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### In This Issue

[The Leading Edge: The Cornerstones of Customer Service Initiatives](#)

[Employees Matter: The Importance of Breaks](#)

[News You Can Use: Certification Programs for EHRs in Long-Term Care](#)

[Just for Fun: Resume Blunders](#)



**MDS 3.0 Goes Into Effect October 2, 2010!**  
**Make sure you are up to speed and ready to go with this timely new program from Donna Manring!**

*CMS is strongly encouraging facilities to initiate training programs and develop new policy and procedures **NOW!** There are many changes from MDS 2.0 to the new MDS 3.0. MDS 3.0 is not a revision of MDS 2.0. This is an entirely new document that will impact the whole interdisciplinary team. Facilities that do not comply with the new required assessments, coding and reporting dates are at risk for penalties and reimbursement. All team members must be trained, and organizations will need a plan for implementation.*

This new program from **Donna Manring DTR** will help you to get your facility ready so you can hit the ground running with maximum preparedness to implement MDS 3.0 properly, to increase your revenue and deliver better customer service to boot! [Learn more now!](#)

**Customer Service Cornerstones**

Now more than ever, your customers are graced with the powerful ability to spread the word about the services and experiences they have with your healthcare organization. From blogs and forums to word of mouth, your customers and patients can disseminate information instantaneously. With this in mind, customer services initiatives quickly make their way to the top of the priority list.

### **What Every Good Customer Service Initiative Should Include**

Whether you're implementing a new customer service initiative, or just building off an existing one, you should always ensure that you abide by the following cornerstones:

- **Engage and sustain senior level support.** Senior level support gives your customer service initiative credibility and longevity. If senior executives rally around the effort, everyone else down the ladder is more likely to follow suit.
- **Get down to basics.** Never underestimate the power of getting back down to basics. Make sure your initiative includes development of fundamental customer service requirements, including the ability to make eye contact, smile, have friendly/courteous behavior, take initiative/responsibility, and avoid making excuses.
- **Define measurable goals.** If you don't measure your goals, there's no way to know if you've really improved anything. Your customer service goals must be measurable goals that can be accomplished in a defined period of time. You'll want to make sure your goals are specific and include mechanisms to hold team members accountable.
- **Keep communication lines open.** Make reporting and other analytic measures available to all relevant team members. This helps keep team members engaged and motivated; if they know everyone is consistently keeping score, they will be more apt give their top effort.

Remember, it's never been more important to take control of your customer satisfaction program. Not only are scores now accessible to the consumer, but competition is also everywhere and customers expect more today than ever before. By following the cornerstones above, you can help make your initiative rock solid!

Need more help with your customer service initiative? Let us help! [Contact a Maun-Lemke representative right away.](#)

*"Life has no limitations, except for the ones you make."  
-Les Brown*

## **Want to be More Productive? Take a Break!**

Healthcare professionals often fail to take adequate breaks while they are at work. In fact, if you're like many people, your workday is extremely busy, and you may feel that if you take your full breaks your productivity might suffer. But is that really how it works? Are you really that more productive if you skip out on your breaks?

Here we consider the benefits of breaks and why they're so important.

### **The Benefits of Breaks**

#### **Preventing Burnout**

People who work continually face complete and utter burnout. Burnout and physical exhaustion can lead to chronic headaches, fatigue, and an inability to concentrate. So, you have to ask yourself: What good is a burnt out employee?

Everyone is human, and that means that we all get tired and worn out if breaks are not taken at work. It does not matter whether you work full or part-time, it is still important to take breaks. Use your break time everyday to recharge your batteries, so you can return to work refreshed and ready to tackle the rest of the day.

#### **Increasing Alertness**

In healthcare, it's critical to maintain alertness as our patients and customers require focused,

undivided attention. Employees who take adequate breaks at work will find that they are more alert and productive than employees who work through until it is time to clock off and go home. If you feel guilty about taking a break during a busy time, just remember that you are most likely doing you and your patients a favor.

### **Improving Morale**

Strong, positive work relationships provide a support system and help employees better cope with stressful situations at work. Employees who take breaks with their co-workers leverage bonding opportunities, which can help build these positive relationships.

The next time you're tempted to skip your break, just remember that you really can be doing you and your employer a disservice by doing so. Keep the above benefits in mind and fully enjoy your brief break from the day.

*"Without a compelling cause, our employees are just putting in time. Their minds might be engaged, but their hearts are not."*

—Lee J Colan

## **Commission Launches Certification Programs for EHRs in Long-Term Care**

The Certification Commission for Health Information Technology (CCHIT) has launched new CCHIT Certified programs for electronic health records (EHRs) in long-term care, which also includes optional add-on certifications for EHRs used in skilled nursing facilities.

These independently developed CCHIT Certified programs go beyond the current federal minimum requirements in order to meet the longer-term needs of healthcare providers.

The criteria and inspection processes for these new CCHIT Certified programs were developed by work group volunteers representing a broad range of expertise, including physicians, hospitals, health IT developers, payers, healthcare purchasers and consumers. The certification development process included evaluating provider needs, understanding currently available standards, analyzing public response to drafted criteria and test scripts, and publication of a future roadmap of certification requirements for these new areas.

To learn more visit [http://www.cchit.org/get\\_certified](http://www.cchit.org/get_certified)

*"Most of us ask for advice when we know the answer but we want a different one."*

-Ivern Ball

## **Resume Blunders You Have to See to Believe!**

*No doubt about it — taking that extra 10 minutes to proof your resume can make a big difference. Take a look at some of these resume blunders!*

- Objective: Seeking a party-time position with room for advancement
- Professional headline: 1 year old marketing executive
- Achievement: Planned new corporate facility at \$3M over budget.
- Explanation of employment gap: career break in 1999 to renovate my horse
- References: Referees available upon request
- Skills: I am a rabid typist
- Strengths: Impersonal skills
- Hobbies: Enjoy cooking Chinese and Italians
- Education: College: August 1880 to May 1984
- Cover letter: I would like to assure you that I am a hardly working person

## And just how much information on a resume is too much?

- Personal Information: Married, eight children, prefer frequent travel
- Language Skills: Exposure to German for two years-but many words are inappropriate for business
- Reason for leaving last job: the owner gave new meaning to the word paranoia
- Achievements: Nominated for prom queen
- Education: Finished eighth in a class of ten
- Interests: Gossiping
- Awards: National record for eating 45 eggs in two minute
- References: Bill, Tom, Eric - but I don't know their phone numbers
- Salary: The higher the better
- Cover letter: Please disregard the attached resume; it's totally outdated

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