



PROPEL Coaching™
Evidence-Based Six-Month Program

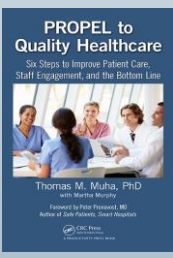

Six Steps Leading To Quality Healthcare, Staff Engagement, Retention and Cost Reductions

sue@tracecoaching.com
(206) 456-6167

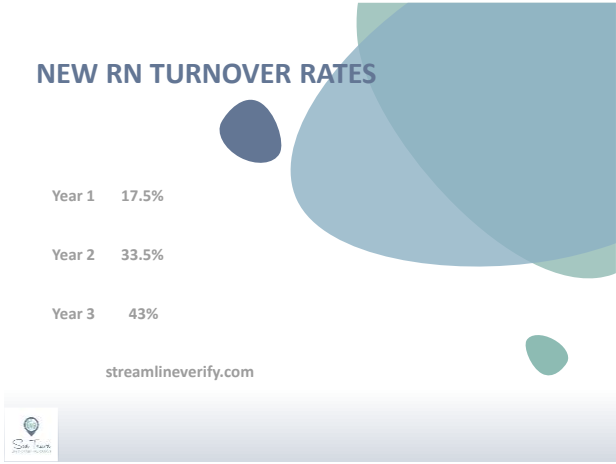
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PROPEL to Quality Healthcare

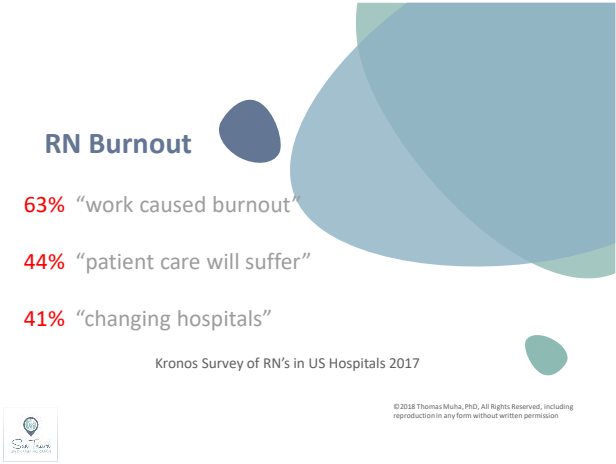
CRC Press, 2017


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MD Burnout

- 42%** Burned Out
- 12%** Colloquially Depressed
- 3%** Clinically Depressed

Medscape National Physician Burnout & Depression Report 2018

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WHAT IS THE DEFINITION OF BURNOUT?

The World Health Organization defines burnout as a problem associated **chronic workplace stress**; it is not an individual mental health diagnosis, nor the same as depression

- Burnout: **emotional exhaustion, depersonalization, and low sense of professional efficacy**
- A chronic **imbalance** of high **job demands** and inadequate **job resources** can lead to burnout

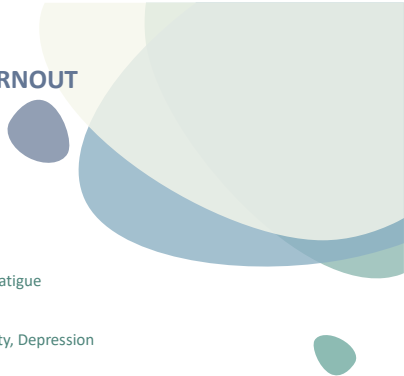
Sources: Maslach, C., W. B. Schaufeli, and M. P. Leiter. 2001. Job Burnout. Annu Rev Psychol. 52: 397-422; World Health Organization. 2019. QD85: Burn-out. <http://id.who.int/icd/entity/129180281>.




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STAGES OF BURNOUT

1. Exhaustion
2. Shame
3. Compassion Fatigue
4. Apathy, Anxiety, Depression



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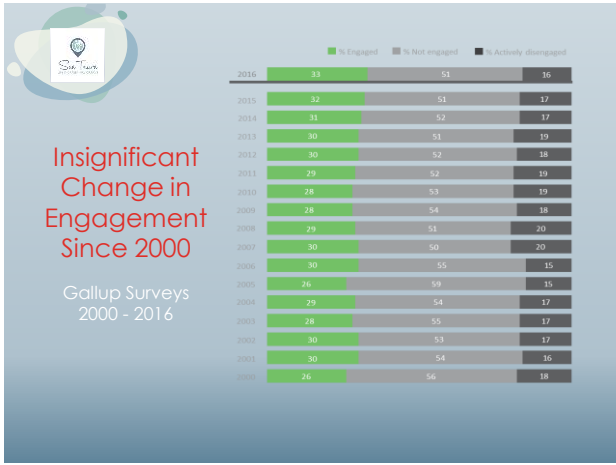
Effects of Negativity & Burnout Symptoms

- Intolerant**
- Irritable**
- Uncreative**
- Critical**
- Memory Impaired**
- Poor Decisions**

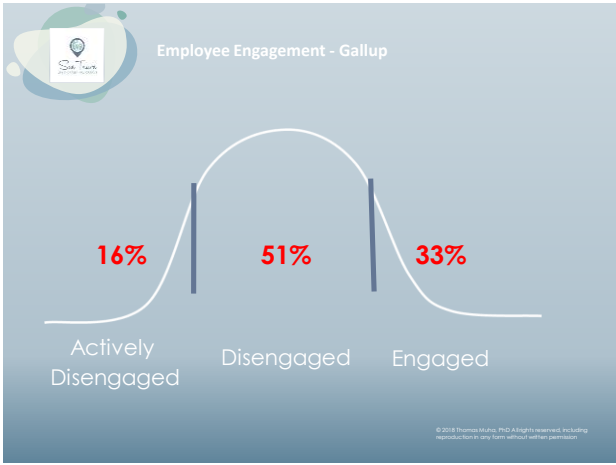
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Patient Safety & Satisfaction

Units with Low Engagement

- Surgery Patients 54x more likely to get SSI
- Patients 18x more likely to get HAI
- Hospital pays \$1.1M more in malpractice claims
- Every 10% disengaged = 2% lower HCAHPS

Gallup

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Preventable Medical Errors

15 Million every year
440,000 deaths
80% of time someone is aware


J. Patient Safety, 2013

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Johns Hopkins 2016

**Preventable Medical Errors:
Third Leading Cause of Death in US
Cost: \$1 Trillion Per Year**




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RN Turnover Costs

Hospital RN Turnover Rate =	16.8%
Average Cost per RN =	\$49,500
Hospital Average Annual Loss =	\$5.7M

NSI 2018 National Health Care Retention & RN Staffing Report

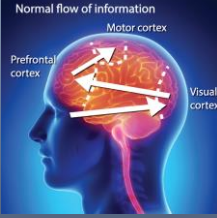


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BRAIN PROCESSING

Normal flow of information



Flow under stress





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Stress = Fear

- Vulnerable
- Distrust
- Negativity Bias
- Weaknesses
- Instant Gratification
- Pressured



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DISTRUST & TRUST

"Distrust Or Trust"

Wisdom
Integrity
Strategy
Empathy/
Compassion

Foresight
Insight
Trust

"Interaction Dynamics"

Cortisol & Oxytocin

Small logo in bottom left corner.

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SCIENCE AND RESEARCH

Positive Emotions
Engagement
Meaningfulness
Relationships
Accomplishments

Using the New Positive Psychology to Realize Your Potential for Lasting Fulfillment
Authentic Happiness
Martin E. P. Seligman, Ph.D.

A Visionary New Understanding of Happiness and Well-being
Flourish
MARTIN E.P. SELIGMAN
THE SCIENCE OF WELL-BEING

Small logo in bottom left corner.

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How can Positivity Build our Ability to Flourish?

- Brings forth Positive Emotions
- Changes How You Think
- Fuels your best possible self and future
- Counteracts Negativity
- Creates Tipping Points

You can increase your positivity by Re-training your Brain to be more Positive!

Small logo in top left corner.

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Improvement in Health Care

Percent improvement over a two year period.

26	Patient Satisfaction
26	Willing to Recommend
8	Voluntary Turnover
36	Climate
38	Participation
29	Quality of Care
38	Manager Support
34	Resource Adequacy
12	Physician/Nurse Relations

Small logo in bottom left corner.

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PROPEL – EMPOWER + ENGAGE = SUCCEED!

Passion
 Relationships
 Optimism
 Proactivity
 Energy
 Legacy

The PROPEL Toolkit®

Exercises to Elevate Your Level of Satisfaction and Success



From PROPEL to Quality Healthcare: Six Steps to Improve Patient Care, Staff Engagement and the Bottom Line by Dr. Tom Muha



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Passion

Obsessive = Controlling

Harmonious = Collaborative

Robert Vallerand, Université du Québec à Montréal

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MINDSET SHIFT

From	To
OBSESSIVE CONTROL	HARMONIOUS COLLABORATION
<p>My Plan</p> <p>Your Responsibility</p> <p>Accountability</p>	<p>Aligned Values</p> <p>Shared Vision</p> <p>Accountability</p>

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Oettingen, G. 2014 *Rethinking Positive Thinking*

Mindset Shift

Wish

Outcome

Obstacle

Plan

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Relationships

90% of Conversations "Controlling"



Tell → SELL → YELL!

Conversational Intelligence, 2018



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Relationships

3:1 Positive/Negative

- ↳ Inquiry
- ↳ Mapping
- ↳ WWILL?


↳

Empathy

↳

Enthusiasm

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Optimism


Pessimists explain negative events as . . .

- Personal
- Permanent
- Pervasive

Optimists think about problems as . . .

- Temporary
- Specific
- Situational

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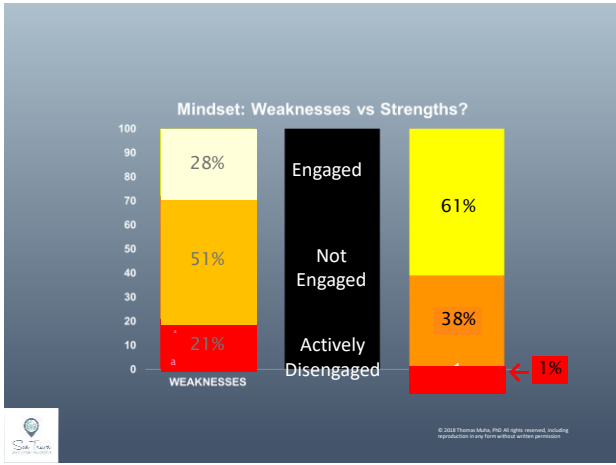
Proactive

VIA Character Strengths

Gallup StrengthsFinder



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Energy

Recharge "Storehouses"

- Physical
- Mental
- Emotional
- Spiritual

Loehr and Schwartz, The Power of Full Engagement

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Legacy

Making A Meaningful Difference

Engage
Influence
Tip

"The Happiest People Make A Difference in the Lives of Others"

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6 Mindset Shifts that occur as a result of PROPEL COACHING™

- Controlling → Collaborative
- Negative → Positive
- Personal → Situational
- Weakness → Strengths
- Harmful → Helpful
- Me → We

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Mindset Shift

Reframe Stress:

Energy = Engage
+
1% Solution

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PROPEL Coaching™ = Collaborative Teams

- P/N Ratio > 5:1
- Psychologically Safe
- Smart Team Rules
- Win-Win Outcomes
- Gratitude

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25-Week PROPEL Coaching™ Program Overview

- Initial Meetings with CNO/CNE and Nursing Director
- Nurse Manager completes the 6 week PROPEL Toolkit©
- Focus Groups conducted with the staff
- 4 – 6 of the most engaged staff members are identified and form the PROPEL Team
- PROPEL Team completes 6 week PROPEL Toolkit©

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Summit Kick-off Meeting

- Values
- Vision
- Current Reality
- Goal
- 1st Step
- Countability

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Engage PROPEL Team Members







Progress
Lessons
1% Solutions
→Presuasion
→6 Sources of Influence

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Pre-Suasion

 Reciprocity	 Scarcity
 Authority	 Consistency
 Liking	 Consensus

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6 Sources of Influence

	MOTIVATION	ABILITY
PERSONAL	1 LINK TO MISSION AND VALUES	2 OVERINVEST IN SKILL BUILDING
SOCIAL	3 HARNESS PEER PRESSURE	4 CREATE SOCIAL SUPPORT
STRUCTURAL	5 ALIGN REWARDS AND ASSURE ACCOUNTABILITY	6 CHANGE THE ENVIRONMENT

Influencer: The Power to Change Anything by Patterson, Grenny, Maxfield, McMillan, and Switzler



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Closing Summit


Celebrate Success
Personal Lessons
Professional Take-Aways?
Sustainability Plan

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Meet Jan – a nurse manager’s unit prior to PROPEL Coaching™



Jan

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Jan’s Initial Staff Assessment

- Engagement 3%
- Satisfaction 1%
- Retention 0%

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Jan’s Unit’s Initial Patient Assessment

- Safety (SSI) 8%
- Satisfaction 38%

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Jan’s New Staff Assessment After 6-Month PROPEL COACHING™ Program

- Engagement 3% → 85%
- Satisfaction 1% → 87%
- Retention 0% → 80%

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Jan's Unit's new Patient Assessment after 6-month PROPEL Coaching™ Program

Safety (SSI) 8% → 4%

Satisfaction 38% → 88%

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Empower + Engage = Succeed!




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PROPEL Coaching™ Program Benefits the Pathways to Excellence Standards


- 1. Pathway Standard #1: Shared Decision Making**
 - Collaborative Teams working together
 - Increased positive communication
 - Engaged and empowered staff strengthen the shared governance culture
- 2. Pathway Standard #2: Leadership**
 - CNO, Directors, Nurse Managers having completed the PROPEL Toolkit will be equipped to foster the foundation of collaboration amongst staff and support the shared governance environment
 - Decreased staff turnover equates to cost reductions
- 3. Pathway Standard #3: Safety**
 - Increases Psychological safety of staff
 - Proven to increase patient satisfaction, HCHAPS scores and safety



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PROPEL Coaching™ Program Benefits the Pathways to Excellence Standards

- 4. Pathway Standard #4: Quality**
 - Outcomes show decrease in patient SSI and HAI, decreased medical errors due to empowered and engaged staff
- 5. Pathway Standard #5: Well-Being**
 - Nurses and staff gain tools to increase energy replenishment, build resilience against stress and burnout and flourish both personally and professionally
- 6. Pathway Standard #6: Professional Development**
 - Engaged and collaborative staff deliver safe and effective patient care
 - Measurable increase in staff retention




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PROPEL Coaching™ Outcomes Align with Magnet Designation

ANCC touts among the benefits of Magnet designation for hospitals:

- being able to attract and retain top talent
- improving patient care, safety, and satisfaction
- fostering a collaborative culture
- advancing nursing standards and practice
- growing the facility's business and financial success




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PROPEL Coaching™ Aligns with the NAM's 6 Goals to Reduce Burnout and Foster Professional Well-Being

- Goal 1 - Create Positive Work Environments
- Goal 2 - Create Positive Learning Environments
- Goal 3 - Reduce Administrative Burden
- Goal 4 - Enable Technology Solutions
- Goal 5 - Provide support to Clinicians & Learners
- Goal 6 - Invest in Research

The National Academy of Medicine Clinician Wellbeing Report
October 2019



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Evidence-Based Six-Month Program

Six Steps Leading To Quality Healthcare, Staff Engagement, Retention and Cost Reductions

sue@tracecoaching.com
(206) 456-6167

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