MentorCity™

How AO Foundation launched and scaled its mentorship program advancing diversity and inclusion using MentorCity

The Client

AO

INDUSTRY
Professional Association

LOCATION
HQ: Switzerland
Network: Global

NETWORK
520,000 healthcare professionals

The AO Foundation is a medically-guided non-profit organization with headquarters located in Davos, Switzerland. The foundation is the premier innovator in the surgical treatment of bone fractures and disorders and drives research, development and education by delivering products, services and courses to its clinical units and its global network of surgeons, operating room personnel and partners.

> "MentorCity has definitely **made the entire process much easier** for the AO Access team. It has played an important role in putting mentorship in the larger context of trying to create a culture change for DEI. **I think it helps us drive our message faster and larger in a very efficient way.** Most of the processes in MentorCity are automated. It's more about guiding people through it. In MentorCity, that is **very efficient and easy to manage**."
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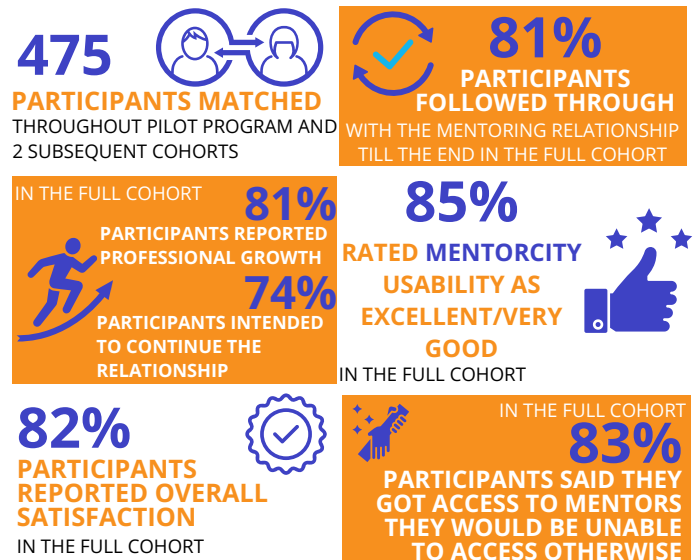> **TATJANA TOPALOVIC, Senior Project Manager, AO Access**

Challenges

- Building a mentorship program without having to do the time-consuming administrative work of pairing, prompting and tracking progress manually
- Finding a software solution that would help AO Access pioneer a new way of mentoring in their field based on non-clinical competencies
- Finding a solution that was budget-friendly and adaptable to fit their needs
- The need to have access to support especially when the mentorship program was being built for the first time

Solution

- A mentoring software that is intuitive and easy to use accompanied by a supportive team that's accessible and there to assist when needed.

Results

- Surpassed their goal of participants for the pilot program and scaled the program in future cohorts
- Engaged a diverse group of medical professionals and facilitated mentorship based on non-clinical competencies

475
PARTICIPANTS MATCHED
THROUGHOUT PILOT PROGRAM AND 2 SUBSEQUENT COHORTS

81%
PARTICIPANTS FOLLOWED THROUGH
WITH THE MENTORING RELATIONSHIP TILL THE END IN THE FULL COHORT

IN THE FULL COHORT
81%
PARTICIPANTS REPORTED PROFESSIONAL GROWTH
74%
PARTICIPANTS INTENDED TO CONTINUE THE RELATIONSHIP

85%
RATED MENTORCITY USABILITY AS EXCELLENT/VERY GOOD
IN THE FULL COHORT

82%
PARTICIPANTS REPORTED OVERALL SATISFACTION
IN THE FULL COHORT

IN THE FULL COHORT
83%
PARTICIPANTS SAID THEY GOT ACCESS TO MENTORS THEY WOULD BE UNABLE TO ACCESS OTHERWISE

Build your own unique mentorship program with MentorCity™

Request a tour today