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Just 7 more Medicare customers can deliver over \$1 million to your top line.

This additional revenue offsets losses from Medicaid reimbursement rates.

Does your organization need to grow revenue?

Clint Maun and Maun-Lemke have over 25 years of expertise in "changing the results of healthcare". We have learned through that to assure their sustainability, LTC organizations **must not be** revenue dependent upon Medicaid.

Maun-Lemke's proven A.R.M.S. Length Revenue Enhancement System can be implemented cost-effectively through our step-by-step process and web-based computer consulting support. For information on the A.R.M.S. Length System and how your organization can achieve their full Revenue potential, call Kathy Cain or Chad Maun at (800) 356-2233.

3 Ways to Improve Your Hiring Process

Hiring a great, effective and competent staff is no easy feat. That's why there are several businesses across the nation dedicated to recruiting and screening healthcare professionals. Of course, it is possible to make smart hiring decisions in-house—it just takes some preparation and practice. Here

are three great ways you can improve and enhance your hiring process:

1. Engage Managers & Team Members to Create Accurate Job Descriptions

Plain and simple, if the job description is vague, screening and interview questions will not be effective. To ensure you have a detailed and accurate job description, involve the hiring manager and senior staff members to help write job descriptions. Go through each bullet point with those individuals. Keep a special focus on what may be perceived as unattractive or tedious parts of the job. Although you definitely want a high volume of quality candidates, you do want to ensure that every aspect of the job is described to help ensure complete visibility into the position. This will ultimately help you find the best person for the job.

2. Discover Behavioral Patterns in Addition to Skill Sets

Make sure you focus on behavioral traits, which will help shed light on how a candidate truly feels about their profession. For example, to evaluate whether an applicant genuinely enjoys their job and is caring and compassionate, you can ask questions like: "What was your most rewarding experience helping others? What exactly did you do? What motivated you to do this?"

Behavioral questions like these allow candidates to describe in detail they acted in previous relevant situations, and they enable you to determine the level of excitement and dedication they offer. Past behavior questions should ultimately help you predict how the candidate will act in the future.

3. Always Be Aware of Common Hiring Mistakes

Before the interview process begins, make a conscious effort to remind yourself of these common mistakes:

- **Hiring based on a 'gut' feeling.** Your personal impression is important and shouldn't be completely ignored, but evaluating on core competencies and criteria should be your primary guide.
- **Mistaking passion as a skill.** A passionate candidate is a tremendous plus, but passion is not a substitute for competent, skilled healthcare professionals. Just remember that the field needs patient-focused individuals who also have the competencies to succeed. If you have a passionate and skilled healthcare professional, congratulations!
- **Talking too much.** Don't spend more time speaking than the candidate—you won't get a good idea of their qualifications if you don't give them ample time to talk.

Making smart and effective hiring decisions is possible. Be sure you keep the tips just covered in mind and you will be one step closer towards hiring employees that will fit in at your organization, have a positive work ethic, and show compassion towards patients.

*"The only source of knowledge is experience."
—Albert Einstein*

How to Make the Most of Mentoring

If you have a mentor, you undoubtedly need to know how you can maximize this important resource. Indeed, your mentoring relationship can give you the necessary skills and know-how to move your career into the fast track. Here are some practical suggestions that can greatly increase the effectiveness and value of your mentoring relationships.

Take the initiative with the process

Mentors invest considerably more time in the relationship when they see commitment on the part of their mentoring partners. Here's how you can show you initiative to your mentor:

- Identify objectives and outcomes that have meaning to you, and that you see as critical to your development.

- Create detailed and meaningful agendas for your meetings.
- Make sure you complete all tasks and to-dos that your mentor has assigned and always welcome feedback with an open and grateful ear.
- Always keep your appointments.

Express genuine professional interest in your mentor

Your mentor is accomplished and successful. Make sure you maximize this opportunity by showing interest in how they got to where they are—you will learn a lot by doing this.

Here's how to show your interest:

- Ask your mentor what their biggest professional challenges have been and how they overcame them.
- Ask your mentor what skills have been most beneficial to them in their professional development.
- Ask your mentor how you can help them succeed. Always remember that you can provide valuable insights to your mentor.

Ensure You Are Always Effectively Communicating

Regular communication between you and your mentor cannot be left to chance. Here's how to establish regular and effective communication with your mentor:

- Identify the best way to communicate with your mentor; people have diverse needs and communication preferences. Ask questions, so you will be sure to find the best way to stay in touch!
- Set meetings at regular intervals with your mentor, and make sure your mentor's schedules and commitments are discussed, so that the plan is realistic.
- Provide an agenda and reminder for each scheduled meeting.
- Be flexible and able to meet scheduling changes, but do not give up on regular communication with your mentor. Not all meetings need to be in person. Be creative on how to find ways to meet with your mentor.

Remember, having a mentor within your organization is a significant asset for your career. Make the most out of a mentoring relationship with the tips above!

*"Tell me and I forget, teach me and I may remember, involve me and I learn."
—Benjamin Franklin*

Electronic Social Security Payments: Prepare Now

Seniors who receive their Social Security payments in the form of a paper check will be going electronic in 2013. The U.S. Treasury Department's "Go Direct" initiative will replace paper checks with direct deposits for federal benefit payments March 1, including VA payments, Supplemental Security Income and other federal program benefits.

The electronic system will deposit seniors' federal benefits into a checking or savings account, or as a credit on a prepaid debit card if no bank account is available. Seniors may switch to the new federal direct deposit system early, if they wish. Those who applied for federal benefits after May 2011 should already be on the electronic direct deposit system.

Nursing homes and other long-term care facilities also should benefit from the electronic transition through better efficiency and reduced paperwork. Residents won't have to deposit paper checks at a bank before their funds are available and won't have to worry about checks being stolen or lost.

But, it is important to be aware of the possible risks and complications with the new system as well. Facilities must have the financial systems and operational procedures in place to accept and manage

electronic payments. Moreover, early education and light training with electronic banking can help reduce any apprehensions about no longer receiving a paper check.

Halloween Humor!

Tis the season for some scary humor!

How do you fix a jack-o-lantern?

With a pumpkin patch.

How does a girl vampire flirt?

She bats her eyes.

What did the french fries dress up as for Halloween?

Masked potatoes.

What did the little ghost have in his rock collection?

Tombstones.

What did the mother ghost say to the baby ghost?

"Don't spook until you're spoken to."

What did the skeleton say to the bartender?

I'd like a beer and a mop!

What did the skeleton say while riding his Harley?

I'm bone to be wild.

What do baby ghosts wear on their feet?

Boo-ties

What do ghosts and goblins drink on Halloween?

Ghoul-aid.

What do ghosts put on top of an ice cream sundae?

Whipped scream.

What do ghosts serve for dessert?

I Scream.

What do witches put on their hair?

Scare spray.

What do you call a ghost in a torn sheet?

A holy terror.

What do you call a ghost with a broken leg?

Hoblin Goblin.

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