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March 1, 2019

The new **Patient Driven Payment Model (PDPM)** is coming in October and it's imperative for healthcare leaders to learn how to leverage the new model for quality and financial improvement.

I'm recommending you reserve **Thursday, March 7 at 1:00pm - 2:30pm EST** (12:00pm - 1:30pm CST) for this *must-attend* **free** PDPM Webinar to ensure your organization's success. I will be participating in the Webinar along with other experts in the field. Please review the information below and [Register Today!](#)

*Don't miss this one-time event!*

Thanks,  
– *Clint Maun*



Executives of skilled nursing facilities have had to adapt to many changes, especially on reimbursement issues. With the new Patient Driven Payment Model (PDPM) coming in October, it is important to learn how to leverage the new model for quality and financial improvement.

**This Webinar will explain the opportunities and provide your company with the blueprint necessary to realize the benefits!**

## **SPONSORED BY:**



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## **SPEAKERS INCLUDE:**

**Clint Maun**, Maun-Lemke, LLC  
**Joseph Tomaino**, Grassi Healthcare Advisors, LLC  
**Cheryl Field**, Prime Care Technologies  
**Sharon Thole**, LoveFunding  
**Kris Mastrangelo**, Harmony Healthcare  
**Susie Mix**, Mix Solutions, Inc.

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**Thursday, March 7th 2019**

1:00p.m. - 2:30p.m. EST

For a complete list of speakers and topics:

**Register Today!**

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**Who Should Attend?**

**Why Attend?**

C-SUITE  
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## Clint Maun's *MOTIVATIONAL MINUTE*



Here is a motivational minute from Clint that stands the test of time.

### **Goals vs. Fantasies:**

**Have you set your goals or are you still involved in fantasy?**

**Successful people set goals and then achieve those goals.**

Everyone should have fantasies, dreams, hopes and wishes. However, successful people turn these into goals. Goals are measurable. You can see or hear the results by a certain time. If you want to lose weight, you must decide how many pounds you want to lose by a certain date. The first goal in weight loss might be to get help in setting your diet by next Friday. If you want to improve your financial situation, you might set a goal such as, "I will save \$100.00 per month in my savings account for 12 months." You might have a goal such as, "I will spend three hours per week in individual time with my kids."

These goals, when developed, can produce tremendous personal success because you now have a specific target. The more specific you are, the more successful you will be. In addition, if you'll put them in writing, or make a commitment with another individual, you will increase your success. Start setting your goals today.



## **Employees Matter**

### **What it Takes to Truly Listen**

It's difficult to really know what your peers or employees are thinking about, what's troubling them, or how to help them get out of a slump, unless you take the time to

truly listen to them. However, being a good and effective listener entails much more than being quiet and giving someone your attention. For example, to be a good listener, you must be able to analyze one's voice and tone along with their body language, facial expressions, and mood. You must also be aware of your own tone, body language, and demeanor. When it's all said and done, something as seemingly simple as listening actually turns out to be quite complicated!

Of course, there's no need to fret. There are some simple strategies that can help you become a better, more effective listener. Here are four effective forms of listening that will help get you started, and keep in mind that the more you practice these, the better you'll get at it.

1. **Ask questions that show you care.** A big part of effective listening is showing that you understand and care about what the other person has said. When you care about your colleagues and employees, they tend to work harder and aim to exceed your expectations. Don't just view your employees as tools and resources for your own success, but as people and valuable assets who bring unique capabilities to the table. You can show you hold these views by focusing on the individual and their feelings; not just the task or project at hand. For example, if an employee or peer has just told you about a project they're struggling with, don't ask when they think they can get it done. Rather, ask them to tell you how you may be able to help. Show you have listened and truly care by focusing on how to help the individual get past any challenge or obstacle. Try to steer away from asking the "when's"—"When will it get done?" "When can I expect that?" It shows that you really only care about the result and not what an individual may have to go through to achieve that result.
2. **Stay in the present moment, undistracted.** Great listeners are extremely mindful of their surroundings and the presence they project around others. Effective listeners know that checking their phone, multi-tasking, or thinking about their to-do list while someone is talking to them is not acceptable. If you appear disconnected, you are perceived as disinterested and not listening. Always stay in the present and fully focused on the person trying to talk to you.
3. **Only offer your thoughts and judgment only if asked.** It's easy to offer our own guidance, opinions, and judgments—but great listeners know that they should only do this if and when they're asked. A big (and hard) part of listening is showing restraint. Most employees and peers don't want to hear your proposed solution or judgment. They just want to share their own thoughts and ideas. If you offer your judgment or opinion without solicitation, you are effectively showing that you dismiss your employees' or peers' ideas and what they have said in favor of your own ideas or solution. If someone is confiding in you keep your opinions to yourself until you're asked.
4. **Don't interrupt or talk over the person speaking.** How frustrating is it when someone interrupts your train of thought? No one likes to be interrupted or talked over. It shows that the other person views what they have to say as more important. Great listeners are patient and compassionate and they don't interrupt the flow of the conversation. They are aware that with every interruption comes frustration and disengagement. Wait until the other person has completed their thought, then speak. Showing patience shows that you are

listening.

Employees and peers respect those who truly listen to them, because they know how difficult listening can be. You can show that you're a true listener by focusing and implementing the strategies above whenever someone is talking to you.

*"Too many of us are not living our dreams  
because we are living our fears."*

—Les Brown



## The Leading Edge

### Lack of Services & Supports Sparks Opportunity for Nursing Homes to Engage

A recent analysis conducted by the Commonwealth Fund suggests that many older Americans are not receiving proper long-term services and supports (LTSS) at home, which is sparking more premature admissions into nursing homes.

Experts who conducted the analysis reviewed information from the 2015 segment of the *National Health and Aging Trends Study*, which included more than 7,000 community-dwelling Medicare beneficiaries. In their review, they determined that Medicare beneficiaries with a high need for long-term services and support are often forced to pay for such needs out of pocket. Without a way of covering these needs, older adults are forced to delay necessary care, spend down their savings to gain Medicaid eligibility, and be placed in a nursing home earlier than necessary.

Of course, nursing homes are intended to provide advanced care for those with complex or severe care needs that cannot be safely provided in the community. They are not meant to be the default option for older Medicare beneficiaries needing long-term services and supports because the financial burden of these costs results in an inability to pay for rent or utilities. Experts note that while this presents a challenge to policymakers, it lends more opportunities to skilled nursing operators, who can reach out to community-based seniors experiencing gaps in care. For example, nursing homes, particularly those in the Medicaid program, can potentially engage and perform outreach to these populations because, otherwise, they're going to end up being costlier from a health perspective.

#### **Additional Findings**

The analysis also noted that in 2015, those with high use of long-term services and supports requiring at least two from the list, such as personal care, assistive devices, home modifications, etc. cost Medicare significantly more than those without LTSS needs. That gap ranged from about \$5,400 to \$15,000 for the high-needs population. Those with high LTSS requirements tallied inpatient care expenses that were four times greater than the no-need population, and out-of-pocket spending twice as high, at nearly \$2,800.

Older Medicare beneficiaries with high LTSS needs are twice as likely to skip meals and

more likely to not be able to pay rent and utilities. Having difficulty meeting housing and nutritional needs further places seniors at a higher risk of requiring nursing home care earlier than necessary.

### **The Bottom Line**

It's apparent that policymakers and the healthcare delivery system needs to evolve in order to address the needs of today's seniors. Without action, there's risk of pushing federal payment programs toward collapse. Nursing homes, policymakers, and all others in the healthcare delivery system should be thinking holistically, not just at one's medical needs. If we begin to think about and seize opportunities within a social and financial context, including long-term services and supports needs, we can truly begin to make some improvements in health outcomes and healthcare costs.

[Learn more about this interesting analysis.](#)

*"Great work is done by people who are not afraid to be great."  
—Fernando Flores*



## **News You Can Use**

### **New Online Resource Center Aims to Tackle Workforce Shortage**

The federal government estimates nearly 27 million people will need long-term care by 2050. This astounding number magnifies the workforce shortage that already exists in the long term and post-acute care (LT/PAC) sector. To help address these challenges, the American Health Care Association and National Center for Assisted Living (AHCA/NCAL) has unveiled a new website and partnership with a workforce training organization to LT/PAC providers in their efforts to recruit and retain workers.

#### **The Workforce Resource Center**

The new website, called the [Workforce Resource Center](#) includes resources and tools for members of AHCA/NCAL to learn more about effective strategies for recruiting, retention, and staff development. The association also announced a partnership with PHI, a leading provider of workforce training programs. PHI offers services to help LT/PAC providers attract quality workers, promote excellent care, reduce turnover, and achieve cost efficiencies. Under the new partnership, AHCA/NCAL and PHI will provide coaching, training, and consulting to LT/PAC providers. The NCAL notes that the effort is just the beginning of a wider program focused on what has become a top priority for providers.

*"Do something today that your future self will thank you for."  
—Unknown*



## **Just For Fun**

### **Healthcare Humor**

**Question:** Does an apple a day keep the doctor away?

**Answer:** Only if you aim it well enough.

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*What's the Best Type of Doctor?*

The best doctor in the world is the veterinarian. They can't ask their patients what's wrong, they just have to know.

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**Question:** Did you hear about the optometrist who fell into his lens grinding machine?

**Answer:** He made a spectacle of himself.



## Quick Links

[MaunLemke.com](http://MaunLemke.com)  
[ClintMaun.com](http://ClintMaun.com)

[ClintCast.com](http://ClintCast.com)  
[CareCrowdVT.org](http://CareCrowdVT.org)



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