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October 1, 2019

The graphic for "Clint Maun's Motivational Minute" features the text "Clint Maun's" in a bold, blue font and "MOTIVATIONAL MINUTE" in a large, bold, white font with a blue outline. To the right of the text is a close-up image of a silver stopwatch with a black face and a yellow hand. Below the text and image, a light blue box contains the text "Here is a motivational minute from Clint that stands the test of time." in a dark blue font.

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

### **A Positive Attitude**

How do you go about improving your attitude? We believe attitude is everything! A statue has never been erected to honor a critic. People call our office for information on books, tapes, and speeches. They often make statements like, "Is he always that positive?" or "How can he stay so positive?"

Our office responds. "It's easy because that's where all success starts." Success happens when you're in charge of your own attitude.

Begin a program of moving toward a more positive attitude. Read something inspiring or simply reflect on the good aspects of your day. Don't spend time watching negative TV programs or listening to reports on the police scanner. Before going to sleep, concentrate on pleasant thoughts so you will have pleasant dreams. You'll wake up feeling refreshed.

The first ten minutes of the day can make or break the entire day. By using these techniques and others we'll be bringing to you, your attitude can improve. Your success is up to you.



**Employees Matter**

**The Boundless Benefits of Diversity & Inclusion**

If diversity and inclusion aren't defined, foundational elements of your organization's strategy and mission, it's high time they should be. Indeed, a focus on diversity and inclusion can help providers address staffing shortages, enable employees to succeed, discover new insight and opportunities, and perhaps most importantly, boost quality-of-care efforts.

Many providers are already embracing diversity in the form of onboarding foreign-born or immigrant workers. In fact, according to a 2017 research brief from the Paraprofessional Healthcare Institute (PHI), about one in four direct care workers is an immigrant. And the total number of immigrants in direct care continues to grow — from 520,000 in 2005 to 860,000 in 2015.

According to another report from PHI, nurse assistants comprise more than one-third of the nursing center workforce, at 37 percent. Their role in long-term care is broad, helping residents with daily tasks and to take part in social activities. They also perform a variety of clinical tasks performed under the supervision of licensed professionals. About 20 percent of nurse assistants were born outside the United States. About 90 percent of all nurse assistants are U.S. citizens. Taking a deeper look, about 80 percent of nurse assistants in 2015 were citizens by birth, 12 percent were citizens by naturalization, and 8 percent were not U.S. citizens.

## How to Embrace Diversity

There are several tactics and strategies your organization can employ to better leverage the benefits of a diverse employee and patient population. Take note of these tips.

- **Tap into translations.** Language barriers can prove to be a big challenge. A lot of foreign-born professionals, when they first come to the U.S., don't speak fluent English, if any at all. Some providers may have a few materials translated into Spanish, but that's usually the extent of it. As foreign-born employees get ramped up on English, it's critical to help them bridge the gap with materials in their native language. Consider having your training materials and company manuals translated into multiple languages. And while you're at it, you should consider the same for your marketing materials. After all, it's not just the employee population that's becoming more diverse, it's the patient population as well. Your patients could greatly appreciate and benefit from these translated materials.
- **Look into sponsorship.** You can also embrace and leverage a diverse employee population by helping workers get their U.S. citizenship. Sponsoring them through the process and providing support like tutoring and transportation to classes if needed can prove to be a significant help to those seeking citizenship.
- **Reach out and get creative.** If you want to tap into the foreign-born and diverse employee population, you need to go out and find them. So, in addition to traditional recruitment means like job postings, classified ads, and hiring incentives, you should explore alternative options. This could include reaching out and recruiting in local community and ethnic centers. In your efforts, also be sure to have job postings and materials in multiple languages. You may also

want to include incentives like transportation, retention, and referral bonuses.

*"The individual who says it is not possible  
should move out of the way of those doing it."  
—Tricia Cunningham*

## The Leading Edge

### AI Making Its Way into Healthcare Delivery

As most of us are well aware, we are facing a rapidly aging and health-declining population. To be sure, recent data shows that the number of people aged 80 years and older will rise from the current 14.5 percent of the U.S. population (65 and older) to more than 20 percent by 2030, with similar patterns seen across most of the rest of the Western world. In conjunction with this is the growing shortage of physicians and caregivers. In the United States alone, projections foresee a shortage of between 40,800 and 104,900 physicians by 2030.

To help meet these ever-growing challenges, some providers are beginning to offload certain parts of the care pathways to artificial intelligence (AI) based automation. AI can now be integrated in every step of the care pathway, starting from intelligent tracking of biometric information, to early diagnosis of diseases. AI is also helping patients and their families to understand treatment pathways while helping clinicians treat conditions more efficiently.

#### AI in Use Today

Facilities and providers are already leveraging AI-powered technology today. Here are just a few examples. If your facility isn't considering some of these options, now may be the time!

- **Patient monitoring:** Caregivers are tapping into AI technology that allows for continuous remote patient monitoring. Even voice-based virtual assistants like the Amazon Echo are using AI to enable medication adherence and care coordination for elders.
- **Daily living & safety measures:** For daily living, Apple devices and Fitbits have made smart wearable biometric trackers available to elderly and geriatric patients. Patients can use the device's built-in AI-powered functionality to check inconsistencies in their biometric data, and the devices can also detect a significant or hard fall and sound an alarm.
- **Care and companionship delivery:** AI robotic helpers are now on the market and can act as virtual assistants, helping with simple daily care as well as companionship.

In addition to these examples, AI is also showing significant promise in the field of research. AI and deep learning tools are playing a role in studies looking at the biologics of aging, as well as age-related disease. AI may ultimately be able to help healthcare professionals better predict and treat disease. Although AI research is still in its infancy, early indications point toward AI revolutionizing care.

*"Don't count the days, make the days count."*

—Muhammad Ali



## News You Can Use

### New Study Reveals Benefits of Music Therapy among Dementia Patients

According to a new study published in *JAMDA* (the journal of the Society for Post-Acute and Long-Term Care Medicine), receptive music therapy, where people strictly listen to music—as opposed to playing or singing along—is more effective in reducing agitation, behavioral problems, and anxiety in older individuals with dementia.

Researchers from the Chinese University of Hong Kong reviewed 38 trials involving the use of music therapy for 1,418 participants with dementia. The results showed that participants involved with receptive music therapy had significant decreases in agitation and behavioral problems, compared with “usual care” without this therapy. Meanwhile, there was no significant difference in behavioral problems and psychiatric symptoms between interactive music therapy and usual care.

According to the study, while music therapy has long been demonstrated to effectively relieve agitation and behavioral issues among people with dementia, the effectiveness of specific methods of music engagement has received less study and has remained uncertain.

The study's authors note that it's important to consider the value of music therapy, as nonpharmacologic intervention has been suggested as a viable treatment strategy for behavioral and psychological symptoms of dementia. In addition, such interventions present the additional benefit of having *no apparent adverse effects*. Therefore, these efforts may help reduce the inappropriate use of antipsychotic drugs for behavioral symptoms.

Researchers also pointed out that other patients may find music therapy programs beneficial since receptive music therapy can relieve overall anxiety symptoms and agitation. Music therapy can also promote well-being for older adults, which may also be helpful and important to patients who don't suffer from dementia.

It's easy and convenient to implement receptive music therapy. The study's authors recommend the use of receptive music therapy in nursing homes, day care centers, and client homes. The researchers are also planning to develop digital musical therapy. This can be a platform to capture how patients listen to music and what type of music can help.

*"Success is a state of mind. If you want success,*

start thinking of yourself as a success.”  
—Joyce Brothers



## Just For Fun

### Workplace Jokes that will Brighten Your Day

I went for an interview for an office job today. The interviewer told me I'd start on \$2,000/month and then after 6 months I'd be on \$2,500/month. I told them I'd start in 6 months.

An employee goes to see his supervisor. "Boss," he says, "we're doing some heavy house-cleaning at home tomorrow, and my wife needs me to help with the attic and the garage, moving and hauling stuff."

"Sorry, but we're short-handed," the boss replies. "I can't give you the day off."

"Thanks, boss," says the employee. "I knew I could count on you!"

I love my job. Lately, colleagues have been writing names on the food in the office fridge. I'm currently eating a yogurt called *Susan*. How cute!

**Employer:** We need someone responsible for the job.

**Job Applicant:** Your search ends here! In my previous job, whenever something went wrong, everybody always said I was responsible.



## Quick Links

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