

Email not displaying correctly? [View it in your browser.](#)



August 1, 2013

Quick Links

[MaunLemke.com](#)
[ClintMaun.com](#)
[ClintCast.com](#)
[ClintsCures.com](#)

Find us on Facebook 

Follow us on 

In This Issue

[Employees Matter: Be an Optimist!](#)
[Communication Corner: Communicating with Older & Ethnically Diverse Patients](#)
[News You Can Use: A Pleasing Environment Promotes Mobility](#)
[Just for Fun: Growing Older in Our Occupations](#)



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.

Be an Optimist! 8 Tips to Help You Feel Great!

Being a healthcare professional is certainly rewarding, but as with any profession, some days can be stressful and downright downers.

Here are eight great tips to help you see the bright side of things each and every day.

1. **Act like you're happy, even if you're not feeling so chipper.** You can indeed "trick" yourself into being happy. Researchers at Wake Forest University asked a group of 50 students to act like extroverts for 15 minutes in a group discussion, even if they didn't feel like it. The scientists found that the more assertive and energetic the students acted, the happier they were.
2. **Set 2 or 3 small goals.** Ambitious goals are great, but those goals usually take time and patience to achieve, which can be discouraging. Set 2 or 3 small and achievable goals to keep your motivation and spirits up.
3. **Look forward to something—anything.** It could be your favorite TV show or your weekly lunch with a friend. Having something you truly and eagerly anticipate generates optimism.
4. **Reflect on two or three things that went right today.** Even if you had a bad day, there are things you can be grateful for (your health, a funny joke you heard, your children, etc). If you are not grateful for the good things in your life, you will never be satisfied.
5. **Set a limit on media exposure.** There is no shortage of horrific and tragic events in this world—and all are seemingly covered in the media. Get the news you need to stay updated, but don't dwell on the negative events covered in the media.
6. **Share your success stories with others.** Not only will you re-live your positive experiences by sharing them, but you will also foster hope in yourself and others—which is a key component to optimism.
7. **Use and build on your strengths daily.** If you don't have the ability to use and build upon your natural talents, you probably aren't as happy as you could be. Make sure you have an outlet to exercise your talents!
8. **Smile as much as you can.** A study published in Psychological Science found that participants who smiled (even if it was a forced smile) felt less stress and increased happiness than those who did not smile.

"If you wish to live long, you must be willing to grow old."

— George Lawton

Communicating with Older & Ethnically Diverse Patients

It's a given that all patients should be treated with the same amount of respect, dignity, and care, but there are certainly times when differentiation in approach is required. Indeed, it is critically important to identify and address patients—like those who are elderly and ethnically diverse—who may need extra help and attention. For example, you may need to spend some extra time with a patient who does not speak English as their first language, or perhaps an elderly patient may need extra written reminders to help them through their treatment plan.

According to the Centers for Medicare and Medicaid Services (CMS) healthcare professionals should indeed be prepared to take additional steps with elderly and ethnically diverse patients as they may:

- Have complex problems and complaints (elderly)
- Have memory, hearing, and/or vision loss (elderly)
- Require more time to take in information (elderly & ethnically diverse)
- Learn more slowly (elderly & ethnically diverse)
- Be difficult to understand (ethnically diverse)
- Be less focused (elderly)

Tips to Help Communicate & Treat These Populations

Fortunately, there are some fairly simple steps you can take to ensure these patients understand what you're saying and what they should do to maintain and/or improve their health status:

- Provide signage and educational materials that are printed in a large, legible font
- Provide a list of agencies that can help with issues and problems specific to the elderly

- population
- Provide a professional interpreter as needed
- Provide signage and educational materials that are written in language(s) of commonly encountered group(s) of the service area

Lastly, the CMS recommends that you don't schedule appointments for older or ethnically diverse patients late in the day. This is often when your facility is the busiest, which doesn't give these patients the extra time and attention they may require.

"Write to be understood, speak to be heard, read to grow."
— Lawrence Clark Powell

New Study Confirms that a Pleasing Environment Promotes Mobility

A pleasant environment with parks, green areas and walking routes can promote mobility among older community-dwelling individuals. Researchers from the Gerontology Research Center at the University of Jyväskylä, Finland note that older people who have outdoor recreational facilities, such as walking routes located near their homes, are more physically active and thus more likely to maintain good walking ability.

In total 261 community-dwelling people aged from 75 to 81 were monitored in a prospective study with a follow-up time of three and a half years. At baseline, all participants had no difficulties to walk 500 meters, but nearly half of them developed walking difficulties during the follow-up. Environmental facilitators seemed to protect from walking difficulties: the participants who reported more environmental facilitators had a lower risk for walking difficulty.

The results of the study indicate that the mobility of older community-dwelling people may be promoted with a green environment and outdoor recreational facilities that are easy to access and located within a walking distance from their home.

Source: Gerontology Research Center

"No one should be able to enter a wilderness by mechanical means."
—Garrett Hardin

What Happens when We Get Old

Here's an amusing look at what happens when people of different occupations get old.

- Old hackers never die, they just go to bits.
- Old accountants never die, they just lose their balance.
- Old actors never die, they just drop apart.
- Old archers never die, they just bow and quiver.
- Old architects never die, they just lose their structures.
- Old bankers never die, they just lose interest.
- Old basketball players never die, they just go on dribbling.
- Old beekeepers never die, they just buzz off.
- Old cashiers never die, they just check out.
- Old chauffeurs never die, they just lose their drive.
- Old doctors never die, they just lose their patience.

Permission to republish/reprint an article is given provided the following conditions are met:

- Clint Maun receives proper recognition as the author of the article. A link to Clint Maun's www.clintmaun.com and www.maunlemke.com websites is published at the end of the article. The piece is not modified in any way.
- Clint Maun is informed of the re-publication/reprint at solutionsnewsletter@maunlemke.com and receives a copy of the publication with reprint.

You are receiving this email because you opted-in through our sign-up process to receive our free company email newsletter, Solutions (published monthly) and occasional news regarding major announcements regarding Clint Maun/Maun-Lemke Speaking and Consulting, LLC. You can unsubscribe at any time and your email information will never be shared with/rented/sold to others.

[Unsubscribe](#) & Email Address>> from this list | [Forward to a friend](#) | [Update your profile](#)

Our mailing address is:

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

[Add us to your address book](#)

Copyright (C) 2013 Maun-Lemke Speaking and Consulting, LLC All rights reserved.

