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**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.

### How You Can Help Build a Positive Work Environment

Believe it or not, there are several things you can do to make your work environment a positive one and to facilitate feelings of cooperation, teamwork, and joy among your staff. Here are four great tips that can help you establish a positive, upbeat work environment.

1. **Show your co-workers and staff that they can trust you.** Building an environment of trust is one of the most important things you can do to create a positive work environment. When it comes to the workplace, trust is about doing what you say you are going to do and being who you say you are. Your co-workers and staff will trust you when you consistently show them that you are reliable, responsible, and accountable. And the best part? When you display this type of trust, it becomes contagious. If your colleagues know that you would never let them down, they will return the favor.
2. **Expect the best from your colleagues and staff.** Expectations are everything. Indeed, if you treat your colleagues and staff as if they can't function well on their own, that is the behavior they will give you. Moreover, if your staff feels like you have little to no confidence in them, it will only destroy morale. On the contrary, if you have high expectations of others, treat them as if they are capable, competent people and expect them to function as such, they will rise to the occasion.
3. **Give credit where credit is due.** Recognizing excellent job performance and attitude, and showing appreciation for these things will go a long way towards creating a positive work environment. When verbalizing appreciation, try to make it as personal and specific as possible. Rather than just saying something vague like "good job", be specific about the quality or skill the team member brought to the task. For example, you could say, "Sue, thank you for staying late yesterday. Your willingness to help and go above and beyond is really appreciated by everyone here."
4. **Strive for a positive physical environment.** Do what you can to make the physical environment clean, bright, attractive, and cheerful—it can make a huge difference. Simple things like a plant or colorful painting (if possible to bring in at your facility) can do wonders to create a bright and cheerful atmosphere.

You've probably heard the saying a thousand times, but it certainly is true: one person can make a big difference. You can make your work environment one in which people can feel comfortable, have fun, and thrive. With a little thought and creativity, along with the tips above, you can make it happen!

*"How you think about a problem is more important than the problem itself. So always think positively."*

—Norman Vincent Peale

## Flu Vaccinations 101: Educating Your Patients on Flu Shots

Fever, aches, headache, chills, vomiting—as a healthcare professional you are probably well-aware of flu symptoms. And, of course, you are probably already well-aware of the need and importance of getting your yearly flu shot. Indeed, if you want to prevent the flu and protect those around you, you should get the flu vaccination every year. In fact, the Centers for Disease Control and Prevention (CDC) recommends a yearly flu vaccine as the first and most important step in protecting against flu viruses.

As the summer winds down and we enter into fall, now is a great time for a flu vaccine refresher. There are certainly a lot of questions and misconceptions around the flu and the flu vaccination, so as a healthcare professional it's important that you're always educated and informed, and able to share this critical information with your patients and residents.

### Flu Vaccination Q & A

#### ***Who needs to get a flu shot?***

According to the CDC, everyone 6 months of age and older should get the flu vaccine.

#### ***When should I get a flu shot?***

Get the vaccine as soon as it is available in your area. Flu season usually peaks in January or February, but it can occur as late as May. Early immunization is the most effective, but it is not too late to get the vaccine in December, January, or beyond.

### ***How long will the vaccination protect me?***

The flu vaccine will protect you for one flu season, and is designed to protect you from the strains of flu that are expected to circulate that flu season. Except for some children and older adults, only one dose of vaccine is needed every year.

### ***Will the vaccine protect me from all types of cold and flu viruses?***

Flu vaccines will not protect against infection and illness caused by other viruses that can also cause influenza-like symptoms. There are many other viruses besides influenza that can result in influenza-like illness that spread during the flu season.

### ***Does the flu vaccine work the same for everyone?***

The flu vaccine is the single best way to prevent the flu, and vaccination is the main tool used to protect people from influenza. But, protection is never 100%, and some people can still get the flu after being vaccinated.

### ***Is there anyone who should not get the vaccine?***

Talk to your health care provider about vaccination if you have:

- A severe allergy to chicken eggs
- A history of severe reaction to a flu vaccination
- A moderate-to-severe illness with a fever (you should wait until you are better to get the vaccine)
- A history of Guillain-Barré Syndrome (a severe paralytic illness, also called GBS)

### ***Can I get the flu from the vaccine?***

No, you cannot get the flu from the flu shot. The flu shot contains inactivated (killed) flu viruses that cannot cause illness.

*"Concealing an illness is like keeping a beach ball under water."  
—Karen Duffy*

## **HHS Offers States New Funds to Build Health Insurance Exchanges**

The U.S. Department of Health and Human Services (HHS) recently announced that states now have 10 additional opportunities to apply for funding to create insurance exchange networks.

The money is meant to help states continue the initiatives set forth in the Accountable Care Act (ACA). Insurance Exchange system projects can be state-based exchanges, state partnership exchanges, or state-federal exchanges. States can apply for exchange establishment cooperative agreements through 2014.

The new project funds will join the \$850 million in grant funding for projects already underway within 34 states and the District of Columbia. HHS has also [published a guide sheet](#) outlining the insurance exchange project activities that are valid for funding.

*"When your friends begin to flatter you on how young you look, it's a sure sign you're getting old."  
—Mark Twain*

## **Getting Old Never Tasted so Good!**

An elderly husband and wife noticed that they were beginning to forget little things around the house. They were afraid that this could be dangerous, as one of them could accidentally forget to turn off the stove and thus cause a fire. So, they decided to go see their doctor to get some help.

Their doctor told them that many people their age find it useful to write themselves little notes as reminders. The elderly couple liked the suggestion and left the doctor's office very pleased with the

advice.

When they got home, the wife said, "Honey, will you please go to the kitchen and get me a dish of ice cream? And why don't you write that down so you won't forget?"

"Nonsense," said the husband, "I can remember a dish of ice cream!"

"Well," said the wife, "I'd also like some strawberries on it. You better write that down, because I know you'll forget."

"Don't be silly," replied the husband. "A dish of ice cream and some strawberries. I can remember that!"

"OK, dear, but I'd like you to put some whipped cream on top. Now you'd really better write it down now. You'll forget," said the wife.

"Come now, my memory's not all that bad," said the husband. "No problem, a dish of ice cream with strawberries and whipped cream."

With that, the husband shut the kitchen door behind him. The wife could hear him getting out pots and pans and making lots of noise. He emerged from the kitchen about 15 minutes later.

Walking over to his wife, he presented her with a plate of bacon and eggs. The wife took one look at the plate, glanced up at her husband and said, "Hey, where's the toast?"

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