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In This Issue

[The Leading Edge: How to Set Expectations](#)
[Employees Matter: The Power of Positive Thinking](#)
[News You Can Use: New Fact Sheets from the SCAN Foundation](#)
[Just for Fun: Employee Evaluations](#)



Could *your* healthcare facility benefit from this?

Every healthcare facility can benefit from Revenue Enhancement!

Clint Maun, CSP has **two new programs** *custom-designed* to help you enhance your **revenue streams** and deliver increased customer satisfaction, smoother operations and sustainable, long-term market viability, especially given the forthcoming changes resulting from the recent healthcare reform!

These exciting new programs bring a wealth of proven-solutions to bear on improving your facility's revenue, so you can invest in other important aspects of your business, such as staff rewards & retention, site/technology improvements, partnership integration projects and more!

**The Future Of Reimbursement Is Now:
Take Action Today**



Wow! Look at the healthcare changes now in process and slated for the future. The U.S. government has an aggressive agenda which will considerably affect reimbursement for healthcare providers. The new healthcare system requires providers to be more competitive and customer service oriented to receive their full reimbursement. These stated changes are already having huge implications related to partnerships, integration and guaranteed outcomes. In this session, attendees will understand the importance of positioning their organizations for the changes to come. They will be provided immediate, necessary and practical action steps to address aspects such as bundling of reimbursements, development of ACOs and Value-Based Purchasing based upon quality measures and customer satisfaction.

The Kaleidoscope of Medicare Makeover

Playing with a kaleidoscope is always intriguing. Merely turning the rocks some will create an entirely new image. This is also the case with most long term care organizations. It is possible to substantially increase the organization's Medicare/Managed Care occupancy by simply rearranging a few critical "rocks". A complete redo or extreme makeover very often is unnecessary. In this session participants will learn how to use a team approach to create a more attractive, functional and productive environment through strategies such as delivery of service in the right location at the right time for the right result, implementation of correct staffing plans and advantageous utilization of building space.

**Let Clint Maun show your organization how to
Increase Revenue Now while Preparing for Tomorrow!**

**Review Clint Maun's Biography and References at <http://www.maunlemke.com>
or call Kathy Cain at 800.356.2233 for more information**



**Book multiple speakers for a \$\$\$ discount.
Ask us how!**

Want Results? Set Expectations!

Whether it's exceptional quality of care, reduced turnover, or efficient operations, healthcare organizations are undoubtedly focused on positive results—as they should be. However, in the race to achieve outstanding results, many organizations overlook a key detail that will help them accomplish their primary goals. Many leaders fail to focus on expectations. Now, you may be saying to yourself, "my employees know what's expected of them. They're expected to show up on time and do their job well." Although this can technically be categorized as an expectation, it lacks the clarity and vision your employees really need. Simply put, unless your people know exactly what's expected of them on the job, it's unlikely they will be motivated to reach their goals. The remainder of this article will cover how you can set expectations for your employees so you can ultimately set yourself up for the results you desire.

1. **Tell them what you expect today.** Yearly and even monthly goals can appear unattainable when they're not broken down into smaller tasks that employees can achieve on a daily basis. So, sit down with employees and communicate what success for the day looks like. For example, you can tell them, "There are 14 things that must be accomplished today, which include..." Make sure you are specific about the documentation, rehabilitation, socialization, and medication actions that must be taken.
2. **Make sure they can measure their performance throughout the day.** When you give people a specific expectation (i.e., "you need to complete X-number of tasks) they are better able to track their success throughout the day. It's important to point out that you shouldn't be measuring people all day. People need to measure themselves. You can check people with a quality assurance audit or run down the hall and see if jobs are done; but as a person in charge, you need to allow people to check themselves. Teach people to be up-front and honest with you, and you'll know if they are on track or if the schedule needs to be adjusted before the end of the shift.
3. **Provide adequate resources.** You can't expect people to succeed if you don't give them the tools and resources to get the job done. After you have defined the expectations and given employees ways to measure themselves, give them control of the necessary resources — supplies, equipment, flexibility on schedule, etc.

Remember, when you set out clear and distinct daily expectations, your employees can start the day with a clear and solid effort. They will follow the solid leadership you provide, which will better enable the organization to achieve the long-term results they seek.

*"The best angle from which to approach any problem is the try-angle."
—Unknown*

The Power of Positive Thinking: 5 Tips to Help Get You There

Are you a chronic worrier? Do you often think about the worst-case scenario? Do you feel "down in the dumps" for long periods of time? If so, a change of attitude may be in order. After all, positive thinking can help you feel better about yourself and your outlook on life. Moreover, when you consistently think positive thoughts, positive things are more likely to happen. Here are five great tips for positive thinking so you can give your attitude the overhaul it needs.

1. **Believe in yourself.** Events and situations in your life may not be the way you want them to be—and truth be told, your life is probably never going to be perfectly aligned. Uncertainty and untold events are likely to unfold at various turns. That's exactly why it's of utmost importance to believe in yourself. Constantly and confidently tell yourself that everything will get better; and chances are they will. Eliminating self-doubt will help you reach your goals despite of the challenges that cross your path.
2. **Hang out with happy people.** Great attitudes are contagious, so surround yourself with positive people. On the same note, be wary of negative people and don't let them influence your thoughts.
3. **Take care of yourself.** Get adequate sleep, exercise when you can, and eat right. If you look good on the outside, it'll be easier to feel good on the inside, too.
4. **De-clutter your life.** Surround yourself with the things that matter the most to you, and minimize the rest. Reflect on the things you love and that make you feel good—perhaps this includes framed family photos, your books, potted plants, and/or works of art. When the clutter is eliminated you can better focus on what's really meaningful to you.
5. **Give yourself something to look forward to—everyday.** You're more likely to be cranky if you're perpetually stressed out. So, give yourself a way to get away from it all and recharge. Go for a 20-minute walk every day, read a book or magazine, take a bath—find a way to relax and devote time to it every day.

The tips above are great strategies for thinking positively, and getting starting on them is actually

fairly easy. So, make a habit out of thinking positively until it becomes a permanent part of who you are.

*"Both optimists and pessimists contribute to our society. The optimist invents the airplane and the pessimist the parachute."
—Gil Stern*

The SCAN Foundation Releases Info-Packed Fact Sheets

The SCAN Foundation released six fact sheets compiling national figures that provide basic information on some of the most important issues surrounding long-term care. The fact sheets are the first set in a series of fact sheets that provide basic information on the who, what, when, where, why and how of long-term care from a national perspective. Each fact sheet presents a long-term care issue, highlights main points and facts in bulleted format, and provides a comprehensive list of citations.

The six fact sheets are currently titled as:

- Demographic & Economic Characteristics of an Aging Population
- Who Needs and Who Uses Long-Term Care?
- Growing Demand for Long-Term Care
- Where is Long-Term Care Provided?
- Who Provides Long-Term Care?
- Who Pays for Long-Term Care?

The SCAN Foundation will revise the fact sheets regularly as updated information becomes available. You can download these facts sheets in PDF format from [The SCAN Foundation's Web site](#).

"Never say, 'oops.' Always say, 'Ah, interesting.' "
—Author Unknown

Unbelievable Employee Evaluations

Some managers really have a knack for telling it how it is. The following quotes from actual performance evaluations are prime examples!

- "Since my last report, this employee has reached rock bottom and has started to dig."
- "His men would follow him anywhere, but only out of morbid curiosity."
- "I would not allow this employee to breed."
- "This associate is really not so much of a has-been, but more of a definitely won't be."
- "Works well when under constant supervision and cornered like a rat in a trap."
- "When she opens her mouth, it seems that this is only to change whichever foot was previously in there."
- "He would be out of his depth in a parking lot puddle."
- "This young lady has delusions of adequacy."
- "He sets low personal standards and then consistently fails to achieve them."
- "This employee should go far - and the sooner he starts, the better."
- "This employee is depriving a village somewhere of an idiot."

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