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September 1, 2014

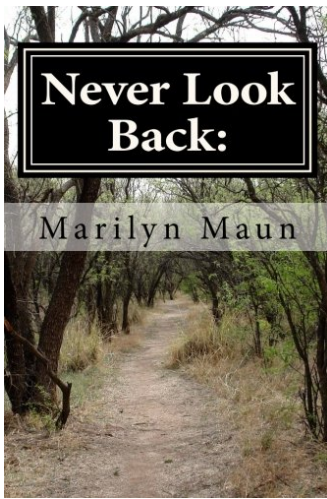
We are very pleased to announce the premiere of a revolutionary, online, interactive virtual-training system featuring Clint Maun.



It is called **Care Crowd VT** and it is destined to become an integral part of the care profession nationwide as we roll this out to organizations far and wide over the coming year. It is strategically priced at *very affordable rates* such that organizations **of any size** can learn to create **stellar customer outcomes** and add **millions of success stories** to the state of the care profession and improve its reputation in the eyes of the customers **and** the external influencers that continually strive to put it down.

Clint is utilizing this cutting-edge, online video-based platform to train care professionals like you with **empowering tips, tools, and techniques** needed to maximize your daily care efforts. Join the **Care Crowd** today, so you too can be a part of a revolutionary movement to *improve care from within*.

To learn more about this exciting new service, please visit www.CareCrowdVT.org and be sure to share it with your organization's management to procure it for your facility's use. *There is tremendous power in numbers and the **Care Crowd** will number in the millions quickly!*



If you enjoy Clint's creative story-telling skills, you'll love to read his mother's new novel ***Never Look Back: An Immigrants Story***. Clint's mother, Marilyn Maun, has penned a story that honors the thousands of brave immigrants that left their homes to come to this unknown land, America.

If you are interested, [it is available on Amazon for \\$22](#). We will be giving away a free copy in September, so if you would like to enter the drawing, [please submit your registration information](#) by the contest deadline of **September 12, 2014 at 5pm (Central)**.

Thanks and good luck!



The Leading Edge

Effective Problem Solving

The unfortunate reality is that problems appear in our lives almost daily—from being stuck in a traffic jam to conflicts at work to not having as much in your bank account as you would like. Although you certainly can't prevent all of life's problems, you can incorporate some effective problem-solving skills. Whether you are a leader in healthcare or an employee on the frontline, here are some extremely effective ways to solve problems.

1. **Identify the true problem and its root cause.** Don't always assume that the problem is as straightforward as it seems or that your co-workers are comfortable sharing what they really think. Take some time to put a clear definition on the problem. You may have some employees citing that the scheduling is *unfair* but perhaps the real problem is that there are some employees who simply aren't pulling their weight. Spending some time identifying the true problem is worth its weight in gold. This will enable you to follow the right path and find a suitable solution.
2. **Recruit the right people and resources.** You can't solve every problem by yourself. In fact, the more resources and people you have at your disposal, the better—as long as they're the *right* resources and people. Indeed, if you are stuck working with people who are closed-minded, effective problem solving becomes a long and winding road of misery. There are many people (you know the ones) who enjoy creating unnecessary chaos so that their inefficiencies are never exposed. These are the types of people who make it difficult for problems to get solved because they slow the process down to a grinding halt. So, take some time and reflect on who and what are the best options for you to get the problem solved. People who are open-minded are your best bet in a problem-solving effort. Open-minded people see beyond the

obvious details before them and are more likely to take calculated risks. They tackle problems head-on and usually drive growth and innovation.

3. **Focus on solutions that are sustainable.** You can speed to work every day to make it there on time, but itâ€™s not an effective (or safe) strategy for solving a problem (the problem is that youâ€™re probably not giving yourself enough time to get to work and the long-term solution is leaving 15 minutes earlier). As you problem-solve, always keep in mind that you need a solution that will not only address the issue today, but also tomorrow and the day after that, and that, and so on. If you find a possible solution, always ask yourself if the strategy will be effective 6 months from now. If you can conclusively say **no**, keep brain storming until you can come up with something sustainable.

Although problems arenâ€™t fun, problem solving is a great enabler for growth and opportunity. Applying each of these strategies can help you become a master problem solver!

â€œI suppose it is tempting, if the only tool you have is a hammer, to treat everything as if it were a nail.â€ â€•Abraham Maslow



Communication Corner

Healthy Aging: 9 Tips You Can Give & Follow

As healthcare professionals, we see aging, sick, and dying people almost every day. Although many individuals may be in an unfortunate scenario, in most cases, there is still usually hope, and thereâ€™s time to follow healthy advice to improve health and vitality. The tips below can help your patients (*and you*) reach or maintain health as we grow older:

1. **Donâ€™t give into stereotypes.** Getting older does not automatically mean poor health or that you will be confined to a walker or wheelchair. When you take charge of your health, you can look forward to a long, active, and healthy life.
2. **Drink a cup or two of coffee.** A large-scale study of 400,000 participants suggests that drinking two cups of coffee a day cuts the overall risk of dying by 10 percent.
3. **See your friends every week.** Research shows that those who live the longest and healthiest have deep social connections.
4. **Swap one â€œsuper foodâ€ for a junk food.** Practically any fruit or vegetable can be classified as a super food. Spinach, broccoli, avocados, tomatoes and blueberries are just a few. A healthy diet is key to healthy agingâ€”swap a super food for your regular diet cola, bag of chips, candy bar. etc.
5. **Wear your seatbelt.** Itâ€™s quick, itâ€™s easy, itâ€™s obvious, but many adults still arenâ€™t getting the messageâ€”most drivers and passengers killed in crashes are unrestrained.

6. **Volunteer.** Giving back to the community can give your life a positive meaning and perspective, which is essential to a healthy outlook. Visit www.volunteermatch.org for local volunteer ideas and opportunities.
7. **Try to eat fish two to three times a week.** Fish are a great source of omega-3 fatty acids which research shows may help with conditions common with aging like rheumatoid arthritis and depression. Good picks include anchovies, bluefish, herring, mackerel, salmon, sardines, lake trout and tuna.
8. **Move every day.** Hearing this advice may be getting old, but following it will help you from feeling that way. Exercise is one, if not the best thing, we can do to preserve our health. Aim for 30 minutes of movement a day.
9. **Find at least one healthy stress reliever and stick to it.** Chronic stress is a primary source of premature aging. Whether it's running, listening to music, spending time outdoors or going to the movies, find something healthy that helps you unwind and stick to it.

“You don't stop laughing when you grow old, you grow old when you stop laughing.”

— George Bernard Shaw



News You Can Use

Report Shows Little Progress in Data Sharing

According to a report published in *Health Affairs*, more than \$26 billion has been invested in electronic health records (EHRs). Most of this has been incentive payments to hospitals and eligible professionals. The report also revealed that just a small percentage of healthcare systems are electronically sharing data.

Progress has been made in adopting EHR systems within individual healthcare sectors since the HITECH Act in 2009, the report showed. Indeed, the percentage of physicians adopting at least a basic EHR increased from 21.8 percent in 2009 to 48.1 percent in 2013, according to the National Center for Health Statistics. And 44 percent of hospitals have adopted at least a basic EHR, compared to 12.2 percent in 2009, a survey of hospitals published in *Health Affairs* indicated.

Nonetheless, the level of electronic information sharing across such systems has failed to make solid gains. The roadblocks slowing information sharing arise from the nature of the healthcare market, in which patient information resides where care and services are delivered, such as the offices of primary care physicians and specialists, hospitals, laboratories, pharmacies, health plans, as well as with the patients. For example, just 14 percent of doctors surveyed in 2013 were electronically sharing data with providers outside their organizations, according to a different recent study. And a 2012 *Health Affairs* study showed that 51 percent of hospitals surveyed shared information with ambulatory care providers outside their organizations, while 36 percent shared information with other hospitals.

“Getting information off the Internet is like taking a drink from a fire hydrant.”



Good Olâ€™™ Healthcare Jokes

An old man went to the doctor complaining of a terrible pain in his leg. â€œI am afraid itâ€™™s just old ageâ€œ, replied the doctor, â€œthere is nothing we can do about it.â€œ

â€œThat canâ€™™t beâ€œ fumed the old man, â€œyou donâ€™™t know what you are doing.â€œ

â€œHow can you possibly know I am wrong?â€œ countered the doctor.

â€œWell itâ€™™s quite obvious,â€œ the old man replied, â€œmy other leg is fine, and itâ€™™s the exact same age!â€œ

Due to a job transfer, Brian moved from his hometown to New York City. Being that he had a very comprehensive health history, he brought along all of his medical paperwork, when it came time for his first check up with his new doctor. After browsing through the extensive medical history, the doctor stared at Brian for a few moments and said, â€œWell thereâ€™™s one thing I can say for certain, you sure look better in person than you do on paper!â€œ

Joe, one of the worldâ€™™s greatest hypochondriacs, bumped into his doctor one day at the supermarket. â€œDoc!â€œ Joe exclaimed, â€œIâ€™™ve been meaning to tell you, remember those voices I kept on hearing in my head? I havenâ€™™t heard them in over a week!â€œ

â€œWow! What wonderful news Joe! Iâ€™™m so happy for you!â€œ his doctor exclaimed.

â€œWonderful?â€œ asked a dismal looking Joe. â€œThereâ€™™s nothing wonderful about it. Iâ€™™m afraid my hearing is starting to go now.â€œ



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