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Upcoming on *Clint's Cures: Answers For Your Healthcare*



Clint Maun's new Internet Radio show has had a wonderful launch and is successfully bringing great information to healthcare consumers and providers alike!

For those of you who may be recently joining the newsletter, *Clint's Cures: Answers For Your Healthcare* airs live weekly on the [VoiceAmerica Variety Channel](#) on Mondays at 10-11am Central Time.

You can listen in directly at [Clint's show page](#) at the website. To learn more about *Clint's Cures*, be sure to visit the companion website at [www.clintscures.com!](#)

Upcoming Shows

- *July 5th* - Holiday encore presentation of previous week's show, **The 10 Mistakes Every Patient Makes (How to Fix Them to Get the Healthcare You Deserve)** with guest **Trisha Torrey**
- *July 12th* - **Should I Buy Long-Term Care Insurance?** with guest **Steve Vernon**

Stay up to date on the latest Clint's Cures news and receive automatic weekly episode reminders of upcoming episodes!



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Five Surefire Strategies for Your Stand-Up Meetings

Stand-up meetings are a great way to update teams, address issues, and get the day started off on the right foot. Although stand-ups are usually informal gatherings, you should never underestimate their importance; nor should you come to the meeting ill-prepared. Here are five great ways to make the most of your stand-ups.

1. **Take a roll call.** It's important that all required staff attend the stand-up every day. If there's an acceptable reason why a team member can't attend, he/she should provide updates to fellow teammate to report. It's ideal when estimates for individual tasks are around one day. If the tasks are large and vague, it takes a long time for the team member to describe what she's doing and for the rest of the team to understand.
2. **Take the term literally.** You want everyone at the meeting to be engaged and to participate; standing up helps to achieve this. Everyone should literally stand-up and no one should sit down in a chair (assuming no staff member has a physical problem that prevents this).
3. **Take notes.** If you don't write it down, chances are you won't remember it. Jot down key information for future reference. Below are some key topics you may want to cover:
 - o Any special arrangements, transportation, or equipment that may be required for the shift.
 - o Any scheduled admissions or discharges.
 - o Any room changes scheduled for the day or week.
 - o Any special visitors or conference calls that are scheduled.
 - o Any specific reports that are due.
 - o Staffing and labor review: how many nurses and CNAs are currently on staff.
 - o Any grievances, complaints, or concerns.
4. **Take as long as necessary.** Your stand-up meeting should last as long as necessary to properly set priorities for the day, get the necessary information, and share information with the team members. The 10 or 15 minutes you have set aside for your stand-up meeting won't always cut it. Although you don't ever want to needlessly drag the meeting out, you want to ensure everything is covered. What's more important: wrapping the meeting up in exactly 15 minutes or taking the extra time to discover you have a major problem, like a scheduling issue?
5. **Take complex problem-solving off-line.** It's critical that you identify problems and issues in the stand-up, but this doesn't mean that you have to solve them during the meeting as well. Identify the key people you need to discuss and address the issue, and set a different time aside to problem solve. This allows other team members who aren't involved or who can't contribute to get back to their tasks.

Remember, stand-up meetings can prove to be an extremely effective method of communication. If you come prepared and follow the strategies above, you're sure to have successful stand-ups every time!

"There are an enormous number of managers who have retired on the job"

-Peter Drucker

6 Ground Rules for Forming a Team

Healthcare organizations are finding it difficult to be successful without the use of teams. A cross-functional team-based approach can help you quickly and effectively achieve critical improvements and operational stability. Indeed, healthcare organizations can accomplish more using a team-based process than by delegating traditional assignments to specific “turf” or territory areas.

Of course, forming and developing successful, cross-functional teams is easier said than done. It takes a good amount of planning, coordination, and motivation to create a highly functional, cohesive team. Here are some essential ground rules to follow before and after every team is formed at your healthcare organization:

Before the Team is Formed

- **Designate the team leader:** A team leader provides guidance and direction and ensures continuity if the team serves a cross-functional role. For cross-functional teams, administrators are often a good, logical choice.
- **Make it an honor to be on the team:** When an employee is chosen to be part of the team, they should feel honored, as the company is recognizing their skills and talents. You usually don't select poor performers or negative employees to be on a team. Rather, you often select the top performers or those who always have an upbeat attitude. Make it well known that being selected is an honor—this helps build excitement and motivation before you even have your first team meeting.
- **Decide how much power the team will have:** Your healthcare organization must decide how much decision-making power the team will have *before* the team meets and begins working on the project/problem. It's also critical to map out approval processes, timelines, and chains of command for the team to follow.

After the Team is Formed

- **Make the most of meetings:** Keep team meetings lively and focus on action items and deliverables. Simply circling people around with various informational updates won't accomplish anything. The team meetings must have agendas that include input from every team member.
- **Define metrics and timeframes:** Teams must know the deadlines and metrics by which they will be measured. A written plan that details tasks and timeframes is essential. Make sure that the team updates the plan and regularly updates the rest of the team concerning their progress. The team must also know the consequences they may face if they fail to reach their goals.
- **Celebrate success:** Teams need to celebrate after they win! Celebrate and recognize success with positive feedback and rewards, if possible.

When cross-functional teams are formed correctly, the results can prove to be overwhelmingly positive. By following these ground rules, your team will be more apt to produce measurable success in all areas of the organization.

"Teamwork divides the task and multiplies the success."

-Author Unknown

Study Indicates Poor Sleep Quality among Elderly Residents

A recent study published in the *Journal of the American Geriatrics Society* revealed that 65 percent of residents in Los Angeles assisted living facilities were suffering from significant sleep disturbances as measured on the Pittsburgh Sleep Quality Index. Moreover, this poor sleep was associated with declining quality of life and increased depression over a six-month follow-up period.

The study looked at the sleep habits of 121 older people living in assisted living facilities in the Los

Angeles area and found that on average they slept about six hours per night and for about one and a half hours during the day. The most commonly reported factors contributing to trouble sleeping included waking up in the middle of the night or early morning (60.3%) and the inability to fall asleep within 30 minutes (59.5%).

At the initial study visit, sleeping poorly was associated with lower health-related quality of life, needing more help with activities of daily living (e.g., bathing, dressing, grooming), and more symptoms of depression. Participants were visited again three and six months later, and the researchers discovered that sleeping poorly at the initial visit predicted a worsening of quality of life, needing even more help with activities of daily living and even worse symptoms of depression.

So what can you glean from this study? Although more research is needed to make any solid links between poor sleep and quality of life among residents, it's always a good idea to take a fresh look at your facility's sleep environment. An informal sleep survey is another option that can help you gauge your residents' sleep habits. Keep in mind that there are established, effective treatments to improve sleep, which include environmental interventions like quiet, noise-proofed rest areas and bright light therapy.

"Did you ever stop to think, and forget to start again?"

—Winnie the Pooh

Things You Don't Want to Hear During Surgery

We can all laugh at the quotes below because we know no one would ever say them! Or would they??!!

- "Accept this sacrifice, O Great Lord of Darkness"
- Bo! Bo! Come back with that! Bad Dog!
- Better save that. We'll need it for the autopsy.
- Wait a minute, if this is his spleen, then what's that?
- Hand me that... uh... that uh... thingy
- Oh no! I just lost my Rolex.
- Oops! Hey, has anyone ever survived 500 ml of this stuff before?
- There go the lights again...
- Ya' know... there's big money in kidneys...and this guy's got two of 'em.
- Everybody stand back! I lost my contact lens!
- Could you stop that thing from beating? It's throwing my concentration off.
- What's this doing here?
- That's cool! Now can you make his leg twitch?!
- Well folks, this will be an experiment for all of us.
- Sterile, shcmerle. The floor's clean, right?
- What do you mean he wasn't in for a sex change?
- OK, now take a picture from this angle.
- This patient has already had some kids, am I correct?
- Nurse, did this patient sign the organ donation card?
- Don't worry. I think it is sharp enough.
- FIRE! FIRE! Everyone get out!
- Rats! Page 47 of the manual is missing!
- Isn't this the one with the really lousy insurance?

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