



Northwell Health System, Office of Academic Affairs, New Hyde Park, NY Mentoring and Professionalism in Training (MAP-IT)

The Mentoring and Professionalism in Training (MAP-IT) program at Northwell Health is designed to bring together an interprofessional healthcare team to address the importance of highlighting humanism as a core skill for health care professionals, especially in their teaching and mentoring roles with all levels of students, trainees and early-career colleagues. The three underpinnings of the MAP-IT program are humanistic role-modeling and mentoring, reflective practice, and listening. The program aims to shift conversations away from the more traditional problem-focused discussions. Appreciative Inquiry, as a framework, is applied to all sessions to create a positive culture for all small group discussions that include critical reflection and sharing of individual experiences.

Participants, identified as high potential mentors (HPMs) meet with an assigned small group once a month for 90 minutes for a total of 10 months to participate in an established curriculum. HPMs are nominated for participation in the program by clinical leadership. Small groups of eight to ten participants meet with two leader facilitators, an interprofessional pair or triad (usually one nurse and one physician). The monthly protected space and time, created in small group facilitated sessions, is a unique opportunity for clinicians who work in very busy time-driven environments to come together informally to share stories about seminal experiences and enhance their humanistic skills.

The program has been identified by participants as a resilience strategy for health care professionals to moderate burnout and experience a restorative intervention away from their daily clinical work. As a professional development activity, we believe MAP-IT supports the 4th Aim of the Quadruple Aim, to achieve clinician well-being.

As MAP-IT has been widely well received in the clinical arm of Northwell Health it has expanded to the corporate and research arms as well. The corporate program uses the original framework and structure of the program with revisions made to the curriculum to speak to and relate to a non-clinical, business environment. The inaugural cohort of corporate MAP-IT saw 7 graduates and more recently about 19 graduates.

With the expansion into the corporate arm of Northwell Health MAP-IT has also been replicated for the research arm, at the Feinstein Institute for Medical Research. Similar to the corporate program the framework and structure remained the same with modifications to the curriculum in a way that speaks to the laboratory environment as well as a condensed timeframe. The inaugural cohort had 7 graduates and more recently about 16 graduates.

To date, this program has impacted approximately 500 diverse healthcare professionals across 23 hospitals in 4 geographic regions. MAP-IT allows healthcare professionals who work together in clinical, corporate, and research environments to learn and grow professionally together and share their commonalities and differences. The goal is a greater ability for clinicians to self-monitor during patient and colleague encounters and apply the positive aspects of one situation to a more challenging situation as they role model as well



as business leaders and researchers to effectively role model and mentor junior colleagues. Continual use of the skills introduced in each session enables health care professionals to be more engaged and gain increased fulfillment from their daily work as they form a longitudinal “community of practice.”