

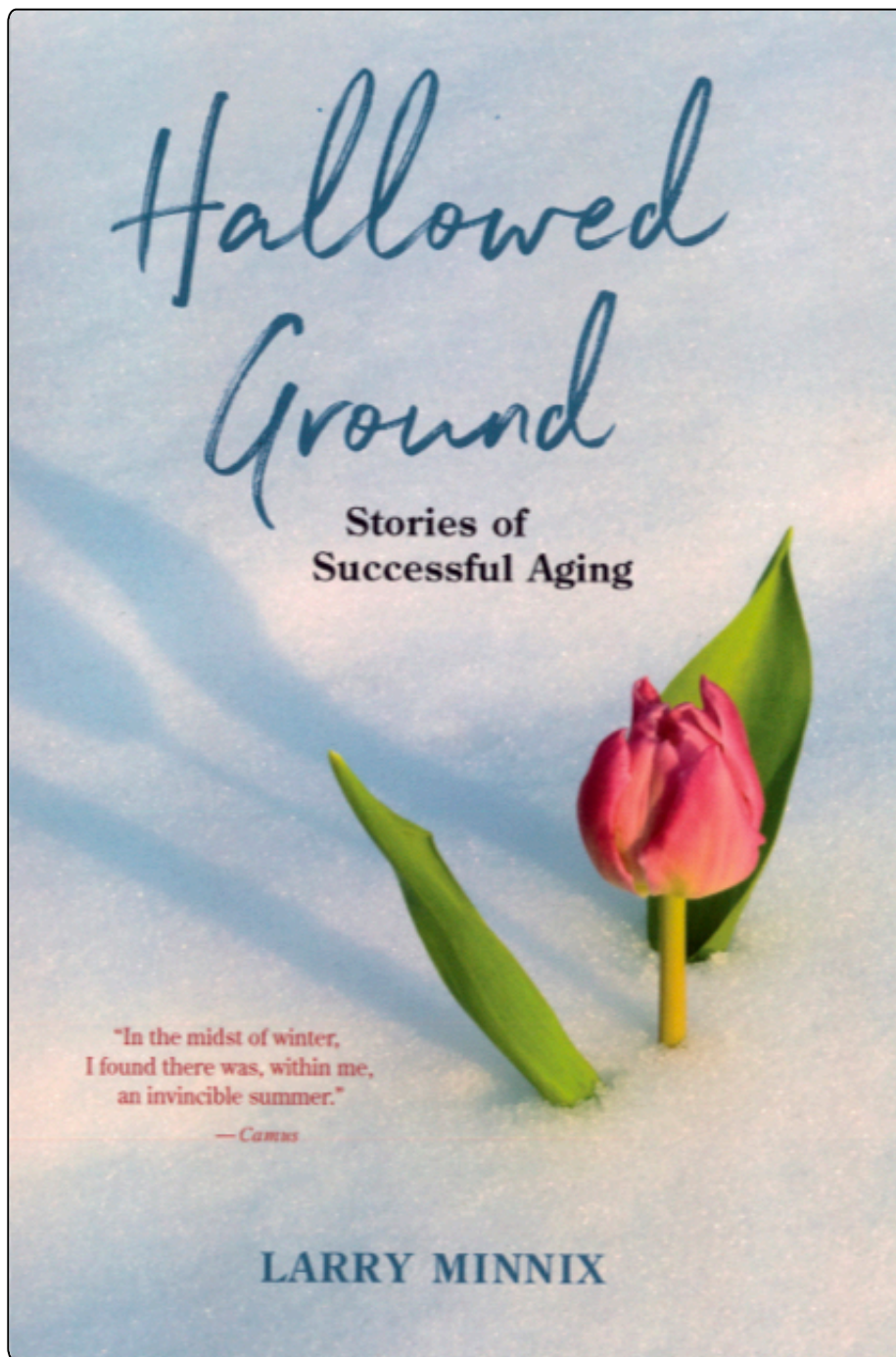
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April 1, 2019

A celebration of Hallowed Ground with Clint Maun and Larry Minnix



Clint Maun recently interviewed his long-time friend and colleague **Larry Minnix**, formerly head of *LeadingAge* (national) and a major figurehead in the field of aging services, regarding his new book, *Hallowed Ground: Stories of Successful Aging*. We wanted to share that interview with all of you in an effort to help promote this uplifting compendium of positive stories on aging to better reflect and promote the amazing work and results being celebrated at aging services providers across the country.

You can [listen to the interview or read the transcript](#) to learn more about this inspiring book. We encourage all of you to read this wonderful book and be reminded that we are all responsible for sharing our success stories to help improve healthcare for everyone!

The book is available for purchase on [Amazon in paperback and e-book formats](#). If you have questions or comments for Larry Minnix, you can contact him at:

- [202-236-1355](tel:202-236-1355)
- larryminnix@gmail.com



If you were unable to attend the free PDPM (Patient Driven Payment Model) webinar presented on March 7, you can still review the slide presentation deck and video replay of the webinar to ensure you are up-to-date on this critical information going forward as the PDPM regulations take effect this Fall.

We encourage your to please [see our Maun-Lemke News page](#) to access these resources. Be sure to [contact us](#) if we can be of assistance in helping your organization to prepare for these coming changes!

A banner for "Clint Maun's Motivational Minute". The text "Clint Maun's" is in a bold, blue, sans-serif font, and "MOTIVATIONAL MINUTE" is in a larger, bold, white, sans-serif font with a blue outline. To the right is a close-up of a silver stopwatch with a black face and white markings. Below the text is a light blue box with the text "Here is a motivational minute from Clint that stands the test of time." in a dark blue, sans-serif font.

Clint Maun's
MOTIVATIONAL MINUTE

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

Your Power – "King on the Mountain": How well do you handle your position?

Harry Truman regarded himself as an ordinary man with extraordinary responsibilities. As he later told a biographer, "If a man can accept a situation in a place of power with the thought that it's only temporary, he comes out alright. But when he thinks he is the cause of power, that can be his ruination."

Truman was talking about the leader's urge to believe they are the reason for the group's success. I, too, like other leaders have had to fight this urge several times. We call this

position *king on the mountain*. This position eventually gets all leaders into trouble. If you play *king on the mountain* long enough, 1/3 of the group won't know you're up there, 1/3 won't care that you're up there, and 1/3 will be planning the rear-end assault up the mountain to get you.

All leaders who forget the reason for their power and how they got it will end up being toppled. To be successful in leadership, you must continually realize your power is given to you by the perceptions of others. It can also be taken away by the perceptions of others based upon your actions. You must come down off of your mountain, stay in touch with the group, and then rise to the occasion when you need to. In this way you will truly be able to lead others and keep power from going to your head.



Tech Talk

Tech Trends: Are You Leveraging the Right Technology?

The most successful healthcare providers today are leveraging the latest in data and technology to improve care and operational efficiencies while also gaining a competitive advantage in the marketplace. To be sure, the adoption of IT applications and data models have increased significantly in just a short period of time. Many long-term and senior care providers have installed high-speed wireless networks and cloud services, moved to wearable devices and have implemented electronic health record systems.

Here's a brief look at some of the most promising tech out there and how it can benefit your organization.

- **Web-based applications**, including electronic health records and business solutions provide point-of-care documentation and are seeing some of the most widespread adoption in the long-term and senior living care segments today. The digitization of resident and patient health data allows for the delivery of faster, more efficient, and better care and outcomes.
- **Mobile technology and charting** allow staff to record the actual provision of care in real time and helps to capture important, but often forgotten details. For example, when caregiver staff have to remember ten to fifteen care episodes and can only record it in the hallway or after the entire shift, nuances and details are lost. Handheld devices make their staffs' lives easier and more rewarding. User-friendly mobile devices also allow for quicker access to more accurate and valuable clinical data.
- **Dedicated customer relationship marketing (CRM) applications** can enable your facility to market to partners as well as prospects and their family members. A robust CRM solution can help organizations track referral leads and customer information while also integrating with commonly used marketing

automation tools.

- **Data dashboards** can provide key insights that can bolster business and your facility's reputation. For example, consumers are very tech-savvy and data-driven; they are looking for points of differentiation or metrics that earlier generations of consumers may not have asked about. Twenty years ago, the focus may have been on the aesthetics of the residence, whereas today, consumers may ask for data on resident falls or how the facility will ensure compliance with their loved one's specific dietary needs. Having this data available and presenting it in a simple and easy-to-read format can set your facility apart.

What You Need to Move Forward

The right technology can undoubtedly return several benefits and return on investment. Of course, providers and operators could see their investments fail if they don't allocate adequate time, attention, and resources to their IT initiatives. Here are some quick tips to ensure you're putting the right foot forward.

- **Get back to the basics.** Experts recommend starting with a technology assessment to get a baseline of where you are today to help guide decisions and set up a long-term plan for proper IT implementation. For example, many of today's innovative technology solutions for senior care and resident services depend on having top-notch, enterprise-quality Wi-Fi networks, so facilities need to get back to basics and ensure their Wi-Fi setup is adequate and can handle new demands placed on it.
- **Get the right people in place.** Many organizations lack a dedicated applications specialist who can drive the IT applications, ensure compliance, deal with staff turnover, and more. It's essential to have someone in place to manage the day-to-day activities and issues that come with IT programs.
- **Always focus on the end-users.** Only technology solutions that are user-friendly and will work well for your team and residents should be considered for adoption. Several solutions may be effective but can prove to be too complex and take too much time to manage, so they just may not work for your organization. Evaluate and choose solutions based on your end-users' needs and capabilities.

*"There's no cap on success. The jury stays out till you take your last breath."
—Judy Sheindlin*



Employees Matter

A 3-Week Plan to Tackle Toxic Employees

If you've been in the healthcare profession for any length of time, you've probably

encountered peers, teammates, or even managers who have toxic personalities. These are individuals who consistently give off very harsh, malicious, or destructive vibes. To make things even more complicated, toxic personalities don't always equate to poor performers. Indeed, you may have a nurse who is extremely reliable, with great clinical skills, and perfect attendance, yet his/her personality is so toxic that almost no one in the organization likes working with him/her.

Although some *toxic* employees are set in their ways and may never change, other toxic individuals may just need to be steered in the right direction and can change course. Here's a 3-week plan that can help you change toxic employees and work environments.

1. **Week one:** Make it personal. A good first step when it comes to addressing toxic employees is simply trying to make a personal connection. Make an effort to discover what this individual is interested in or passionate about. Then simply ask that person a few questions. For example, if the individual is a dog lover, you can ask what their favorite breed is or what their dog's name is. Make no mention of work or work issues—the goal of the conversation is to simply reach out on a personal level with no ulterior motives. You will hopefully find that the toxic employee lets their guard down, even if it's ever so slightly.
2. **Week two:** Follow up with another positive, non-work-related item. Repeat your actions from the previous week—make another effort to connect with the toxic individual. Remember that you're not raising any questions or conversations about work. You're simply making an effort to talk and connect on a personal (yet still professional) level. Again, this approach will help to break down barriers and build trust, which is a key component to eliminating toxic attitudes and environments.
3. **Week three:** Tap into strengths and ask for help. In the third week, you can cross the line into work. However, it's important that the conversation and approach is focused around how the toxic employee can help you and/or the organization. For example, perhaps the toxic employee is a nurse with very strong organizational skills. Implore the employee on how he/she can put his/her talents to use with a particular problem the organization has been facing. Don't ask for the employee to come up with a solution right then and there. You simply want to ask for their thoughts and ideas and call out how you've noticed their strengths and believe they have the right expertise to help. The hope is that the toxic employee will come back with a good suggestion, and even more importantly, come back feeling valued and appreciated. Those who feel heard, recognized, and appreciated are less likely to have poor and toxic attitudes.

Following this three-week plan can help improve work relationships while also addressing and possibly solving business problems. Note that this isn't about being disingenuous or fake. You are truly trying to connect or reconnect with a team member to improve the work environment and quality of care.

"The great thing about ideas is that every new idea leads to two more. Ideas breed."



News You Can Use

Survey Finds Technology is Viewed as More Important for Older Adults than Others

According to a recent survey of multi-dwelling unit residents by Xfinity Communities (part of telecommunications company Comcast) the most important consideration after location and price for a residence is technology. Although respondents aged 65+ years reported that they are slowest to embrace new technology, they rated available technology in their prospective residences as being more important than did all other age groups. When it comes to technology importance in a residence, the survey found that:

- 50% of those 65 or older ranked it as important
- 41% of those aged 55 to 64 ranked it as important
- 39% of those aged 36 to 54 ranked it as important

The survey was conducted among 791 multi-dwelling unit respondents. Residents of single-family and commercial units were excluded.

Fast internet speed is the most important amenity that a property can offer, according to survey results, but those aged 65 or more years rated available internet speeds as one of their top two priorities, higher than other age groups. 86% of those aged 65 or more years rated it as one of their top two priorities, compared with 82% of those aged 55 to 64, 85% of those aged 36 to 54, and 79% of those aged 26 to 35. Wi-Fi also was deemed important by older survey respondents.

93% of respondents aged 65 or more years said they anticipated not moving within the next 12 months.

*"I have a new philosophy.
I'm only going to dread one day at a time."
—Charles M. Schulz*



Just For Fun

Riddles that will Make You Giggle

I am a word that begins with the letter I. If you add the letter A to me, I become a new word with a different meaning, but that sounds exactly the same. What word am

I?

I weigh nothing, but you can still see me. If you put me in a bucket, I make the bucket lighter. What am I?

What rock group consists of four famous men, but none of them sing?

Answers

1. Isle (add A to make "Aisle")
2. A hole!
3. The faces on Mount Rushmore!



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