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Could *your* healthcare facility benefit from this?

Every healthcare facility can benefit from Revenue Enhancement!

Clint Maun, CSP has **two new programs** *custom-designed* to help you enhance your **revenue streams** and deliver increased customer satisfaction, smoother operations and sustainable, long-term market viability, especially given the forthcoming changes resulting from the recent healthcare reform!

These exciting new programs bring a wealth of proven-solutions to bear on improving your facility's revenue, so you can invest in other important aspects of your business, such as staff rewards & retention, site/technology improvements, partnership integration projects and more!

**The Continuum of Care Dating Game:
Moving the Relationship from Courtship to
Engagement**



The healthcare delivery system will, and has, become a **bundled set of partnerships**. What does your post acute organization need to do for profitability and successful business growth? This program offers immediate techniques for enhancing and leveraging your hospital relationship to help you deliver better care, as well as optimize your revenue potential, for you **and** your partners.

Blueprint for Growing Revenue When Healthcare Funding is Going Down the Drain

Do you have progressive strategies, dedicated team effort, partnerships and goals for keeping and building your revenue stream? There are winning tactics and techniques that will generate revenue **growth** - not just sustainability. Learn **proven** and **specific** action steps your team can develop and implement immediately to grow your revenue!

**Let Clint Maun show your organization how to
Increase Revenue Now while Preparing for Tomorrow!**

**Review Clint Maun's Biography and References at <http://www.maunlemke.com>
or call Kathy Cain at 800.356.2233 for more information**



**Book multiple speakers for a \$\$\$ discount.
Ask us how!**

Enhance Your Presence! How to Improve Staff & Employee Interaction

If you're in management or are an administrator, you're probably always wondering what your staff really wants to tell you and what they would really like for you to do. To be sure, you most likely put all your effort toward increased efficiency and communication, but still always wonder what you could be doing better with your staff.

If you're looking to take your staff interactions and communications to the next level (hint: we all should be!) then consider these three approaches.

1. **A consistent presence doesn't mean you're a micromanager.** Simply put, you can't achieve good and natural rapport with your staff unless you make the effort to converse and check in with them daily. Moreover, a consistent presence will enable you to get a gauge how employees are caring for patients or perhaps who may be taking unscheduled breaks. Your frequent presence raises the level of professionalism of your staff and keeps you in touch with the realities of day-to-day care—it doesn't make you an overbearing micromanager.
2. **You should actively reach out and communicate to other departments.** Interdepartmental issues frequently arise, and when they do, it's hard for your staff to determine the right and best method of communication. For example, interdepartmental friction, staff frustration and reduced patient care can all occur if your staff logs maintenance issues, but the repairs never come. You should set the expectation that your staff needs to report these issues to you, and then make it clear that you will take it from there. Interdepartmental issues should be addressed and solved from above. Actively reach out to your counterparts in other departments when issues arise.

3. **Acknowledge personal issues and continually guide your staff to the help they need.** In addition to the pressure and stress healthcare professionals face on a daily basis, many also have the added complexities of a stressful home life. Whether it's financial difficulties, domestic strain, or perhaps substance abuse, there are several issues that can affect your employees' work performance. Although it's certainly not your place to diagnose and treat issues, it is within your role to guide employees to the assistance they need if you feel they are experiencing difficulties. Many problems can be remedied by offering an employee assistance program that provides counseling and referrals to additional resources. For more on EAP programs, visit the Employee Assistance Trade Association at easna.org.

"It is discouraging how many people are shocked by honesty and how few by deceit."
—Noel Coward

4 Great Ways to Exude Confidence (even when times are tough)

We all know that confidence is critical to professional success and to building a positive and professional image at work. What we may not know, however, is how to consistently and effectively display that confidence. Indeed, exuding confidence when you've been challenged, proven wrong, or when you're just feeling a little down in the dumps is not always easy. Fortunately, there are still some tricks and tips you can employ to show a strong, confident demeanor at work. Consider this:

1. **Maintain a razor-like focus on your top strength.** Even if your self-esteem is waning, consider your top strength and hold onto it for all it's worth. A key to confidence is believing in yourself, and focusing on your strengths will help reinforce the idea that you are talented. Focusing on your talents will help you walk taller, make stronger eye contact, give a proper handshake, and simply own your personal space.
2. **Be prepared for threats and questioning.** Keep in mind that you may be teased for making improvements (i.e., displaying a more positive attitude, attending to your appearance more, etc). Your colleagues may feel threatened by your confidence and question it with statements like, "Are you trying to kiss up?" or "What's up with your new look?" Just be prepared and vow not to be shaken to your core because of others' lack of self-confidence when they direct it toward you.
3. **Welcome encouragement and feedback from your network.** The key people in your life—your spouse or partner, family members, close friends, long time colleagues all want to see you be successful. So, accept their praise when they give it, and also accept their feedback with open ears. Always remember that success comes from having a team around you that supports your dreams.
4. **Take 5 seconds before you answer a question or speak.** We all have the tendency to blurt out the first thing that comes to our mind when asked a question. Of course, this can have its ramifications. You can say something you didn't mean or miss-speak; both of which can have an impact on your confidence later on down the road. So, make it a habit to take 5 seconds to formulate what you want to say before you speak. It could be as simple as telling yourself that you will answer the question in a positive and confident manner. Taking just a few seconds to prep yourself before you speak can take your self-confidence a long way.

Remember, confidence isn't necessarily something you are born with. You need to build and refine it over time. Practice the strategies above and you will certainly take your confidence to the next level!

*"Be who you are and say what you feel, because those who mind don't matter,
and those who matter don't mind."*
— Bernard M. Baruch

Responding to criticism that Medicare is not paying for enough seniors' skilled-nursing care following serious hospitalizations, Rep. Jim McDermott (D-Wash.) has introduced a bill that would eliminate a barrier to rehab care known as the "three-day rule."

Looking at the Three-Day Rule

Currently, the three-day rule says Medicare will not pay for the time that seniors spend in a nursing home recovering from a hospital stay unless they were hospitalized as an inpatient for three days. McDermott's bill, the Fairness for Beneficiaries Act, would eliminate the three-day requirement and replace it with a provision that says seniors would need a physician to certify their need for skilled-nursing, regardless of time spent as an inpatient.

What Are the Implications?

Repealing the three-day rule would likely increase Medicare costs for skilled-nursing services. But McDermott, a psychiatrist, argued in the Congressional Record that the costs for acute-care hospitalizations would decrease at the same time, because patients would no longer be held for three days in a hospital just so they could qualify for skilled-nursing coverage. He also argued that less time inside hospitals would lead to fewer expenses treating Medicare patients who contract infections while receiving care.

"A lot of people are afraid of heights. Not me, I'm afraid of widths."
—Steven Wright

A Husband Takes a Shot at Assertiveness

A mild-mannered man was tired of being bossed around by his wife so he went to a psychiatrist. The psychiatrist said he needed to build his self-esteem, and so gave him a book on assertiveness, which he read on the way home.

He had finished the book by the time he reached his house. The man stormed into the house and walked up to his wife.

Pointing a finger in her face, he said, "From now on, I want you to know that I am the man of this house, and my word is law! I want you to prepare me a gourmet meal tonight, and when I'm finished eating my meal, I expect a sumptuous dessert afterward. Then, after dinner, you're going to draw me my bath so I can relax. And when I'm finished with my bath, guess who's going to dress me and comb my hair?"

"The funeral director," said his wife.

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