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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.

Are You Tough Enough? 4 Tips to Help You Develop Your Mental Toughness

No doubt about it. Healthcare is a relentlessly evolving environment. To be successful, you must be able to navigate changes, work through adversity and adapt at short notice. In other words, you must always remain 'mentally tough'.

Mental toughness transforms obstacles into challenges, and turns negative stress into positive energy. The good news is that you already have the required tools—you just need to know how to use them.

Here are five tips to help you sharpen your mental toughness:

1. **Keep an eye on what you can control.** You may be wasting valuable energy and precious time trying to control too many things. If you don't have any say or decision-making powers over a given situation, let it go. Focus only on the items that you can make a direct impact on and have control over.
2. **Get better at saying no.** If you're constantly doing tasks and favors outside of your primary tasks and priorities, you will likely burn out. Indeed, the more you say yes in these circumstances, the more you give away your valuable time. Learn to value yourself and what you have to offer. Find a polite, manageable way to say no. For example, you could say, "I have to finish this task before I do anything else. Let's see if we can find someone else who can help you."
3. **Make mini goals.** You may become overwhelmed or even frightened if your goals are too big to visualize or fathom completion. When goals are too big to visualize, they quickly become overwhelming and even frightening. To avoid this situation, break your large goals into small, manageable steps. Ask yourself what small tasks need to be completed to get through each step. Your goals will become much easier and manageable this way.
4. **Brag!** Part of being mentally tough includes confidence and reassurance in your talents and abilities. So, focus on your top strength—one that proves you can achieve greatness—and think about how this strength can help you meet your goals and overcome challenges. Brag to yourself and build up that confidence!

Remember, you have all the tools you need to develop your mental toughness. Take note of the tips above and you'll be well on your way to a more confident, capable, and positive you!

*"Anyone who has a continuous smile on their face conceals a toughness that is almost frightening."
—Great Garbo*

Helpful Hints for Handover Reports

Hand over reports are critical when you need to delegate a major project or responsibility or need to train a new employee on their new roles and tasks. An accurate and detailed report can help ensure a seamless transition in the handing-over of a job or task. The ideal handover report will ensure that no unnecessary and unforeseen problems arise in the transition.

Here are some key tips to keep in mind:

- **Be thorough.** Obvious, we know, but we'd be remiss if we didn't mention that you make a thorough list of all the information the incoming employee will need to know. Consider what you do on a daily basis, things you do weekly, monthly or yearly. Include information other than your basic responsibilities and duties; contacts, protocol, chain of command, passwords, keys, important dates, trainings and any other job specific information.
Quick Tip: Don't try to do this in one sitting. Give yourself time to remember all that needs to be included.

- **Be sequential.** List current projects, the dates or times they began, how you want them to progress, and a completion date or time.
Quick Tip: Provide a timeline of when a certain task began as well as a historical view. This will help provide context and clarity.
- **Provide direction—literally.** Make a detailed map and directory of the location of job-specific documents and items. They should not have to look any further than your report to find locations of any forms, supplies, keys, etc.
Quick Tip: Add any tips on how the receiver of your report can improve productivity and job performance. You could also include challenges and obstacles you encountered and how you addressed those.
- **Document established goals and expectations.** Include and describe how you achieved all defined goals and expectations. This will give your replacement the tools to continue what you started without an interruption in the flow of the process and increases the likelihood of a successful outcome.
Quick Tip: Include a breakdown of how much time should be spent on specific tasks to ensure they are done correctly.

Creating a handover document will indeed take bit of time, but it is certainly time well spent. Ensuring that your replacement of a specific task or project has everything they need to be successful will add to your reputation as a professional and trustworthy healthcare professional.

*"Delegating work works, provided the one delegating works, too."
—Robert Half*

Study Links CNA Staffing Levels to Fall Rates for Nursing Home Residents

Unfamiliar surroundings and staff are two conditions that can contribute to a new nursing home resident's risk for falls. An analysis of MDS assessments for more than 230,000 newly admitted short-stay residents determined that 21 percent experienced at least one fall in a 30-day period.

Researchers from Brown University and the University of Southern California determined that facilities with higher CNA levels of staffing contributed to a lowered risk for falls. The researchers, however, indicate that to maximize fall prevention efforts in this area, more study is needed.

The study appears in the [May issue of the Journal of the American Geriatrics Society \(view abstract\)](#).

*"The human brain starts working the moment you are born and never stops until you stand up to speak in public."
—George Jessel*

Brain Teaser Time!

In this teaser, you have to find the two words out of the group that don't belong. Sound confusing? That's because it will certainly test your brain! Here's an example to get you started:

EXAMPLE:

1. Lily
2. Jane
3. Tulip
4. Rose

Answer:

Jane does not belong as it's the only one which is not a flower. Tulip also does not belong because it's the only one which is not a girl's name. You're on your own for the rest!

1. Dodge
 2. Ford
 3. Lincoln
 4. Hoover
-

1. King
 2. Earl
 3. Knight
 4. Bishop
-

1. Yellow
 2. Green
 3. Dead
 4. Black
-

Answers:

1. Hoover does not belong as it's the only one which is not a car manufacturer. Dodge does not belong as it's the only one which is not the last name of a President of USA.

2. Bishop does not belong as it's the only one which is not a class of nobility. Earl does not belong as it's the only one which is not a Chess piece.

3. Dead does not belong as it's the only one which is not a color. Green does not belong as it's the only one which is not the name of a sea.

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Maun-Lemke Speaking and Consulting, LLC
8031 W. Center Rd.
Suite #222
Omaha, NE 68124

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