

MANAGEMENT MENTORS

CASE STUDY

CREATING “HEALTHY” MENTORING PROGRAMS FOR THE LARGEST HEALTH SYSTEM IN KENTUCKY

THE STORY BEHIND KENTUCKYONE HEALTH

Founded in 2012, [KentuckyOne Health](#) is a nonprofit healthcare system committed to improving the health of Kentuckians by integrating medical research, education, technology, and health care services wherever patients receive care. With over 200 locations, KentuckyOne Health is the largest health system in Kentucky. It has two sponsoring organizations: Jewish Hospital HealthCare Services and Catholic Health Initiatives.

THE CHALLENGE

KentuckyOne Health faced challenges that are common to newly formed organizations: finding effective ways to develop and grow its employees.

Luckily, the organization’s HR leaders already had a keen understanding of mentoring and encouraged the Organizational Development & Education Department to pursue mentoring as a way to foster leadership and employee growth. This directive led to the creation of KentuckyOne Health’s **New Leader Pathway Mentoring Program**.

PROGRAM GOALS

The purpose of the program is to support the professional development of new leaders as well as support the purpose and values of the organization. By participating, employees take responsibility for their development in partnership with KentuckyOne.

While mentorees may discuss any issue with his or her mentor in order to obtain feedback and guidance, pairs often work well with focus areas. This program has been designed to provide support for mentorees in the following specific areas:

- Understanding the industry
- Understanding KentuckyOne
- Career planning & development
- Leadership

HOW MENTORINGCOMPLETE FITS IN

As the manager of KentuckyOne Health’s learning programs, Ashley Barnes uses [MentoringComplete](#) to administer the mentoring program. Barnes explains, “We were fortunate to have a Director of Coaching & Mentoring (Diane Menendez) within Catholic Health Initiatives, and she had already secured the use of MentoringComplete. We were one of the pilot groups within CHI to utilize the new system.”



KentuckyOne Health®

MENTOR TRAINING AT A GLANCE

Organization: KentuckyOne Health

Organization type: Healthcare

Program name: New Leader Pathway Mentoring Program

Program size: Several programs ranging anywhere from two to nine pairs (so far)

Software: [MentoringComplete](#)

Results: Employees with improved leadership skills and the support they need to face the challenges of an ever-changing workplace

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Regarding MentoringComplete, Barnes says it has made her life easier. "As the program manager, I like the automation and especially [the ability to match mentoring pairs](#). Our mentors and mentorees are spread out across an entire state. I don't personally know many of them and they don't know each other. The ability to use the matching algorithm has been extremely helpful in making effective matches."

PROGRAM RESULTS

So far, one program has been completed, and two others are underway. Barnes says the overall feedback has been positive and that she and her team are eager to see the program evolve and grow along with the organization.

"My mentor was outstanding. I gained a tremendous amount of insight into how to handle some existing situations I needed help with. I have used my mentor's advice and direction to solve several work issues in my department. I have completed several education classes in the last 6 months due to the encouragement of my mentor."

--Bonnie G., KentuckyOne Health mentoring program participant

ABOUT MANAGEMENT MENTORS

For over two decades, [Management Mentors](#) has been designing and implementing world-class business mentoring programs and helping companies attract and retain high potential employees. Based outside of Boston, Mass., Management Mentors' corporate mentoring programs develop future leaders and create a more diverse workforce by removing the barriers to equal opportunity. Through its signature mentoring software MentoringComplete, Management Mentors develops effective programs for a wide range of organizations and achieves a 90% success rate matching mentors and mentorees. Current and past clients include Enterprise Rent-A-Car, U.S. Fish & Wildlife, The New York Times Corporation, The City of Tallahassee, Cooper Tire, FedEx Kinkos, Quaker Oats, Merck, TJX Corporation, and Sony Music Corporation.

For more information on how your firm can enjoy greater success through mentoring, contact us at 617.789.4622 or visit us at www.management-mentors.com.



Management Mentors
P.O. Box 67291, Chestnut Hill, MA 02167
617-789-4622/ www.management-mentors.com