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Does your organization...

- need to grow revenue?
- have a team-based culture?
- stay focused and committed to success?

Clint Maun and Maun-Lemke have over 25 years of expertise in "changing the results of healthcare". We have learned through our work with Long Term Care organizations that, to assure their sustainability, organizations must not be revenue dependent upon Medicaid.

Consider this: An additional 7 Medicare customers in your facility can, on average, deliver over \$1 million to the top line resulting in a significantly better bottom line. This additional revenue supplements and offsets losses incurred from lesser Medicaid reimbursement rates.

We've found that the lack of an organization's success is due to a "missing structure" that has not been in place for them to gain and retain market advantage. Maun-Lemke's proven A.R.M.S. Length Revenue Enhancement System can be implemented cost-effectively through our step-by-step process and web-based computer consulting support.

For more information on the A.R.M.S. Length System and how your organization can achieve their full

A.R.M.S. Length System



Do You Have What It Takes? 3 Critical Characteristics Every Healthcare Professional Should Possess

Whether you work in a hospital, a nursing home, or a long-term care facility, it takes a special kind of person to work in healthcare. Aside from the skills and techniques you learn, being a healthcare professional also entails some things that can't be taught. Being a healthcare professional requires certain personal characteristics.

So what does it take to do this day in and day out? Here's a look at three critical characteristics every healthcare professional should possess:

1. *A sense of bravery.* In healthcare, happiness and joy are typically not plentiful. After all, we're usually caring for the sick and/or dying. Sometimes even when you're giving your all, it's simply not enough. Although you make a significant and positive difference in someone's life, it's often a thankless job. It ultimately takes courage and bravery to do this job.
2. *A sense of humor.* If you can't laugh at yourself, you may be in big trouble as a healthcare professional. Indeed, embarrassment and humility are two things you must enjoy—or at least endure—to work in healthcare. Moreover, laughter and joy can reduce stress, increase endorphins, and help to give you a better outlook on life.
3. *A sense of compassion.* Your patients deserve true compassion. If you can't put yourself in the shoes of a patient who is vulnerable and relying on your help, you might not be capable of providing them with the compassion they deserve. Compassion can range from giving a patient a hug, to listening to a story, to making sure they have their favorite snack. You must strive every day to show compassion.

As you continue to improve your knowledge and skill set as a healthcare professional, make a concerted effort to focus on the characteristics above to enrich your patients' and customers' lives.

"Act as if what you do makes a difference. It does."

—William James

5 Great Conflict Resolution Tips

From generational differences, to differing personal management styles, to varying educational backgrounds, the typical healthcare setting is very diverse. And although diversity is ideal, it can also potentially cause conflict and misunderstandings. Indeed, it can be hard to see eye-to-eye with individuals so greatly different from yourself.

The good news is that you can usually get out of a conflict or misunderstanding just as easy as you got into it. Try these conflict resolution tips the next time find yourself in the midst of a workplace conflict:

1. **Pinpoint the conflict and keep it professional.** Be specific in formulating and communicating the conflict. "You never ask for my opinion" is not as effective as "I believe I can contribute some valuable ideas if you would give me some time to speak during our meetings." Additionally, limit your complaints to those directly involved in the workplace conflict. Your opinion of a coworker's character is generally irrelevant. "He hasn't been on time once this week" is OK. "He's an unreliable idiot" is not.
2. **Give it some time.** Remember that it's not always all about you. What you may think is a personal attack could simply be a co-worker having a bad day. Take time to think before you speak in response to a remark or situation. If you still feel it needs to be brought up two to three hours later, then do so.
3. **Mind your own business.** If the conflict doesn't involve you, resist the temptation to insert

yourself into the situation. By getting involved, you're likely to only cause more drama and turmoil. Even if someone has clearly been wronged, allow them to resolve the situation on their own.

4. **Try to resolve it on your own.** Don't always involve your superiors in conflict resolution. You'll quickly make the impression that you are unable to resolve the smallest difficulties.
5. **Know when to escalate the issue.** On the other hand, know when conflict isn't just conflict. If conflict arises due to sexual, racial, or ethnic issues, or if someone behaves inappropriately, that's not conflict, it's harassment. Take action and discuss the problem with your supervisor or human resources department immediately.

Remember, as healthcare professionals, we work in an incredibly diverse environment. Although conflict can't be completely avoided, it can be minimized when effectively addressed. Use the tips above the next time a workplace conflict or misunderstanding pops up.

"Believe you can and you're halfway there."
—Theodore Roosevelt

HHS Announces a New National Quality Strategy

The U.S. Department of Health and Human Services (HHS) announced a new National Quality Strategy to improve the quality of healthcare. The National Strategy for Quality Improvement in Health Care was called for under the Affordable Care Act and is the first of such national efforts in the United States.

The National Quality Strategy will promote quality healthcare that is patient- and community-focused. The strategy is also designed to move the system to work better for doctors and other healthcare providers—reducing their administrative burdens and helping them collaborate to improve care.

The strategy presents three aims for the national healthcare system:

1. Improve the overall quality of care by making healthcare more patient-centered, reliable, accessible, and safe.
2. Improve the health of the U.S. population by supporting proven interventions to address behavioral, social, and environmental determinants of health in addition to delivering higher-quality care.
3. Reduce the cost of quality healthcare for individuals, families, employers, and government.

To help achieve these aims, the strategy also establishes six priorities:

1. Making care safer by reducing harm caused in the delivery of care.
2. Ensuring that each person and family is engaged as partners in their care.
3. Promoting effective communication and coordination of care.
4. Promoting the most effective prevention and treatment practices for the leading causes of mortality, starting with cardiovascular disease.
5. Working with communities to promote wide use of best practices to enable healthy living.
6. Making quality care more affordable for individuals, families, employers, and governments by developing and spreading new healthcare delivery models.

For more information about the National Quality Strategy, you can visit www.ahrq.gov/workingforquality.

Seeing Life Through the Eyes of Kids

Kids can be very insightful! Take a look at these "Instructions on Life":

- Never trust a dog to watch your food. -- Patrick, Age 10
- When you want something expensive, ask your grandparents. -- Matthew, Age 12
- Never smart off to a teacher whose eyes and ears are twitching. -- Andrew, Age 9
- Wear a hat when feeding seagulls. -- Rocky, Age 9
- Sleep in your clothes so you'll be dressed in the morning. -- Stephanie, Age 8
- Never try to hide a piece of broccoli in a glass of milk. -- Rosemary, Age 7
- Never ask for anything that costs more than five dollars when your parents are doing taxes. -
- Carrol, Age 9
- Never bug a pregnant mom. -- Nicholas, Age 11
- Don't ever be too full for dessert. -- Kelly, Age 10
- When your dad is mad and asks you, "Do I look stupid?" don't answer him. -- Heather, Age
16
- Never tell your mom her diet's not working. -- Michael, Age 14
- Don't pick on your sister when she's holding a baseball bat. -- Joel, Age 12
- When you get a bad grade in school, show it to your mom when she's on the phone. --
Alyesha, Age 13
- The two places you can always feel safe is church and your grandma's. -- Becky, Age 8

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