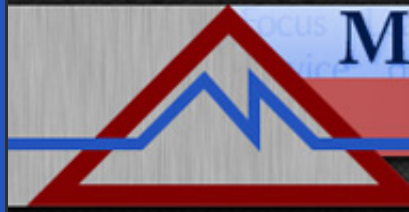


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MAUN-LEMKE

Changing the Results of Healthcare

SOLUTIONS

The Newsletter for Healthcare & Human Services

July 13, 2012



Food For Thought



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Mystery Shopping

How would you score?

Maun-Lemke has been Mystery Shopping healthcare organizations, by phone and live visits, for over 20 years. We create a new Mystery Shopping 'scenario' each month specific to the type and treatment specialization to be shopped (Long Term, Assisted Living, Alzheimer's, Hospice, Home Care, Mental Health, Independent Living). We rotate our Mystery Shoppers so they do not contact the same facility within a 6-month time frame. All Maun-Lemke Mystery Shoppers have healthcare experience, are trained by us and each of their reports are reviewed for grading consistency.

Consumers today are taking a much greater interest in their healthcare. They are becoming more empowered to explore healthcare options for themselves and their loved ones. Providers can no

longer merely depend on discharge planners and referral sources to keep facilities full. They need to know how their organization's staff handles inquiries.

If you'd like information on Mystery Shopping your facility, call Kathy Cain at 800.356.2233.

Address Your Stress: Tips to Help You Feel Better Now as Opposed to Later

In addition to your busy healthcare job, stress is probably just about everywhere you look: It's in the little things that get under your skin such as traffic jams, difficult customers, long lines and rude remarks. It's also in the bigger things that drag you down, such as downsizing, rising prices, angry bosses, illnesses and/or the loss of a loved one.

Unfortunately, many of us 'manage' this stress by overspending, overeating, smoking or abusing alcohol or drugs. Of course, these counterproductive coping mechanisms only lead to bigger problems and thus more stress. That's why it's essential to address and cope with stress in a productive and healthy way.

Take note of these quick, effective, and healthy tips!

- **Breathe.** Perhaps as the result of a lifetime of stress, adults often breathe shallowly, into the upper part of the lungs. Breathing deeply is important because it brings in about a gallon of air per breath and is vital to the optimal functioning of the brain. Taking just one minute to focus on slow, deep breathing can help lower your feelings of stress and anger.
- **Stretch.** Our bodies are a warehouse for tension. Every episode of stress can generate muscle tension that tends to sit in our bodies like a tightly wound spring. A great and easy way to unleash this pent up stress is by stretching. Even simple stretches like holding your hands above your head and reaching up high can help relieve tension.
- **Listen.** Research shows that when you really connect with a person, your brain will release feel-good chemicals like dopamine and serotonin, making your interaction with that person a potentially healing encounter. So, listen more. It's good for your relationships and it's good for your health.
- **Visualize.** Believe it or not, your body can't tell the difference between when you are imagining something and when you're actually doing it. If you vividly imagine climbing a mountain, your body will release some of the same stress chemicals it would if you were actually climbing the mountain. So, to help lower your stress by visualization, simply imagine something you find very relaxing. You'll be amazed at how you feel.

Managing stress is not as hard as you think. In fact, you can lower your stress right now with the strategies just discussed—not next week or next month or even next year, but right at this minute. Now, that's a relief!

*"For fast-acting relief, try slowing down."
—Lily Tomlin*

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