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Could *your* healthcare facility benefit from this?

Every healthcare facility can benefit from Revenue Enhancement!

Clint Maun, CSP has **two new programs** *custom-designed* to help you enhance your **revenue streams** and deliver increased customer satisfaction, smoother operations and sustainable, long-term market viability, especially given the forthcoming changes resulting from the recent healthcare reform!

These exciting new programs bring a wealth of proven-solutions to bear on improving your facility's revenue, so you can invest in other important aspects of your business, such as staff rewards & retention, site/technology improvements, partnership integration projects and more!

**The Continuum of Care Dating Game:
Moving the Relationship from Courtship to
Engagement**



The healthcare delivery system will, and has, become a **bundled set of partnerships**. What does your post acute organization need to do for profitability and successful business growth? This program offers immediate techniques for enhancing and leveraging your hospital relationship to help you deliver better care, as well as optimize your revenue potential, for you **and** your partners.

Blueprint for Growing Revenue When Healthcare Funding is Going Down the Drain

Do you have progressive strategies, dedicated team effort, partnerships and goals for keeping and building your revenue stream? There are winning tactics and techniques that will generate revenue **growth** - not just sustainability. Learn **proven** and **specific** action steps your team can develop and implement immediately to grow your revenue!

**Let Clint Maun show your organization how to
Increase Revenue Now while Preparing for Tomorrow!**

**Review Clint Maun's Biography and References at <http://www.maunlemke.com>
or call Kathy Cain at 800.356.2233 for more information**



**Book multiple speakers for a \$\$\$ discount.
Ask us how!**

5 Excellent Ways to Make the Most of Your Time

As a healthcare professional, you may be frequently interrupted or pulled in different directions. And as such, you may always be exploring methods and strategies to maximize your time. Indeed, while we can't create more time in the day, we can certainly make our time more meaningful. Here are some vital techniques that can help you do just that.

- **Start a "time journal"**. By recording how your time is spent throughout the day, you'll be able to plainly see where your time is best spent and where your time is wasted. Pay special attention to jot down who and what seems to intrude on your time.
- **Assign time for activities that are critical to your success and happiness**. Think about it: When you have an appointment in your calendar you are very unlikely to break or miss that appointment. So, schedule appointments with yourself and create time blocks for high-priority tasks and events. Make sure you are specific in regard to when these "appointments" will begin and end.
- **Plan for interruptions**. You will simply feel defeated if you think you will be able to get through your day exactly as you planned. So, give yourself some "breathing room" by setting time aside for interruptions or unplanned tasks. Thirty to 60 minutes a day is usually a good range.
- **Don't start your day without your time plan**. It's extremely easy to jump right your day in an effort not to get behind. However, spending just 10 to 15 minutes at the beginning of your day to set your schedule is critical to successful time maximization. The most important time of your day is the time you schedule to schedule time.
- **Decide what a successful day looks like to you**. After your schedule is set, set some

goals that will help you measure what success looks like. What must you achieve to feel happy? What can you start on and leave for the next day?

Lastly, always keep in mind that it's near impossible to get everything done in one day. That being said, you can certainly spend your time more wisely and efficiently. The five-step plan detailed above should help exponentially.

*"The best thing about the future is that it comes one day at a time."
—Abraham Lincoln*

A Key Strategy in Fall Prevention: Knowing the Risk Factors

According to the CDC, fall-related injuries among older adults, especially among older women, are associated with substantial economic costs. Direct medical costs for fatal and nonfatal fall injuries total about \$19 billion yearly, and this number is rising. Indeed, as the number of older adults increases over the next few decades, so will the economic burden of falls.

Falls Are Preventable

The good news is that falls are not an inevitable consequence of aging. Falls certainly do occur more often among older adults because fall risk factors increase with age and are usually associated with health and aging conditions. However, plain and simple, many of the risk factors related to falls are preventable. And as obvious as it may sound, a lack of knowledge (on both the patient and professional side) about risk factors and how to prevent them greatly contributes to falls. To be sure, a lack of knowledge leads to lack of preventive action, which in turn can lead to falls.

With this in mind, learning the risk factors associated with falls is critical. Here are the five key factors you and your colleagues need to know:

- **Osteoporosis** is a condition wherein bones become more porous, less resistant to stress, and more prone to fractures. Bottom line: a decrease in bone density contributes to falls and resultant injuries.

How you can help: Encourage patients to eat or drink sufficient calcium. Calcium-rich foods include milk, yogurt, cheese, fish and shellfish, selected vegetables such as broccoli, soybeans, collards and turnip greens, tofu and almonds. Bone density tests are usually a good idea for older adults as well.

- **Failure to exercise regularly** results in poor muscle tone, decreased strength, and loss of bone mass and flexibility. All contribute to falls and the severity of injury due to falls.

How you can help: Help patients and residents get over common myths that exercise must consist of a tough workout that results in pain and sweat. Brisk walking, light stretching, and leisurely swimming are all activities that result in great health benefits. Convey the message that any type of activity—even if it's just standing—is better than nothing at all.

- **Poor or impaired vision** can increase the risk of falling. Cataracts and glaucoma alter older people's depth perception, visual acuity, peripheral vision and susceptibility to glare.

How you can help: Encourage patients to have regular checkups by an ophthalmologist. Additionally, encourage patients to wear their contacts or glasses, especially at night.

- **Medications** like sedatives, anti-depressants, and anti-psychotic drugs can contribute to falls by reducing mental alertness, worsening balance and gait, and causing drops in systolic blood pressure while standing.

How you can help: Take some time to educate patients on possible side effects. Additionally, make sure patients are not taking expired or out-of-date medications, which can have

negative side effects.

- **Environmental hazards** are a key factor in falls. The most common hazard for falls is tripping over objects on the floor. Other factors include poor lighting, loose rugs, and lack of grab bars or poorly located/mounted grab bars.

How you can help: Encourage patients to keep a journal or list of when falls occur and what caused them. Their insights can help you address several easy, but perhaps overlooked areas, such as dim lighting.

Preventing falls is indeed a joint effort between patients and their healthcare providers. The first step is learning the key risk factors and working together to address them.

"One should expect that the expected can be prevented, but the unexpected should have been expected."

—Norman Ralph Augustine

Healthcare.gov: A Great Resource for You & Your Patients

It's certainly difficult for many healthcare professionals and administrators to keep on top of changing healthcare laws and policies—so there's no doubt that it's extremely hard for patients and consumers! You can help your patients keep in the know (and maybe even learn a few things yourself) by directing them to <http://www.healthcare.gov>. This site clearly explains how the rights, benefits and choices provided by the Affordable Care Act affect individuals and their surrounding communities.

The site also highlights new features of the law as they roll out throughout the year. Other topics of interest include:

- Consumer Assistance Programs
- Appealing Health Plan Decisions
- Preventive Care
- Patient's Bill of Rights
- Doctor Choice & ER Access

"Nurses are angels in comfortable shoes."

—Author Unknown

Great Quotes by Nurses, for Nurses & about Nurses!

I had a 97-year-old terminally ill patient. I walked into his room for an assessment and asked him "how do you feel?" Without even a pause, he said "with my hands, what about you?"

If only we could take a nurse's wit and put it in a bottle, we'd have enough medicine to cure the whole world!

To do what nobody else will do, a way that nobody else can do, in spite of all we go through; is to be a nurse.

Nursing would be a dream job if there were no doctors.

Constant attention by a good nurse may be just as important as a major operation by a surgeon.

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