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November 1, 2019

The graphic for "Clint Maun's Motivational Minute" features a blue gradient background. On the right side, there is a close-up image of a silver stopwatch with a black face and white markings. 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. Below the graphic, a white box contains the text "Here is a motivational minute from Clint that stands the test of time." in a black, sans-serif font.

Accepting Criticism: Are you able to accept criticism?

Don't resent criticism, regardless of the source. There's only one way to handle criticism no matter where it comes from. *Accept it gracefully!*

Let's say the person who is making the criticism is sincerely trying to help you. If that's true, you should in turn be sincerely thankful and accept it gracefully. You could seem conceited if you didn't.

On the other hand, let's assume that the person making the criticism is trying to make you mad. How can you get the best of this person? By accepting the criticism gracefully! You must keep your cool no matter how tough it is. Let the person know *you*. Don't pretend to be perfect. Appreciate their interest. You'll be happy to consider what they've said. Now that you've got the ball in your court, the other person could look foolish.

In addition, don't get too upset if your boss occasionally criticizes you. That's their job! It should be done in the correct manner, but if a boss never criticizes anything, then things will go downhill.

David Sarnoff of RCA once remarked that he didn't resent criticism because "*sometimes a kick in the pants is just what is needed to get you moving on the path of progress.*" Your success depends on accepting criticism gracefully.



Don't forget that you can always take advantage of gleaning some of Clint's experience, hints, tips, and more by subscribing to his podcast. **It's free** and convenient to squeeze in handy nuggets of value everyday. With 380 episodes of short, bite-sized 8-12 minute audio healthcare topics, there is no shortage of valuable knowledge available that you can integrate into workplace *today!*

Give it a listen at clintcast.com!



The Leading Edge

How to Incorporate Person-Centered Care into Your Activities Program

Resident activities and programs appear to be rapidly changing in the face of new

technologies, a tighter focus on individual resident needs, and of course the legal emphasis on person-centered care in the long term and post-acute (LT/PAC) sector. To be sure, the traditional methods and approaches around activities and resident enrichment are almost long forgotten at many facilities around the nation. Facilities are turning to new and innovative techniques to create an overall sense of empowerment and well-being for their resident population. Here are a few ways you can get started (or enhance) with person-centered care activities.

- **Hone in on what they miss.** Person-centered care is about getting in tune with individual needs and desires. A great way to do this, is to simply ask residents about the small (or big) things they miss the most. Maybe this is grabbing a coffee at the local café or eating a sandwich from their favorite diner. Capturing these details can create the blueprint and roadmap for activities and outings and is a great example of person-centered care.
- **Tune into technology.** Technology can enhance just about any program and bring an element of personalization, which is so important in person-centered care. For example, instead of a large group arts and crafts session, you could provide smaller gatherings with residents creating art or interacting with an art program on an iPad. You can also use technology to give residents virtual tours of their favorite destinations or landmarks. This can also lead to interaction and discussions about technology itself. Residents may become more curious and engaged with technologies like voice assistants and use them to make their lives easier.
- **Find out what gives residents joy.** It's important to provide one-on-one opportunities that residents most desire, like going outdoors for a walk or having the opportunity to bake a dessert. You'll have to consider ability and safety, of course, but keep in mind there are often workarounds. For example, a resident may have loved to play football when they were younger. Although they can't get out and play today, you can arrange for a *tailgating party* in which they can watch their favorite NFL team and have some snacks. It's all about finding how you can bring joy into their lives despite current physical or health limitations.
- **Provide variety and choice.** Recognizing what works and what doesn't for each individual is a major point of importance. You'll want to offer multiple programs and multiple different times that individuals can participate so they can gain a sense of which ones are truly the best fit.

At the end of the day, person-centered care programming is really about offering a new vision of what residents do with their time in a care community and how to let them express their talents, interests, and needs. Focusing on the strategies above will help you get there!

*"Imagine your life is perfect in every respect;
what would it look like?"*

—Brian Tracy



Improving the NEMT Benefit: Key Recommendations

Recent research from Leavitt Partners has reviewed Medicaid's non-emergency medical transportation (NEMT) benefit and provided recommendations on how to improve the integrity of the benefit. The report titled "Moving Forward Together: Opportunities to Improve Program Integrity in Medicaid Non-Emergency Medical Transportation" cites that NEMT offers many Medicaid beneficiaries—on their own or via providers—access to transportation that otherwise would not be forthcoming.

The report notes that patients who are low-income, who have multiple chronic conditions, or who face challenges related to the social determinants of health are too often challenged in accessing reliable transportation to and from health care providers. The study's authors note that this makes the transportation benefit all the more important, as NEMT helps to remove transportation barriers to needed health services, improve health outcomes, and reduce utilization of more expensive emergency services.

The authors also call for vigilance through strong program management and risk management strategies to protect the program from those who would exploit or defraud the program and could cause harm to Medicaid beneficiaries.

To meet these demands for integrity and smooth access for beneficiaries, the authors list the following main recommendations for the Centers for Medicare & Medicaid Services to undertake:

- Update NEMT program integrity review
- Facilitate collaboration on leading practices
- Provide technical assistance to states
- Require basic program integrity
- Analyze the Transformed Medicaid Statistical Information System data for insights

At the state level, the authors said state Medicaid programs should:

- Require public transparency of key Medicaid NEMT data
- Leverage existing data to continually improve program integrity
- Position state systems to detect and prevent known fraud schemes
- Use prior approval strategically
- Ensure robust complaint and Medicaid appeals processes for beneficiaries
- Use contracting arrangements to incentivize program integrity and quality
- Transition to or between transportation brokers with careful planning

You can find and view the full report at www.leavittpartners.com.

*"Done is better than perfect."
—Sheryl Sandberg*



CMS Announces Changes to Quality Measures

The Centers for Medicaid & Medicare Services (CMS) recently announced that it's removing from the [Nursing Home Compare website](#) and the Five-Star Quality Rating System quality measures related to residents' reported experiences with pain. Specifically, the measures being removed are the percentage of short-stay residents who report moderate to severe pain, and the percentage of long-stay residents who report moderate to severe pain.

CMS also announced that it will soon place a bright red *stop hand icon* next to facilities that have received recent abuse, neglect, or exploitation citations. Nursing homes with an *alert icon* will have their highest-possible health inspection rating capped at two stars and their overall possible rating capped at four stars. Experts note that every facility across the United States is just one incident from getting this icon and then being capped at this two-star, four-star overall. They furthermore suggest that that providers, especially those cited for abuse within the last 24 months, check their Five-Star Ratings once the changes go into effect on October 23, 2019.

Quality measure thresholds will also be increasing under CMS' latest efforts. The change could result in nursing homes seeing a decline in their ratings until improvements are made.

CMS will begin increasing quality measure thresholds by 50 percent of the average rate of improvement in QM score and will do this every six months. According to CMS documents, the agency hopes the change will drive continuous quality improvement by raising standards for all facilities to achieve certain ratings. CMS also noted that as they change the QM thresholds, some nursing homes will see a decline in their rating in these areas until they make further improvements. Also, because the QM ratings are also used as part of the overall rating, some nursing homes will see a decline in their overall five-star rating.

*"The question isn't who is going to let me;
it's who is going to stop me."*

—Ayn Rand



The Parrot Boss

A man goes into a pet shop to buy a parrot. The shop owner points to three identical looking parrots on a perch and says, "The parrot on the left costs \$500 dollars."

"Why does the parrot cost so much?" asks the man. The owner says, "Well the parrot knows how to use a computer."

The man then asks about the next parrot and learns that it costs \$1,000 dollars because it can do everything the first parrot can do plus it knows how to use some graphic design programs.

Naturally, the increasingly startled man asks about the third parrot, only to be told that it costs \$2,000 dollars.

Needless to say, this begs the question, "What can it do?"

The owner replies, "To be honest I have never seen it do anything, but the other two parrots call him boss!"



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MaunLemke.com
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ClintCast.com
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