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MAUN-LEMKE
Changing the Results of Healthcare

SOLUTIONS

The Newsletter for Healthcare & Human Services

April 1, 2016



Mystery Shopping

How would you score?

Maun-Lemke has been Mystery Shopping healthcare organizations, by phone and live visits, for over 20 years. We create a new Mystery Shopping *scenario* each month specific to the type and treatment specialization to be shopped (Long Term, Assisted Living, Alzheimerâ€™s, Hospice, Home Care, Mental Health, Independent Living). We rotate our Mystery Shoppers so they do not contact the same facility within a 6-month time frame. All Maun-Lemke Mystery Shoppers have healthcare experience, are trained by us and each of their reports are reviewed for grading consistency.

Consumers today are taking a much greater interest in their healthcare. They are becoming more empowered to explore healthcare options for themselves and their loved ones. Providers can no longer merely depend on discharge planners and referral sources to keep facilities full. They need to know how their organizationâ€™s staff handles inquiries.

If youâ€™d like information on Mystery Shopping your facility, call Kathy Cain at 800.356.2233.



Communication Corner

3 Tips for Giving a Meaningful & Powerful Interview

Chances are you've had to interview for any job you currently hold or have held in the past. Without a doubt, interviewing for a job can be nerve-racking. However, what many people don't realize is that the person giving the interview is likely nervous as well. To be sure, conducting an interview is a learned skill, and it can indeed be stressful (i.e., "Am I asking the right questions? Am I explaining the job sufficiently?" etc.) The good news is that the more interviews you do, the better you will likely get. In the meantime, here are some tips to keep in mind if you're the one fortunate enough to be giving the interview.

1. **Do a little homework so you feel you know the interviewee (3 minutes before the interview doesn't count!).** Read their resume/application thoroughly. See if they have profiles on professional networking sites. Doing a little research on the person or people with whom you'll be speaking to will give you a bit of familiarity and will make you feel more confident.
2. **Try not to rely on notes and scripts. Focus on making it a conversation.** You may have a standard list of questions your HR department requires you to ask every candidate—so definitely follow defined policies. But at the very least, try to memorize those questions so they come across more naturally and less stiff. This approach will help your interviewee open up and feel more comfortable. Remember, the more comfortable you make someone feel, the better interview you're ultimately going to get.
3. **Don't worry about filling every moment with words and transitions.** A little silence is ok. Long pauses can indeed be a bit uncomfortable, but don't feel like you need to fill every pause with conversation. In fact, pausing for a moment can nudge your interviewee to go into a bit more detail and reveal additional insight. Try counting to three or five after a question is answered. You'll find this approach as an effective means to gain information as well as a way to develop a deeper rapport.

*"I sometimes find that in interviews
you learn more about yourself
than the person learned about you."
— William Shatner*



The Leading Edge

Color-ology How Color Can Effect You & Your Patients

Did you know the clothes you wear to work could possibly be having an impact on your patients? Research reveals that color may also influence a person's mental or physical state. For example, studies have shown that some people looking at the color

red experienced an increased heart rate, which then led to additional adrenaline being pumped into the blood stream.

The concepts of color psychology can be applied in everyday life. Whether it's a room you (or your patients) want to decorate, or the shirt you put on in the morning—considering the color you select might affect your emotions and mood, as well as those around you.

Here's a closer look at two main color categories (cool and warm) and the possible effects they may elicit:

Cool Colors

Cool colors, such as green and blue often spark feelings of calmness, creativity, as well as sadness. For example, the color purple utilizes both red and blue to provide a nice balance between stimulation and serenity that is supposed to encourage creativity. It could be a great color for an art studio or office. Light purple is said to result in a peaceful surrounding, thus relieving tension—this shade could be ideal if you're working the evening shift and want to elicit calm and serenity during the night hours.

Green and/or blue are typically considered restful. Blue is typically a calming and serene color, said to decrease respiration and lower blood pressure. Blue is suggested for high-traffic rooms or rooms that you or other people will spend significant amounts of time.

Warm Colors

Warm colors, such as red, yellow, and orange can spark a variety of emotions ranging from comfort and warmth, to hostility and anger. For example, orange and yellow may be ideal for kitchens and cafeterias. These colors are often associated with food and may stimulate or spark one's appetite. Bright colors like red and orange can also spark feelings of warmth and excitement—so wearing clothing with these hues during a morning shift could serve as a pick-me-up to you and your patients!

*“Clouds come floating into my life,
no longer to carry rain or usher storm,
but to add color to my sunset sky.”*
—Rabindranath Tagore



News You Can Use

CMS Hits 30% Value-based Purchasing Goal 11 Months Early

The Centers for Medicare & Medicaid Services (CMS) recently announced it has reached its goal to have 30% of all Medicare payments tied to alternative payment models by the end of the year, several months ahead of schedule.

Payment data shows CMS reached its target goal in January 2016, a full 11 months before the deadline. The CMS credited meeting its goal early with the addition of 121 new Accountable Care Organizations, and the growth of payment models like the

Bundled Payments for Care Improvement Initiative.

CMS set the 30% goal last year, when the amount of value-based payments was at 20%. The agency aims to have half of all Medicare payments be value linked by 2018. You can read more in the [agency's fact sheet on this topic](#).

*“Always laugh when you can. It is cheap medicine.”
—Lord Byron*



Just For Fun

Medical Interpretations

A comical take on common medical terms and conditions!

- **Antibody:** One who hates his/her body
- **Artery:** Study of fine paintings
- **Bacteria:** Back door of a cafeteria
- **Coma:** Punctuation mark
- **Gall Bladder:** Bladder of a girl
- **Genes:** Blue denim
- **Labor Pain:** Hurt at work
- **Cardiology:** Advanced study of playing cards
- **Chicken Pox:** An entrance
- **CT Scan:** Test for identifying person's city
- **Radiology:** The study of how radio works
- **Urology:** The study of European people



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