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### In This Issue

[The Leading Edge: How to Stay Positive during Negative Times](#)

[Communication Corner: Exit Interview Tips & Techniques](#)

[News You Can Use: New Report on Quality and Performance Measurement](#)

[Just for Fun: Funny Facts](#)



**Just 7 more Medicare customers can deliver over \$1 million to your top line.**

*This additional revenue offsets losses from Medicaid reimbursement rates.*

### Does your organization need to grow revenue?

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

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 information on the A.R.M.S. Length System and how your organization can achieve their full Revenue potential, call Kathy Cain or Chad Maun at (800) 356-2233.

### Keep Your Chin Up... Even When Times Are Down

Nasty rumors, poor attitudes, angry patients and customers—if your healthcare organization is like most; it has its fair share of these downers—and maybe even a few more! Here are five ways to keep your chin up when work starts to feel like a downer:

1. **Say yes to new ideas and projects.** Whether it's brainstorming on new processes or volunteering to lead a project, pitching in is one of the best things you can do to lift your spirits. Taking action will give you a sense of control over your work life, while also expanding your skill and helping you keep motivated and energized.
2. **Say no to complaining and gossip.** *Water cooler* chatter about layoffs or pay cuts will only fuel negativity and uncertainty. Steer clear of work gossip.
3. **Set some small goals.** Come in 15 minutes early to get organized. Mentor a newer employee. Whatever goal you set, keep in mind that it can help keep you energized and give you a sense of accomplishment. Goal setting could be the extra nudge you need when negativity is getting you down.
4. **Invest in yourself.** Attend a networking event or take a class. Although it may not have an immediate payoff in terms of a raise or promotion, expanding your network and skill set will keep you inspired, fresh, and motivated.
5. **Have fun.** Making time to laugh and have a good time is critical when you're feeling down and stressed out. Schedule time for at least one non-work-related activity that you enjoy and allow yourself to let go of work woes.

Although you can't always control the negative attitudes and circumstances that make their way into your day, you can take a proactive approach to staying positive. Keep these tips and strategies in mind the next time negativity creeps around.

*"If you don't think every day is a good day, just try missing one."*  
—Cavett Robert

## Not so Fast! Critical Exit Interview Tips & Techniques

Exit interviews are often conducted in an obligatory and/or hurried manner. Indeed, many interviewers may rush through the process in an effort to get the soon-to-be-departed employee out the door. However, exit interviews should be conducted with thought and care as these workers' last words can provide valuable insights into your work culture. They can also shed light on ineffective processes and management styles. Bottom line: there's a lot you can learn from an exit interview.

Here are some key questions to consider during your next exit interview:

- *What made you decide to leave the company?* Learn if the employee was frustrated with specific issues or salary or if there is an external reason for leaving, such as a spouse relocating.
- *What did you find most enjoyable about working here?* The answer to this question can highlight what the company is doing right and what it's doing well.
- *What did you find least satisfying about working here?* Be prepared for blatant honesty here; especially if it's a disgruntled employee who is leaving. It's important to remain objective. Refrain from becoming defensive.
- *How would you rate the level of support you received to perform your job duties?* This question can uncover a host of issues, from relationships with supervisors to the effectiveness of IT systems.
- *What qualities and characteristics do you think a person needs to be successful in this organization?* This question can provide insights into the informal culture of a company and highlight traits that you should look for in future recruits.
- *What advice would you pass on to the next person selected to perform your job duties?* This question often yields answers that uncover shortcomings in training, management support, and other aspects of the company that need improvement.
- *What are the salary and benefits of your new job (if applicable)?* This question can provide valuable competitive intelligence in the battle for talent. It may highlight a need to improve your company's compensation packages.

It's important to listen carefully during an exit interview; take copious notes and ensure all details

are securely recorded. Further, it's critical to examine long-term trends—don't simply file the interview away never to be looked at again. If corrective measures can be taken in management, training, or communication—make sure those steps are taken. Remember, exit interviews are a unique opportunity to get honest and open employee feedback. Be sure to make the most of it.

*"Two monologues do not make a dialogue."  
— Jeff Daly*

## New Report on Long Term Care Quality and Performance Measurement

According to recent recommendations from the Measures Application Partnership, long-term and post-acute care (LTPAC) providers should adhere to a coordinated performance measurement that promotes quality improvement across the industry. In its report to the Department of Health and Human Services, the Measures Application Partnership also emphasized the use of health information technology resources to improve LTPAC coordination and quality.

The Measures Application Partnership is a stakeholder group convened by the National Quality Forum representing 60 organizations in labor, healthcare and other organizations.

In its report, *Coordination Strategy for Post-Acute Care and Long-Term Care Performance Measurement*, the Measures Application Partnership recommends that HHS:

- Define core measure concepts for LTPAC performance measurement to harmonize measurement and promote common goals across providers;
- Highlight the need for and use of uniform data sources and health information technology so that data can be collected once, in the least burdensome way, and for multiple purposes; and
- Determine a pathway for improving measure applications through filling priority measure gaps, developing standardized care-planning tools and monitoring for unintended consequences.

The report identifies *high leverage* areas for performance measurement and core measure concepts for LTPAC providers, including: routine measurement of the functional, cognitive and mental health status of patients; experience of care; the number of falls, pressure ulcers and adverse drug events they experience; infection rates; avoidable readmissions; and the existence of care transition plans for every patient.

[Read the full report for more information.](#)

*"Get your facts first, then you can distort them as you please."  
—Mark Twain*

## Funny Facts

Have you ever heard the saying, "truth is stranger than fiction"? Well, that statement definitely holds true for these funny facts! Expand your knowledge of strange (and maybe useless) tidbits with these funny facts:

- Antarctica is the only continent without reptiles or snakes.
- Proportional to their weight, men are stronger than horses.
- Pilgrims ate popcorn at the first Thanksgiving dinner.
- Iceland consumes more Coca-Cola per capita than any other nation.
- It is possible to lead a cow upstairs but not downstairs.
- Peanuts are one of the ingredients in dynamite.
- Ancient Egyptians slept on pillows made of stone.
- A hippo can open its mouth wide enough to fit a 4 foot tall child inside.

- Every time you lick a stamp, you're consuming 1/10 of a calorie.
- The average person has over 1,460 dreams a year.
- One in every four Americans has appeared on television.
- The average American will eat about 11.9 pounds of cereal per year.
- Ants stretch when they wake up in the morning.
- During your lifetime, you'll eat about 60,000 pounds of food. That's the weight of about 6 elephants.
- Some ribbon worms will eat themselves if they can't find any food.

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