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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.

### Now That's Inviting! - How to Incorporate More Hospitality into Your Facility

Some efforts may take more time and money than others, but believe it or not, it's not all that difficult to incorporate a little hospitality into your facility. And when you think about the downside—a dull and uninviting setting, you really can't afford to ignore your surroundings.

Here are some ideas that are bound to transform your culture from business as usual to a resort-like atmosphere.

- **Add some zing to your meal service and delivery.** Consider adding a new level of service and presentation to meal delivery and service, such as 24-hour room service—whatever you want, whenever you want it. From grilled portabello mushrooms to ice cream sundaes, make sure your residents know you're happy to bring it up to the room for them. Moreover, delivery systems that hide the commotion of services being delivered can help your service appear seamless and effortless.
- **Consider carts.** Visit any resort and you are bound to see golf carts zipping around, taking guests to their cars or to another building on site. When the weather permits, giving residents a lift via a golf cart can create an atmosphere of fun and excitement.
- **Offer a solid connection.** Access to information, entertainment, and education is vital to every community—and the senior community is no exception. Ensure you can accommodate to your residents' technology needs so they can feel connected to the world and their loved ones. A 'tech guy' (or woman) who makes onsite visits to help residents with their various technological equipment is an added bonus.
- **Let the sun shine.** Perhaps nothing is more warm and inviting than a little sunshine (especially when there is the relief of shade). It certainly is an investment, but a great patio room can prove to be extremely rewarding and relaxing.
- **Focus on being kid friendly.** Create spaces that attract residents' children and grandchildren. This could include a garden, a game and recreation area, pool, and/or theater area.

*"To avoid criticism do nothing, say nothing, be nothing."  
—Elbert Hubbard*

## Now Hear This! Where Do you Fall on the Listening Scale?

According to some listening experts, we tend to listen to co-workers, friends and family in one of three different levels throughout an average day. Take a look at the below and identify where you usually fall:

### Level 1

This is the highest and most effective level of listening. If you're a level one listener, you listen without passing judgment or try to prepare a response while the other person is still talking.

Characteristics of level 1 listening include:

- Placing yourself in the other person's shoes and trying to understand the situation as they are seeing it.
- Being tuned into the present moment. You are not distracted by tasks or other concerns.
- Showing the talker that you are listening through your own body language (leaning forward, nodding, appropriate facial expressions, eye contact, etc.)
- Asking relevant questions after the speaker is finished talking.

### Level 2

In level 2 listening, you really only hear what the talker is saying—you usually miss the meaning and intent behind the words.

Characteristics of level 2 listening include:

- Listening, but overlooking the feelings of the speaker.
- Remaining emotionally detached from the conversation or the topic.

### Level 3

In level 3 listening, the listener tunes in and out, only catching bits and pieces of the conversation. Characteristics of level three 3 include:

- Following enough of the conversation to know when they speaker has stopped talking.
- Faking attention while thinking of other, unrelated matters.
- Giving off inappropriate body language (e.g., blank stare, looking over the speaker's shoulder, avoiding eye contact, fidgeting, etc.)

Looking at these three levels, can you determine where you usually fall? Of course, it should go without saying that you should always aim to be a level 1 listener. Indeed, listening at levels 2 or 3 can lead to dangerous misunderstandings and even damage relationships. So, the next time someone is speaking to you, make sure you make a conscious effort to veer away from level 2 and 3 characteristics and focus on maintaining level one!

*"It is never too late to be what you might have been."*  
—George Eliot

### CMS Beginning Hospital RAC Audits in 11 States

After seven months of delays, the Centers for Medicare & Medicaid Services began its prepayment audits in late August.

The Recovery Audit Prepayment Review demonstration project allows Medicare Recovery Auditors (RACs) to review claims for Medicare compliance before they are paid.

The audits will focus on seven states with high populations of fraud and errors (Florida, California, Michigan, Texas, New York, Louisiana and Illinois) and four states with high volumes of short inpatient hospital stays (Pennsylvania, Ohio, North Carolina and Missouri).

CMS hopes the project will crack down on fraud and alleviate the 'pay and chase' problem.

The three-year demonstration project was supposed to start in January, but was postponed twice.

*"The quickest way to double your money is to fold it over and put it back in your pocket."*  
—Will Rogers

### The New Nurse

A new nurse listened while a doctor was yelling, "Typhoid! Tetanus! Measles!"

The new nurse asked another nurse, "Why is he doing that?"

The other nurse replied, "Oh, he just likes to call the shots around here."

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