

Mentorstvo u sestrinstvu Mentorship in nursing

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Mentorstvo je kompleksan, interaktivan proces koji se odvija između pojedinaca različite razine iskustva i stručnosti, u kojem stručnjak (mentor) daje podršku kolegi ili kolegici ili studentu (mentorirani). U Hrvatskoj pod pojmom mentora u zdravstvenoj njezi se obično smatra starija, iskusnija medicinska sestra koja ima profesionalno znanje, iskustvo, potrebne vještine i koja poznaje procedure zdravstvene ustanove. Uz to potrebno je da mentor ima i druge karakteristike i obilježja: visoku razinu komunikacijskih vještina, vještine podučavanja, sposobnost iskazivanja poštovanja i pružanja podrške. Glavni cilj mentorstva u sestrinstvu je osposobiti studenta da postane neovisan, kvalificirani zdravstveni djelatnik sa svim potrebnim kompetencijama i vještinama potrebnim za rad sve s ciljem postizanja najviše moguće kvalitete zdravstvene skrbi. U Hrvatskoj još ne postoji formalna izobrazba za mentora, ali se razvila svijest o važnosti uloge mentora koji će voditi i biti podrška budućim generacijama naših medicinskih sestara.¹ Uz nedostatak formalnog obrazovanja mentora, problem je i povratna informacija o mentorskom radu i samoprocjena mentora. Na taj bismo način imali podatke kako unaprijediti mentorsku praksu, što dodati ili promijeniti u radu mentora i koga odabrati za tu ulogu što je vrlo važno jer se studenti uvelike oblikuju prema mentorovim obilježjima. S druge strane, mentorstvo kao zahtjevna i kompleksna djelatnost je često nedovoljno prepoznato i vrednovano. Najčešće poteškoće u mentoriranju čine: akademsko i profesionalno neprepoznavanje uloge mentora, preopterećenje poslom medicinskih sestara, veliki broj mentoriranih po mentoru, nedovoljno plaćen dodatni rad, nedostatak odgovarajućih znanja i vještina koje mentor treba imati.

Mentoring is a complex, interactive process that takes place between individuals of different levels of experience and expertise, in which the mentor gives support to colleagues or a student or mentor. In Croatia, a mentor in health care is usually considered an older, more experienced nurse with professional knowledge, experience, skills and knowledge of health care procedures. It is also necessary for the mentor to have other characteristics and features: high level of communication skills, teaching skills, respectability and support. The main goal of mentoring in nursing is to enable a student to become an independent, qualified healthcare worker with all the necessary competences and skills needed to achieve the highest possible quality of health care. There is no formal mentor training in Croatia but there is awareness of the importance of the mentor role to lead and support future generations of our nurses.¹ In addition to the lack of formal mentor training, there is also a feedback on mentoring work and self-assessment of mentors in order to improve mentoring practice. This is important because the students are mostly shaped by the mentor's work and behavior. On the other hand, mentoring as a demanding and complex activity is often insufficiently recognized and valued. The most common difficulties in mentoring include academic and professional non-recognition of the role of a mentor, overload of nurses' work, a large number of mentors mentored by mentors, insufficiently paid work of a mentor and lack of appropriate knowledge and skills that the mentor should have.

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LITERATURE

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