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December 15, 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, Alzheimer'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 organization's staff handles inquiries.

If you'd like information on Mystery Shopping your facility, call Kathy Cain at 800.356.2233.



Food For Thought

4 Surprising Reasons You Should Take that Winter Stroll

As a healthcare professional, keeping yourself and those around you healthy is a top priority. And perhaps one of the simplest ways to keep our minds and bodies healthy (practically no matter what your fitness level and capabilities may be) is **walking**.

Walking is one of the easiest and most convenient forms of physical activity out there. After all, you can get up and take a walk almost anywhere, at any time. Indeed, even if you're tied to a desk all day, you can get up and take a few strolls in the hallway—any steps you take count! And it really pays to get as many steps as you can. To be sure, walking reaps fantastic benefits—some of which may surprise you.

Walking has been shown to:

- **Curb cravings.** Research from the University of Exeter found that a short 15-minute walk reduced cravings for chocolate and other sugary snacks. The next time you want to raid the cookie jar, try taking a quick walk before you give into the craving. Perhaps you'll find that you were just bored and/or stressed and some fresh air and movement was all you truly needed.
- **Enhance immune function.** Even a 15-20 minute walk can trigger antibodies and white blood cells to move through your body faster, which can enable your body to detect illnesses sooner; plus, an increase in circulation may also trigger the release of hormones that *warn* immune cells of intruding pathogens. Moreover, a recent study of over 1,000 men and women found that those who walked at least 20 minutes a day, at least 5 days a week, had 43 percent fewer sick days than those who exercised once a week or less.
- **Prevent and ease joint pain.** Walking is a low-impact activity, so it's a fantastic activity for those who suffer from joint pain or want to prevent it. Walking protects the joints by lubricating them and strengthening the muscles that support them. Additionally, several studies have found that walking reduces arthritis-related pain, and that walking five to six miles a week can even prevent arthritis from forming in the first place.
- **Reduce the risk of developing breast and colon cancer.** Studies conducted across the globe have consistently found that adults who increase their physical activity can reduce their risk of developing colon and breast cancer specifically. Moreover, an American Cancer Society study found that women who walked seven or more hours a week had a 14 percent lower risk of breast cancer than those who walked three hours or fewer per week.

"Everywhere is walking distance if you have the time."

—Steven Wright



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