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Food For Thought



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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.

[Can You Connect with Others?](#)

Great healthcare leaders, mentors, and professionals have the ability to connect with others. And this ability can prove extremely beneficial when working with superiors, colleagues, and patients. Being able to connect with another individual makes communication and caring/treatment process that much more efficient and effective.

So, what does this connection look like? Research tells us that you can make a physical, emotional and psychological connection with another individual when you:

- **Smile.** Smiling is a huge part of connecting with others. Smiling is the universal language. Even the peace sign can be misinterpreted and offensive in different cultures and countries. The meaning of a smile, on other hand, is universal. Smiling is a big part of establishing a connection.
- **Make eye contact.** It's often said that the eyes are the window to the soul. A person who connects with people knows the power of eye contact and they will constantly look at the other individual.
- **See the good in people.** People who naturally connect with others immediately see the redeeming qualities of a person, and build on those qualities to move forward.
- **Get in synch with people.** Synchrony is all about being in the same moment and same 'groove' as the other person you are conversing or working with. Healthcare professionals who have the ability to connect always aim to synchronize with the person they are working with or caring for.
- **Listen.** Listening is one of the hardest skills that you can possibly learn, and great healthcare professionals are avid listeners.

Great healthcare professionals have the ability to connect with others, and they demonstrate their ability to connect by smiling, making eye contact, seeing the good and getting in synch with people, and by listening. If making a connection doesn't come naturally to you, focus on these items—you can help create that powerful connection when you do!

*"Communication - the human connection - is the key to personal and career success."
—Paul J Meyer*

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