive feedback.
- Appreciate the mutual respect, trust, and openness between Mentee and Mentor (including confidentiality).
- Commit to a term of six (6) months.
- Provide the NPA Quality Committee Education Subcommittee feedback on the program's effectiveness and opportunities for improvement.

Characteristics

- Member of quality department within a PACE organization.
- Employed in quality role within a PACE organization for more than two years.

Mentee

A Mentee is a member of the PACE quality staff who is motivated to assume responsibility for her/his own professional and personal growth and development. As the mentee, you are the “gauge” to measure how interactive and how successful a mentoring connection will be. By acknowledging that the development of your career can be enhanced through a series of planned experiences, you decide upon the amount of help and guidance you need. You identify the skills and competencies you wish to gain and assume the initiative to ask for the help or guidance to achieve your goals.

The partnership between a Mentor and Mentee is built upon a foundation of trust, respect, and professionalism. As a Mentee, you will have the opportunity to:

- Obtain guidance on how to operate within the PACE environment (e.g., organization, quality department, IDT) and effectively implement the PACE model.
- Learn about specific leadership roles, organizational cultures, and health care as a business.
- Receive constructive feedback about personal and professional skills.

Responsibilities

- Initiate contact.
- Communicate your interests/needs/problems clearly.
- Accept Mentor advice and feedback without becoming defensive.
- Set realistic expectations of the Mentor.
- Appreciate the mutual respect, trust, and openness between Mentee and Mentor (including confidentiality).
- Commit to a term of 6 months.
- Provide the NPA Quality Committee Education Subcommittee with feedback on the program’s effectiveness and opportunities for improvement.

Characteristics

- Member of quality department within a PACE organization.
- Employed in quality role for less than 2 years.

Time Commitment

Engaging in these three activities will help lay the foundation of the mentoring partnership.

- **Introductory Call/Meeting** – Learn about each other’s backgrounds and interests. Focus on the mentee’s specific goals for the program.
- **Monthly Communication (at one hour minimum)** – Review personal goals, progress on those goals and specific challenges that have occurred since last meeting.
- **Progress Review Meeting** – Review and discuss mentee’s progress toward completing his/her goals.

Below are suggested activities to make the most of the mentoring experience.

- **ON-SITE MEETING** – Meet the Mentor/mentee at place of work to attend an interdisciplinary team meeting (or virtually), tour the Mentor’s PACE center(s), and meet the Mentor’s colleagues.
- **SHADOWING** – Shadow the Mentor and/or one of the Mentor’s team members to gain firsthand understanding of a “typical day in the life of...” It is helpful to have the Mentee observe when a specific project or strategy is being formulated.
- **BUSINESS FUNCTION** – Attend a business function such as a conference, seminar or professional association meeting (e.g., NPA Summer/Fall Quality Symposium) with Mentor. This opportunity can enable the Mentee to interact with other seasoned professionals.
- **NETWORKING OPPORTUNITY** – Arrange a networking opportunity to meet the Mentor’s colleagues and other business professionals.