

# PROPEL COACHING™



**Empowerment + Engagement = Sustainable Success!**

*In the United States, studies show:*

- **54% of medical doctors report having burnout symptoms** — AMA, 2018
- **63% of hospital RNs say burnout is affecting their performance** — Kronos, 2017
- **67% of hospital staff admit they're not engaged in their jobs** — Gallup, 2017
- **65% of hospital leaders see improvement initiatives fail** — HIMSS, 2015

## **PROPEL Principles™**

Learning to use the PROPEL Principles has been proven to rejuvenate people's outlook and empower them with the skills required to have collaborative relationships and successful careers.

**PROPEL = Passion, Relationships, Optimism, Proactivity, Energy, and Legacy.**

PROPEL coaching initiatives can teach your staff to master the six principles required to beat burnout and disengagement. Studies involving thousands of healthcare professionals has demonstrated that boosting wellbeing with leaders and staff enables them to work together to develop innovative solutions to challenges like turnover, toxic employees, terrible teamwork, poor patient flow, preventable errors, and low HCAHPS.

- **Personal Wellbeing:** The PROPEL Toolkit provides the practical application of six evidence-based steps that enable personal balance and high functioning relationships.
- **Professional Excellence:** PROPEL Coaching teaches leaders and staff how to adopt the positive practices that studies show drive high performance.
- **High Performance Teamwork:** Interdisciplinary PROPEL teams learn how to motivate the two-thirds of employees who are disengaged to achieve substantial performance improvement.

## Create a Culture that Sustains High Performance

Emotions are contagious. Working in settings immersed in human suffering makes it difficult to achieve and sustain the positive energy required to sustain high performance. When teams fall below a 3:1 ratio of positives to negatives, it becomes a struggle for people to engage in possibility thinking – making it difficult to find solutions.

PROPEL teaches people to personally maintain a high level of positivity. With more staff experiencing higher levels of wellbeing, they are able to collaboratively identify solutions and work diligently to implement them.

Everyone from the C-Suite to the bedside can learn how to effectively achieve and maintain optimal functioning:

**P**assion will be sustained when everyone shares the same values.

**R**elationships will become the greatest source of satisfaction at work.

**O**ptimism will prevail when having a positive mindset is rewarded.

**P**roactively utilizing strengths will empower people to perform at their best.

**E**nergy replenishment will enable people to persevere when facing challenges.

**L**egacy will engage leaders *and* staff in the effort to make a meaningful difference.

PROPEL initiatives have been shown to increase staff engagement by 40% – 80%. As a result, the toxic, actively disengaged staff members lose their ability to pull coworkers into downward spirals of blaming and conflict.

### PROPEL is an evidence-based approach.

Fifteen years of research in major academic medical centers and community hospitals has revealed that teaching leaders and staff to use the six PROPEL positive psychology principles significantly reduces burnout, turnover, and disengagement. Enhancing wellbeing enables people to bring their best selves to work and enables the teamwork required to find, implement and sustain successful solutions.



### PROPEL initiatives produce remarkable results that have been sustained for years:

- Staff burnout symptoms reduced from 37% to 6%
- Staff callout and FMLA decreased 75%
- Staff turnover dropped 80%
- Pediatric MRI scheduling down from 14 weeks to 10 days
- Bone marrow transplant procedures increased by 50%
- ED diversion due to psychiatric patient boarding virtually eliminated
- Patient fall rate cut by 70%
- Wait times for chemotherapy infusion reduced 6 hours
- Patient satisfaction scores up 50%

### PROPEL Coaching Services

*On-Site and On-Line Coaching* provides people with wellbeing using the PROPEL Toolkit. Coaches facilitate PROPEL Teams to enable leaders and staff to work together to provide the best, most cost-effective patient care.

**Contact Us Now** to discuss how to develop the positive resources that you and your organization need in order to overcome the challenges you're facing. Discover how you can PROPEL High Performance in your hospital!



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