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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!**

Quick Tips for Dealing with Aggressive Behavior

Aggressive patient behavior can indeed be stressful and upsetting—both for the patient acting out, and of course, those caring for the patient. Aggressive patient behavior can be verbal (i.e., swearing, screaming, shouting, making threats) and/or physical (i.e., hitting, pinching, scratching, punching, biting). Aggression may be linked to the patient's personality or perhaps due to a cognitive disorder like dementia.

Whatever the cause, however, it's critical to quickly recognize and react to aggressive behavior.

Here are some quick tips to keep in mind:

- **Take a breath.** Before you react, take a deep breath, step back to give the person space and take some time. Matching the aggressor's behavior by shouting and yelling will only intensify the situation. You may need to leave the room until you have both calmed down.
- **Do your best not to show any fear, alarm, or anxiety.** Be very mindful of your body language and facial expressions. The aggressor will be quick to observe if you're shaking or if your eyes are wide open in fear. Understand that this may increase the person's agitation.
- **Do initiate physical contact.** Unless it is absolutely necessary, avoid closing in on or trying to restrain someone, as this can make things worse. Also, ask yourself if whatever you are trying to do for the patient really needs to be done at that moment. If you are able to give them space, come back later and try again—you may be able to avoid a confrontation.
- **Listen to what they are saying.** Reassure the person and acknowledge their feelings. This shows that you are not against them and that you want to help. Maintain eye contact and try to explain calmly why you are there. Encourage them to openly and honestly communicate.

- **If you feel threatened, call for help.** If the person's behavior is physically violent, give them plenty of space, and don't hesitate to call for help. Your safety comes first!

Lastly, try not to take the behavior personally. The aggressive patient is likely dealing with a significant illness and is likely expressing their frustration with their own personal health situation via their aggressive behavior; they are not attacking you on a personal level.

*"Vows made in storms are forgotten in calm."
—Thomas Fuller*

Identifying & Breaking Negative Patterns

Negative patterns are extremely easy to fall into. Indeed, whether it's constantly finger pointing and bickering with your co-workers, ending up in destructive relationships, or overeating—there is seemingly no end to the behaviors that lead us down a depressing and unproductive path. The good news is that you *can* break these patterns (even if you've been following them for years). Here's a four-step plan.

1. **Recognize the toxic behavior.** The challenge with negative patterns is that they're often unconscious. Fortunately, you can train your brain to recognize them by paying attention to your feelings and emotions. When you feel pain you've felt numerous times before, this is a sure-tell sign that you're engaging in a negative pattern.
2. **Identify the root cause.** We often fall into negative patterns because we don't want to address the underlying cause that is forcing us into the behavior. For example, are you constantly arguing with your co-workers essentially because you fail to communicate with your boss? Are you perhaps unhappy with the expectations of your role, and instead of bringing it up honestly with your superior you instead pick fights with your colleagues? Plain and simple, when you're not honest with yourself, you are doomed to keep repeating the same mistakes.
3. **Set realistic expectations.** After you've identified your negative pattern and the root cause of it, the next step involves setting realistic expectations. For example, if you always end up in toxic relationships, perhaps you have an unrealistic expectation that your friend or partner will solve all of your problems for you. So, take some time to evaluate what you really want, and what's realistic to expect. Perhaps you just want someone who will listen to you without judging—that's much more realistic than expecting someone who can make all of your problems disappear.
4. **Act immediately.** When you find yourself slipping into a negative pattern, act on it. Take a deep breath, and ask yourself "What am I doing? Why am I doing this?" Think through the first three steps and then make another choice (one that will keep you away from the pattern) at that exact moment.

*"The best way of removing negativity is to laugh and be joyous."
—David Icke*

Recent Survey takes a Look at Long Term Care IT Adoption

A recent survey conducted by LeadingAge, has found that many U.S. long term care providers have adopted electronic health records (EHRs) and provided patients with Internet access, however, few facilities are participating in health information exchange with outside providers.

Of the surveyed long-term care facilities:

- 90% offer Internet access to residents
- Nearly 90% have adopted *wander management* technologies to keep residents from

- wandering unattended
- 83% use point-of-care digital documentation systems
- 80% use user-activated emergency response systems
- About 75% use EHRs

However, long term care facilities have struggled to adopt other forms of health IT.

For example, the survey found that only:

- 30% of the facilities digitally share information with residents' other providers
- 25% exchange laboratory orders and results
- 18% use telehealth and remote monitoring systems (EHR Intelligence, 12/9)
- About 15% share advance directives, clinical notes, problem lists and discharge and transfer reports (Government Health IT, 12/12)

View the [complete details of the survey](#).

"The real problem is not whether machines think but whether men do."
—B. F. Skinner

A Unique Approach to Treatment

A woman burst out of the examining room screaming after her young physician tells her she is pregnant. The director of the clinic stopped her and asked what the problem was. After she tells him what happened, the doctors had her sit down and relax in another room and he marched down the hallway where the woman's physician was and demanded, "What is wrong with you? Mrs. Miller is 60 years old, has six grown children and nine grandchildren, and you told her she was pregnant?!"

The young physician continued to write his notes and without looking up at his superior, asked, "Does she still have the hiccups?"

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