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"It's a Jungle Out There" for healthcare providers.

Times are tough. The regulations keep piling on and reimbursement rates have been cut. Competition is fierce and costs are rising. Successful healthcare leaders know they must stay ahead of changes in the marketplace and continue to seek out innovative new revenue opportunities. Navigating through the maze is a challenge and leaders often don't have other leadership resources for help in strategizing the direction of their business.

Now, Clint Maun is offering consulting and executive coaching for healthcare leadership and management. Imagine being able to confidentially discuss daily challenges, opportunities and receive immediate ideas, information and action recommendations for an affordable monthly fee. Essentially, you'd have a personal consultant and life coach on retainer for much less than his on-site fee, with no expenses.

Clint would be available via live webcam, phone conferences and email to discuss and coach on the challenges successful healthcare leaders face, such as:

- Reimbursement Issues
- Tough employees
- Strategic opportunities
- Methods to improve teamwork
- Revenue strategies
- Merger and acquisition opportunities
- Partnership with other health care providers

If you are interested in having Clint on retainer as a personal and professional advisor and coach, please contact Kathy Cain, VP, 800.356.2233.

Want to be Recognized? 3 Tips to Stand Out at Work

To be sure, healthcare professionals have ample opportunity to grow their career and climb the ladder of success. If you are hungry to gain recognition at your healthcare organization, take note of the tips below—they can help you stand out from the rest of your colleagues and grab the attention of the higher-ups.

1. **Don't point out the problem, rather offer a solution.** Anyone can spot a problem, but not everyone can offer a solution. Rather than bringing up a problem and waiting for a solution from higher-ups, come up with a plan yourself and suggest it. The best and brightest in the healthcare industry are those who come up with solutions to problems.
2. **Focus on your top strengths.** It's hard to do anything well when you're focusing on 20 different things. Those who get noticed may only do one or two things, but they do them extremely well. Focus on playing up to your top strengths.
3. **Don't be afraid to surface difficult topics.** You won't get noticed by sweeping difficult issues under the rug. Indeed, those who want to climb the ladder have the guts and confidence to confront their bosses and discuss touchy matters. Whether it's a safety issue or a problem with a colleague, raise the issue (along with a possible solution) to your supervisor.

Above all, you should be proactive about your career development. It's unlikely that you're going to get handed promotions and recognition—you have to work for it. Take control of your career development and keep the tips above at the forefront of your mind. Additionally, ask yourself and your peers about the things you can do better, the training and education you may need, and if you have your priorities in place.

"Never be afraid to stand out. It's better to be remembered for standing out in a crowd than to be forgotten for blending in."
-Ash Sweeney

4 Unique Ways to Deal with Chronic Complainers

It seems like we all have the unfortunate reality of working with *that* person who always has something to whine about. Working with a constant complainer can be a challenge for several reasons, but if the person and situation isn't addressed properly, it can quickly get out of hand.

Here are four fresh ways to deal with that constant moaner and groaner:

1. **Avoid the temptation to passively go along the complainer.** Above all, chronic complainers want their disdain heard. They want to feel validated. And if you're like many, you may unknowingly give them this validation because you simply want them to shut up! It may go like this:
Complainer: They really need to change the way they do things around here. It's horrible.

You: Yeah, I know

This may seem innocent enough, but it could be dangerous territory in the workplace. Although you may get them to quiet up for the time being, this type of agreeing statement could come back and haunt you. It's likely that the complainer will include you in on their bantering. Imagine them broadcasting, "I'm not the only one that feels this way! Mike agrees with me too!"

2. **Acknowledge, but don't agree.** Instead of just mindlessly agreeing, you can offer something slightly different. You can hear the complaint and acknowledge the person's feelings without including yourself on the complaint. Simple phrases like, "I see" or "Wow" or "Really" or "Interesting" are effective ways to do this.
3. **Actively disagree if the subject could get you in deep water.** If someone is constantly using you as a sounding board to voice their dislike for your boss or leadership team, you can't continue to sit idly by. The complainer could be putting you in a position that could jeopardize your career. Make sure the complainer knows you don't see eye to eye. You can do this quickly and in a non-confrontational way: "I hear what you're saying but I see it differently."
4. **Understand you usually can't change a complainer.** While you can manage this situation you probably can't change a chronic complainer's victim mentality. So, don't get discouraged or upset when you follow the tips above and you still hear a complaint the next day. He or she will always find something to complain about so don't expect anything different. Do take comfort in the fact that complainers usually don't get far at the workplace.

"Complainers change their complaints, but they never reduce the amount of time spent in complaining."

—Mason Cooley

EHR adoption rate exceeds HHS expectations

The Department of Health and Human Services (HHS) announced it has surpassed its goal of having 50 percent of doctors and 80 percent of eligible hospitals using electronic health record systems by the end of 2013.

In a public statement, HHS Secretary Kathleen Sebelius said that more than half of doctors and other eligible professionals and more than 80% of eligible hospitals have received Medicare or Medicaid incentive payments for the meaningful use of EHRs.

HHS data show that EHR adoption among physicians has increased from 50,000 in January 2012 to nearly 300,000 in April 2013. Eligible hospitals showed an increase from fewer than 2,000 to nearly 4,000 during the same time period.

Learn more from [HHS's press release and additional data](#).

"A day without sunshine is like, you know, night."

—Steve Martin

The Doctor is in!

Patient: "Doctor, are you sure I'm suffering from pneumonia? I heard once about a doctor treating someone with pneumonia and he died of typhus."

Doctor: "Don't worry, it won't happen to me - if I treat someone with pneumonia he will die of pneumonia."

A man went to the doctors because he hadn't been feeling well. The doctor examined him, left the room and came back with three different kinds of pills.

"Take the red pill with a big glass of water when you get up," the doctor said, "and the yellow pill with a big glass of water after lunch, and the green pill with a big glass of water before you go to bed."

The man looked worried and asked, "But doctor, what's actually wrong with me?"

The doctor replied, "You're not drinking enough water."

Things you don't want to hear your doctor say during surgery:

- "Hand me that... uh... that... uh... thinga-ma-jiggie."
- "Oh no! I just lost my watch!"
- "Darn it - there go the lights again!"
- "Everyone stay still - I just lost my contact lens!"
- "Did this patient sign off on an organ donor card?"
- "Someone call the janitor - we are going to need a mop!"

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