

Email not displaying correctly?

[View it in your browser](#)



August 1, 2014



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 us at (800) 356-2233.



Communication Corner

Humor & Healthcare: Do They Go Hand-In-Hand?

Even in the most serious healthcare settings, the use of humor can have a positive impact—at least according to research published in the UK-based Journal of Clinical Nursing.

Researchers spent nearly 300 hours observing and conducting interviews with staff, patients, and families in an intensive care unit and a palliative care unit for people with terminal illnesses. They concluded that humor plays an essential role in promoting team relationships and adding a human dimension to the care and support that staff provided to seriously ill patients and their families.

The researchers found that staff used humor in a number of beneficial ways, including:

- **To cope with, and sometimes distance themselves, from difficult situations.** It's extremely hard not to empathize or feel the pain a patient and family is going through. Healthcare professionals in this study who were able to poke fun of themselves or their team members (in a lighthearted and appropriate way) were able to create some healthy distance in emotionally painful situations.
- **To connect with other healthcare professionals and provide mutual support.** Research in the study showed that shared laughter energized staff and helped create a sense of community. Some staff noted that when they have a stressful day and are ready to cry, it's sometimes easier to use humor and take it in another direction as opposed to crying on someone's shoulder.
- **To connect with patients and make them feel cared for as individuals.** In this study, researchers noted that one healthcare aide took a joke picture of a patient with a bubble bath helmet on his head. The picture put the patient at ease and it became one of his prized possessions. He showed it to everyone who visited as evidence of the "special treatment" he was receiving.
- **To reduce patients' embarrassment in exposed and vulnerable situations.** Humor can help patients who are feeling vulnerable due to loss of function or independence. For example, in the study, one nurse's reaction to her patient's episode of incontinence was, "what goes in must come out." It was noted that the nurse's reaction made the patient feel less distressed.

Of course, the researchers did find that humor can also create distance and prevent serious discussion from occurring. So, it's definitely an art and a science—healthcare professionals must know when and where to interject appropriate humor. In the right circumstances, however, it appears to be quite beneficial.

"You can turn painful situations around through laughter. If you can find humor in anything, even poverty, you can survive it."

—Bill Cosby



Employees Matter

Cultivate Calm!

Between your hectic work schedule, running errands, family obligations, and the hundred other things on your list, it's probably easy to not even acknowledge you're stressed. But make no mistake about it—your body is well aware.

Stress and tension that's left unchecked can make you feel overwhelmed and crabby, and if you don't manage your stress over the long-haul it can contribute to serious health problems, such as high blood pressure, heart disease, obesity, and diabetes.

But not to worry! There are some simple and effective strategies that can help you cultivate a sense of calm this very moment. Take note of this three-step plan.

A 3-Step Plan

1. **Take a few minutes and identify what's truly bothering you.** You may think it's the traffic jam that's stressing you out, but perhaps the root cause is that car bill you need to pay. Smaller annoyances like bad weather and long lines are more likely to "set you off" when there are underlying issues.
2. **Gauge how much control you have over the situation.** You can't control things like the weather, the stock market or traffic, but you do have full control over how prepared you can be for a presentation.
3. **Choose a response.** Regardless of how much control you have over a situation, you do have complete power to choose your reaction to it. There are essentially two paths you can take:
 - *Let it go.* If you're peeved that you're stuck in a long line or in traffic, it may be best to take a deep breath and just let it go. However, if there are more serious and chronic causes of your stress, it's best to move on to the other response!
 - *Address the stress.* It's critical to integrate relaxation techniques into your daily routine. Fortunately, there are hundreds of effective strategies that can help you cope and feel a sense of calm. The most important thing is identifying when you feel stressed and then doing something healthy to manage and relieve it.

In this month's *Food for Thought*, we'll provide some quick, simple and effective stress strategies. Be sure to check it out!

"Reality is the leading cause of stress for those in touch with it."
—Jack Wagner



News You Can Use

Health Spending Set to Start Growing Faster

Health spending is still certainly being impacted by the recession that hit in 2008, but it's set to start growing at a faster pace again next year, according to a new projection.

The Health Research Institute at PriceWaterhouseCoopers predicts that spending by people whose employers provide their health insurance will grow by 6.8 percent next year. That's up from 6.5 percent growth for this year, but still modest compared to double-digit increases in the '90s and early 2000s, the group says.

Indeed, PriceWaterhouseCoopers doesn't see a return to "out-of-control"

growth that makes health spending a \$2.8 trillion a year business. The reason? Health insurance plans that require high deductibles are making patients more cost-conscious, the group says, encouraging them to use fewer brand-name drugs and see the doctor less often.

“If you don’t like something, change it. If you can’t change it, change your attitude.”
—Maya Angelou



Just For Fun

Actual Notations in Patients’ Hospital Charts

*Sometimes what we write in a chart isn’t what we truly intend for it to say!
Take note of these blunders!*

- Patient has chest pain if she lies on her left side for over a year.
- On the second day the knee was better, and on the third day it disappeared.
- The patient has been depressed since she began seeing me in 1999.
- Discharge status: Alive but without my permission.
- The patient refused autopsy.
- Patient has left white blood cells at another hospital.
- Patient had waffles for breakfast and anorexia for lunch.
- She is numb from her toes down.
- Occasional, constant infrequent headaches.
- Patient was alert and unresponsive.



Quick Links

MaunLemke.com
ClintMaun.com

ClintCast.com
ClintsCures.com



Republish Policy

Permission to republish/reprint an article is given provided the following conditions are met:

- Clint Maun receives proper recognition as the author of the article. A link to Clint Maun’s www.clintmaun.com and www.maunlemke.com websites is published at the end of the article. The piece is not modified in any way.
- Clint Maun is informed of the re-publication/reprint and receives a copy of the publication with reprint. ([Contact Us](#))

You are receiving this email because you opted-in through our sign-up process to receive our free company email newsletter, Solutions (published monthly) and occasional news regarding major announcements regarding Clint Maun/Maun-Lemke Speaking and Consulting, LLC. You can unsubscribe at any time and your email information will never be shared with/rented/sold to others.

[Unsubscribe](#) <<Email Address>> from this list | [Forward to a friend](#) | [Update your profile](#)

Our mailing address is:

Maun-Lemke Speaking and Consulting, LLC
8031 W. Center Rd.
Suite #222
Omaha, NE 68124

[Add us to your address book](#)

Copyright (C) 2014 Maun-Lemke Speaking and Consulting, LLC All rights reserved.

