

# **Mentorship Program - Quality Management Track Introduction**

00:00:02,964 --> 00:00:04,024

Hello and welcome.

00:00:04,431 --> 00:00:11,439

In this video, we will walk you through the quality management track of the Academy of Nutrition and Dietetics Mentorship Program.

00:00:12,254 --> 00:00:18,610

The Academy's Quality Management Committee and the Academy's Mentorship Program have partnered to make this track possible.

00:00:19,344 --> 00:00:20,077

Let's dive in.

00:00:22,848 --> 00:00:29,204

The Academy's Mentorship Program is a nationwide program which runs as a guided six-month experience.

00:00:29,693 --> 00:00:37,842

The whole idea is simple but powerful, to help our members reach their goals and build a successful, fulfilling career in the field.

00:00:38,657 --> 00:00:45,909

A more experienced practitioner or mentor helps guide the professional growth of someone earlier in their journey, the mentee.

00:00:46,561 --> 00:00:52,917

And very importantly, this happens completely outside the usual manager and employee relationship.

00:00:53,121 --> 00:00:54,669

It's about support and growth.

00:00:56,992 --> 00:00:59,600

So where does the quality management track fit in?

00:01:00,251 --> 00:01:05,467

Think of it as a specialized track nested inside our larger mentorship program.

00:01:06,200 --> 00:01:10,601

You may have known it originally as the Mentorship for Nutrition and Dietetics program.

00:01:11,375 --> 00:01:23,965

It's supported by our quality management committee and it's designed for one clear purpose, to help credentialed practitioners develop and actually implement continuous quality improvement projects in their own settings.

00:01:26,084 --> 00:01:29,914

At the heart of the quality management track is process improvement.

00:01:30,566 --> 00:01:40,507

And at its core, process improvement starts with the gap in service, a place where we can make a product or service better to meet our organization's goals.

00:01:41,567 --> 00:01:45,967

We keep these projects short and focused, usually six months or less.

00:01:46,701 --> 00:01:53,709

And we keep them a manageable size, aiming for small, systematic changes rather than sweeping overhauls.

00:01:54,524 --> 00:01:56,152

The key ingredient is data.

00:01:56,723 --> 00:02:00,961

You'll want to be able to collect information that shows the improvement is real.

00:02:01,287 --> 00:02:08,621

This improvement ultimately elevates credential nutrition and dietetics practitioners' work through structured and unquestionable methods.

00:02:09,314 --> 00:02:15,874

When processes are streamlined and standardized, this promotes efficiency and increased capacity of service.

00:02:16,526 --> 00:02:21,334

It also makes care safer, with fewer errors in high-stake areas.

00:02:21,986 --> 00:02:33,150

It strengthens accountability knowing that the work is at the highest level of care, as well as it supports improved reimbursement by establishing and standardizing processes.

00:02:34,372 --> 00:02:44,966

All this supports better patient outcomes and client services with an increase in efficiency and consistency with high quality care, no matter which professional they see.

00:02:46,107 --> 00:02:50,180

It makes care credibility, keeping our practice current and adaptable.

00:02:51,322 --> 00:02:56,781

With this, quality management and process improvement can show the true value of what we do.

00:02:59,063 --> 00:03:00,286

Who is this program for?

00:03:00,612 --> 00:03:16,421

On the mentor side, we are looking for credentialed practitioners who've led at least one major quality improvement project and have a real desire to support others, typically someone with an advanced degree, a certification, or about five years of experience focused on quality management.

00:03:17,154 --> 00:03:25,059

On the mentee side, we welcome credential practitioners who are ready to start a process improvement project and would benefit from a mentor's guidance.

00:03:25,629 --> 00:03:31,496

Ideally, you've already identified a gap in service, gather some data, and secure leadership approval.

00:03:32,230 --> 00:03:42,253

Both mentors and mentees will want to be reachable at a minimum by e-mail, but ideally a mix of e-mail, phone, and virtual meetings.

00:03:44,372 --> 00:03:48,283

It's just as helpful to be clear about what this program is not.

00:03:48,772 --> 00:03:54,476

It is not a live Q&A session and it is not meant for spontaneous one-off conversations.

00:03:55,128 --> 00:03:58,388

It is not designed for someone brand new to quality improvement.

00:03:58,714 --> 00:04:05,966

Mentees should come in with a basic understanding and mentors should have real experience in quality and process improvement.

00:04:06,618 --> 00:04:13,300

We also ask that mentees have at least a year of practice so it's not a fit for the newly credentialed.

00:04:14,523 --> 00:04:19,901

Finally, it's not a vehicle for building a business or completing a graduate degree project.

00:04:20,635 --> 00:04:25,768

Setting these expectations up front helps everyone get the most out of the experience.

00:04:26,746 --> 00:04:30,576

Quality Management Committee members will lead the matching process.

00:04:31,147 --> 00:04:32,614

How are the practitioners paired up?

00:04:33,225 --> 00:04:36,851

Our matching process is thoughtful and works through a few priorities.

00:04:37,584 --> 00:04:45,570

First and foremost, we match on subject matter expertise and project topic, so mentor and mentee truly understand the work ahead.

00:04:46,874 --> 00:04:50,786

Next, we look at availability and your preferred way of communicating.

00:04:52,416 --> 00:04:55,512

Then we consider the size and type of institution.

00:04:56,042 --> 00:04:57,712

And finally, locality.

00:04:58,446 --> 00:05:02,276

The goal is a partnership that feels like a natural fit from day one.

00:05:07,573 --> 00:05:13,684

You might be wondering what kinds of projects fit this track, so here are a few real examples to spark ideas.

00:05:14,336 --> 00:05:30,390

Process improvement projects can include implementation of parts of the malnutrition care score in acute care facilities, rolling out the nutrition care process in clinical settings, or improving transitions of care from inpatient to long-term or community care.

00:05:31,042 --> 00:05:39,598

Others can choose to build interdisciplinary wound care protocols, reduce meal delivery errors, cut food waste, and speed up trade delivery times.

00:05:40,331 --> 00:05:51,496

And some can focus on people and process like improving new hire onboarding, standardizing intern competency evaluations, or enhancing food insecurity screening.

00:05:52,229 --> 00:05:57,281

It does not matter what setting you're in, this program track can help you improve the services offered.

00:06:00,541 --> 00:06:03,312

If you are a mentor, let's talk about what's in it for you.

00:06:03,760 --> 00:06:11,053

When you mentor, you are sharing your knowledge and best practices with practitioners eager to make a difference in their own organizations.

00:06:11,542 --> 00:06:14,802

And that guidance can genuinely shape someone's career.

00:06:15,779 --> 00:06:17,491

Along the way, you'll grow too.

00:06:17,572 --> 00:06:22,951

Mentoring can sharpen your leadership and communication skills and strengthen your reputation.

00:06:23,440 --> 00:06:30,855

you'll expand your professional network, and you'll feel the deep personal fulfillment that comes from lifting someone else up.

00:06:31,670 --> 00:06:37,048

Mentors often learn just as much from their mentees, gaining fresh perspectives.

00:06:37,537 --> 00:06:42,427

And ultimately, you'll be helping demonstrate the lasting value our profession brings.

00:06:43,119 --> 00:06:48,538

In return, we ask that you complete all the required documents both before and after the program.

00:06:49,190 --> 00:06:56,280

That you stay reachable at a minimum by e-mail, but ideally e-mail, phone and virtual meetings at least monthly.

00:06:56,769 --> 00:07:01,169

That you keep in mind the mentee isn't obligated to follow every suggestion.

00:07:01,577 --> 00:07:03,777

Your role is to guide, not to direct.

00:07:04,592 --> 00:07:10,052

We ask that you connect with your mentee at least once a month and with Academy staff as needed.

00:07:10,581 --> 00:07:17,386

And finally, that you understand the program runs up to six months with anything beyond that based on mutual agreement.

00:07:19,178 --> 00:07:23,131

If you're applying as a mentee, this experience has so much to offer you.

00:07:23,742 --> 00:07:30,750

You'll develop practical, hands-on skills in quality improvement and communication with an experienced mentor right by you.

00:07:31,728 --> 00:07:35,232

You'll gain access to real expertise tailored to your goals.

00:07:35,639 --> 00:07:47,211

You'll advance your career, expand your professional network, and build genuine confidence in your ability to lead initiatives, make data-driven decisions, and share your findings with stakeholders.

00:07:47,822 --> 00:07:55,523

On top of all that, taking part shows your commitment to growth and excellence, boosting your credibility and visibility in the field.

00:07:57,275 --> 00:08:02,449

What we ask of our mentees includes completing all required documents before and after the program.

00:08:02,938 --> 00:08:10,761

Stay reachable, at minimum by e-mail, but ideally a mix of e-mail, phone, and virtual meetings, at least monthly.

00:08:11,576 --> 00:08:16,629

Understand that your mentor may not have a solution for every single challenge, and that's okay.

00:08:17,158 --> 00:08:22,088

Plan to connect with your mentor at least once a month and with academy staff as needed.

00:08:22,903 --> 00:08:31,826

Lastly, like with mentors, we ask that mentees understand the program runs up to six months, with anything beyond that based on mutual agreement.

00:08:31,826 --> 00:08:35,289

Take a look at how the program timeline unfolds.

00:08:35,860 --> 00:08:38,059

Applications open on June 15th.

00:08:38,631 --> 00:08:43,113

SOLs for the Quality and Process Improvement track are due July 31st.

00:08:43,642 --> 00:08:46,046

Applicants are notified on August 18th.

00:08:46,617 --> 00:08:52,077

And mentors and mentees are matched by September 1st, when the mentoring officially begins.

00:08:52,810 --> 00:09:04,137

From there, we gather as a community, a virtual orientation on September 15th at noon central, group meetings on October 13th and January 12th, and a well-earned break in December.

00:09:05,034 --> 00:09:08,619

The program then wraps up the following March 31st.

00:09:10,901 --> 00:09:15,220

To help you make the most of your time together, here's a suggested rhythm for your monthly meetings.

00:09:15,668 --> 00:09:20,028

And a quick reminder that these meetings are led by the mentee unless you decide otherwise.

00:09:20,680 --> 00:09:27,036

In your first meeting, introduce yourselves, share your goals and experience, and have the mentee present the project idea.

00:09:27,769 --> 00:09:38,363

During the first month, we recommend discussing the basics of quality improvement as well as the project's foundation themselves, goals, the five Ws, approvals, and data.

00:09:39,015 --> 00:09:45,778

Month two goes deep into the project itself, the problem, the data, the barriers, and next steps.

00:09:46,308 --> 00:09:50,668

and months three through six are all about steady progress toward completion.

00:09:51,075 --> 00:09:58,083

Wrapping up with a look ahead to future improvement projects, it's a simple structure that keeps momentum going.

00:10:00,447 --> 00:10:04,277

Sometimes the hardest part of a meeting is simply knowing where to start.

00:10:04,928 --> 00:10:08,270

So here are a few questions to get the conversation flowing.

00:10:08,921 --> 00:10:12,100

What strategies have you tried and how did they turn out?

00:10:12,507 --> 00:10:14,381

Who's already supporting the project?

00:10:14,666 --> 00:10:16,989

and who still needs to be brought on board?

00:10:17,600 --> 00:10:20,330

What ideas might help keep things moving forward?

00:10:20,737 --> 00:10:26,279

And just as valuable, what's worked, what hasn't, and what have you learned along the way?

00:10:26,931 --> 00:10:31,127

Great mentoring conversations often start with a great question.

00:10:34,428 --> 00:10:35,813

That brings us to the end.

00:10:36,302 --> 00:10:40,947

Thank you so much for your interest in the Academy Mentorship Program Quality Management track.

00:10:41,599 --> 00:10:43,066

If any questions come up,

00:10:43,473 --> 00:10:46,855

please reach out to us at [mentoring@eatright.org](mailto:mentoring@eatright.org).

00:10:47,629 --> 00:10:58,141

Additional information can also be found by visiting our web page [www.eatrightpro.org](http://www.eatrightpro.org) and searching for the keywords mentorship programs.

00:10:59,934 --> 00:11:01,319

Thank you again for watching.

00:11:01,645 --> 00:11:07,105

We are so excited to have you as part of this community and we can't wait to see the difference you'll make.