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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.

A Simple, Yet Effective Stress Relief Technique

We all know that healthcare can be an extremely rewarding profession. Of course, ask anyone and they will likely tell you that it is also stressful! And only adding to the problem—it's often hard to find the time and place to relax and unwind from the stress.

Fortunately, you can work this simple relaxation exercise practically any time and any where into your day.

The Progressive Muscle Relaxation Exercise

1. Make a fist with each hand while tensing all the muscles in your body from the top of your head to the tip of your toes.
2. Scrunch your face into the tightest frown you can make, lift your shoulders up to your ears and tighten your belly as if you were about to be poked in the stomach.
3. Take a deep breath in and hold it in while you maintain the tension throughout your body.
4. Count to seven silently and then let all the air and tension go in one, nice long breath.
5. Breathe again normally. Notice the growing sense of relaxation and the heaviness that remains in your muscles as you do this. Repeat the process three times.

Now, don't you feel better already?!

"Adopting the right attitude can convert a negative stress into a positive one."
—Hans Seyle

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