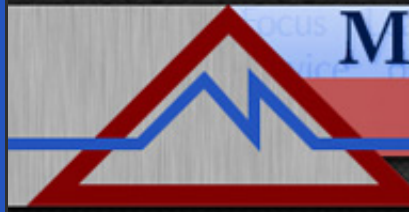


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MAUN-LEMKE

Changing the Results of Healthcare

SOLUTIONS

The Newsletter for Healthcare & Human Services

May 15, 2012



Food For Thought



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Mystery Shopping

How would you score?

Maun-Lemke has been Mystery Shopping healthcare organizations, by phone and live visits, for over 20 years. We create a new Mystery Shopping 'scenario' each month specific to the type and treatment specialization to be shopped (Long Term, Assisted Living, Alzheimer's, Hospice, Home Care, Mental Health, Independent Living). We rotate our Mystery Shoppers so they do not contact the same facility within a 6-month time frame. All Maun-Lemke Mystery Shoppers have healthcare experience, are trained by us and each of their reports are reviewed for grading consistency.

Consumers today are taking a much greater interest in their healthcare. They are becoming more empowered to explore healthcare options for themselves and their loved ones. Providers can no

longer merely depend on discharge planners and referral sources to keep facilities full. They need to know how their organization's staff handles inquiries.

If you'd like information on Mystery Shopping your facility, call Kathy Cain at 800.356.2233.

Having Trouble Staying Focused? Try These 3 Tips

We all have our fair share of distractions in our healthcare job. If you need some help getting back on track, try these three surefire strategies:

- **Pinpoint when you are most productive.** This may seem obvious, but it is extremely helpful to remember what hours of the day you are most productive, especially if you find yourself all over the place during the workday. Try your best to tackle your most taxing tasks and projects during this time.
- **Give up multitasking.** Although most people believe multitasking can increase productivity, multitasking ultimately makes us less productive. Just remember that focusing on one task at a time is far more effective than trying to do six things at once.
- **Leave work at work.** While this may not be possible for everyone, keeping your work life separate from your life at home is one way to stay more focused during the workday. If you're not worried about home at work and not worried about work at home, you'll be able to get a lot more accomplished. Bottom line: if you're not at work—don't think about work. Just remind yourself that this strategy will enable you to be more—not less—effective.

Again, some of these strategies may appear obvious, but you'd be amazed at how many people overlook them. Make a concerted effort to apply these tips to your workday and you will likely enjoy from extra focus and productivity.

*"Focus on remedies, not faults."
—Jack Nicklaus*

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