E-MENTORING IN OMT TRAINING

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AIMS:

-Define e-mentoring & associated terminology

-Supportive research for e-mentoring

-Advantages & Challenges of e-mentoring

DEFINITION ELECTRONIC MENTORING (E-MENTORING):

Provides: learning, advising, encouraging, promoting, and modelling

-computer mediated communication (CMC)

-mutually beneficial relationship between a mentor & a mentee

-boundaryless, egalitarian, & qualitatively different than face-to-face mentoring

Bierema LL et al 2002

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   mentoring

Bierema LL et al 2002

Merging of traditional one-on-one mentoring with the digital age

TYPES OF E-MENTORING:

-E-mail

-Internet chat rooms

-Electronic bulletin boards

-Instant messaging systems

-Tele-mentoring / Tele-consulting via video-chat tools & other online resources
 that make instant communication so easy i.e. SKYPE

Rothwell W. J. et al 2005

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WHY DISCUSS E-MENTORING NOW?

Telemedicine has been practiced for over 35 years

Recent technological advances have expanded telehealth/telemedcine's scope

Telemedical event may involve "live" manipulations of pts &/or tissues "at a distance"

Telecommunications mediums:
    -physician-to-physician consultation,
    -physician-to-student (physician, nurse, other care giver)
    -teaching,
    -physician-to-pt examination & consultation,
    -physician-to-pt treatment

SAGES 2010

E-MENTORING RESEARCH:

E-mentoring research shows:

Can develop trust & build relationships but involves:

-agreement re frequency of communication

-appropriately frequent & full communication

-social as well as task based communication

-interactive rather than purely reactive communications

DuBois DL et al 2002
Rafaeli S et al 2004

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Developing literature & research, E-mentoring is an under-researched area

Headlam-Wells, J. 2004

WHO 2010

Most of research literature coming from North America:

- ? Related to resources: internet & technology

STEPS TO START AN E-MENTORING PROGRAM

1. Determine if e-mentoring can be a fit to augment your face-to-face mentoring

2. Do you have the technology in place to implement e-mentoring?

   -**Web-based Model:**
      Mentors & mentees on Internet & access Web page of e-mentoring program or predetermined platform i.e. Skype

   -**E-mail-based Model:**
      Mentors & mentees use own unique email address to communicate with each other. Technology needs to be in place that provides:
         -safe & secure environment for email exchanges,
         -archives all e-mail messages
         -has ability to track e-mail communications between mentoring pairs

3. Develop goals for the e-mentoring

ADVANTAGES & EFFECTIVENESS OF E-MENTORING IN OMT TRAINING:

a) <u>Trust / Communication / Relationship issues</u>

-E-mentoring had some impact with introverts

-Research has consistently shown that the internet has:
   -disinhibiting effect on users
   -may lead to ↑ levels of honesty & therefore ↑ validity of self disclosure

Hubschman 1996
Joinson A 1998
McKenna KYA et al 1998
Bargh JA et al 2002

-Equalisation of the mentoring process
-More egalitarian & democratic
-Mentees being more comfortable in their own homes or workplace environment

Ellis K. 2000
Harasim L, et al. 1998
Lehr B 2014
Palloff RM, et al 1999
Sinclair C. 2003

ADVANTAGES & EFFECTIVENESS OF E-MENTORING IN OMT TRAINING:

a) Trust / Communication / Relationship issues

-Internet can be used to express empathy

Bernard M.M. et al 2011
Preece J et al 2001

-Online relationships can be just as real /intense as face to face

Griffiths MD 2001

-May be more interactive rather than purely reactive communications

Bernard M.M. et al 2011
Lehr B 2014
Rafaeli S et al 2004
Packard BW. 2003

ADVANTAGES & EFFECTIVENESS OF E-MENTORING IN OMT TRAINING:

a) Trust / Communication / Relationship issues

-Mentee may overcome feelings of isolation through personal contact & access to a wide variety of mentors & resources on Web & thereby networking on a much wider scale

-Larger the pool of participants, the more diversity & suitable matches

-Mentees benefit from mentors who can provide useful real-world (real time) applications for what they are studying

-E-mentoring was favoured over in-person pairings due to its ease, better integration of information & immediacy of learning
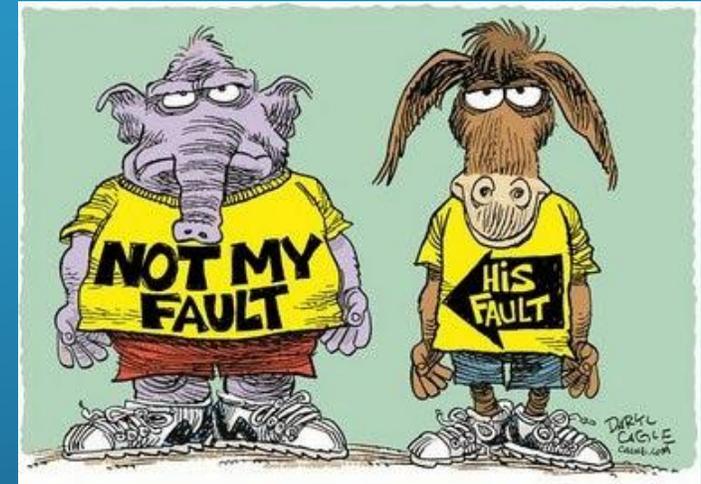
Burke et al 2005
Owens 2006

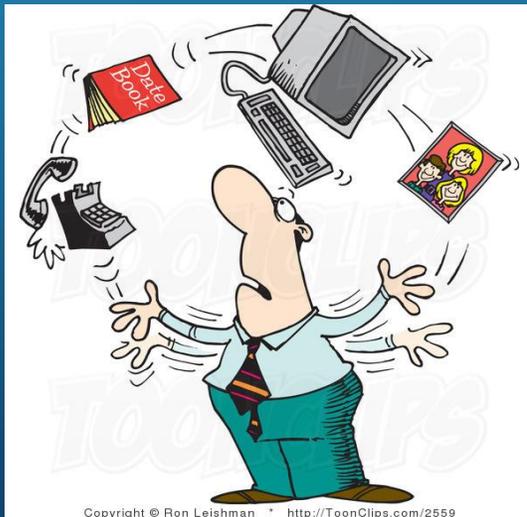# ADVANTAGES & EFFECTIVENESS OF E-MENTORING IN OMT TRAINING:

a) Trust / Communication / Relationship issues

-Mentees are able to take responsibility for initiating contact & to play an active role in online discussion

-Can choose to adopt a single communication method, or choose to use multiple, simultaneous methods (for example, e-mail, listservs, Usenet, newsgroups, threaded discussions, chatrooms, videoconferences)

Price MA et al 2003

ADVANTAGES & EFFECTIVENESS OF E-MENTORING IN OMT TRAINING:

b) <u>Time</u>:

-Flexibility in pace & scheduling as the communication can be asynchronous

-Asynchronous nature also facilitates reflection if communication time delay

Lehr B 2014
Noe RA. 1988
Ravet S1997
Sinclair C. 2003

-Highly time efficient & can be used at convenience of both mentor & mentee

-Large amts information can be exchanged between mentor/mentee in short time

-Offers easy access to supportive information & resource experts …

… information is just a ''link'' away

Ellis K 2000
Lehr B 2014

ADVANTAGES & EFFECTIVENESS OF E-MENTORING IN OMT TRAINING:

c) <u>Costs: travel / technological / programmes</u>

-Transcends physical & geographical boundaries

-Allows those that may have not been able to access face to face mentoring to now be able to

Lehr B 2014

Price MA, et al 2003

-Low barriers to entry: Internet access, email account, & minimal time investment

-Potentially scalable: programmes may be enlarged or multiplied with comparatively low cost

ADVANTAGES & EFFECTIVENESS OF E-MENTORING IN OMT TRAINING:

d) Student's expectations: today's student is technologically suave & a computer native!

BARRIERS, DISADVANTAGES & CHALLENGES OF E-MENTORING IN OMT TRAINING:

a) Trust / Communication / Relationship issues

-Virtual intimacy may be difficult, particularly if parties have never met in person

-May be difficulty in establishing rapport with someone e-mentor has never seen

-Developing levels of trust & confidence to sustain the relationship take time, familiarity, & work

-Making best virtual matches may require several tries

BARRIERS, DISADVANTAGES & CHALLENGES OF E-MENTORING IN OMT TRAINING:

a) Trust / Communication / Relationship issues

-Miscommunication can occur on a number of levels, especially if parties have only a virtual relationship with a frail commitment

-Frequent exchanges recommended to help maintain continuity & flow of mentoring conversation

-Avoid long periods of absence online as often lead to disinterest or misunderstandings

-Many formal e-mentoring programs expect communication at least twice weekly to establish & maintain the relationship

-With no face to face contact, e-mentoring can lead to a loss of non-verbal communication cues such as particular body language, voice volume, and tone of voice (diminished with tele-mentoring)

BARRIERS, DISADVANTAGES & CHALLENGES OF E-MENTORING IN OMT TRAINING:

b) <u>Time/Space</u>:

-E-mentoring geographical issues (time zones, licensure: pt in another country, district)

-E-mentoring programmes must have continuous interactions & reflective influences through the duration of the programme

-E-mentoring may not be a timely process if one or both parties is not conscientious about making quick responses to requests for information or advice

-For the e-mentor, e-mentoring can be more time consuming than face to face mentoring

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BARRIERS, DISADVANTAGES & CHALLENGES OF E-MENTORING IN OMT TRAINING:

c) <u>Costs: travel / technological</u>

-E-mentoring programmes may be difficult to maintain, because they require:

-coordination & management (both technical & human),

-facilitation and planning,

-implementation and

-evaluation

-technology to support e-mentoring

-access to computer technology, internet and computer literacy

-equipment issues (power outages, loss of internet connections, back up plans)

Brotherton 2001
Lehr B 2014

BARRIERS, DISADVANTAGES & CHALLENGES OF E-MENTORING IN OMT TRAINING:

d) <u>Privacy / Regulation Issues</u>

-Privacy & confidentiality issues (informed consent, release forms /patient privacy)

-Credentialing & Licensure issues

-Liability for Practice issues

-Legislation issues:
Tele-medicine i.e. tele-consultation: national frameworks concerning the health care system, existing connections between health care provides as well as data protection & legal security have to be taken into account

Legal uncertainties regarding tele-consultations & documentation of health data should be clarified

Anvari M. 2000
Axelsson C. 2014
WHO 2010

E-MENTORING FUTURE IN OMT?

Research Support:

Research that was identified has shown that e-mentoring can be as effective as traditional mentoring when the project is carefully planned, however, more research is needed

Bierema et al 2005

Traditional mentoring is _unlikely_ ever to be replaced.

However, _new technologies_ coincides & may provide a useful augment to _face-to-face mentoring_

Kealy WA et al 2003
Griffiths M, 2005
Rafaeli S 2004
Single & Single, 2005

Thank you for this opportunity to share with you all.

Please contact maffey1@gmail.com

Note all slides & full reference list will be available on the IFOMPT website