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June 2, 2014



## 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 us at (800) 356-2233.

## The Leading Edge

### Are You a Boss or a Leader? (Yes, there's a difference!)

Leader, boss, manager—these are all titles that are used interchangeably, yet there is a key difference between them. To be sure, you can be a boss or a manager, but not a leader. And you can be a leader, but not necessarily have the formal title of a manager or supervisor.

Regardless of your current position and title, you should always strive to be a leader. Why? Because leaders ignite positive change and produce results. If you want to enhance your leadership skills, take note of these do's and don'ts.

**Do instill a sense of responsibility and accountability, don't dictate.**

A boss focused on power and authority will proudly proclaim, "Do it this way, or

else!â€ Simply put, if you dictate all the processes and resources that should be used, you will close the door to innovation and ingenuity. Bad move. A boss who declares â€œItâ€™s my way or the highwayâ€ will be left with an extremely unmotivated staff of order takers. They will see no value in making suggestions to improve lackluster performance. In fact, some undervalued employees find ways to sabotage a despot manager and the company.

A genuine leader gives his/her people authority and responsibility to act and will ask â€œHow do you plan to solve this situation and how can I help youâ€? Such an approach demonstrates to employees that they are trusted, are talented, and they possess good judgment. When you instill a sense of responsibility, your employees are empowered and great things happen; productivity soars, motivation is high and retention increases.

**Do coach, donâ€™t demand.**

When you demand results and place stringent expectations upon an employee without asking for perspective, your credibility suffers. Your people will undoubtedly become frustrated and displeased if you constantly command, â€œI need you to get this done now!â€

On the other hand, a thoughtful leader is like a coach focused on developing talents and potential. He/she will inquire and politely ask, â€œCan you, based upon your current workload, focus your time and attention on this important project?â€ Even in a flurry of stress, great leaders know that getting top results from their team means being aware of and sensitive to what employees have on their plates. Rest assured that this sound approach will always generate excellent performance by an appreciative workforce.

**Do listen and be open to feedback, donâ€™t talk all the time.**

Self-absorbed bosses like to hear themselves talk. They have all the answers and every problem-solving solution. And because of this, they rarely let another staff member get a word or suggestion in. Sadly, these self-declared geniuses donâ€™t understand why their departments never receive acclaim and recognitionâ€and theyâ€™re usually shocked to find out that their staff doesnâ€™t adore them.

Effective leaders are eager to listen to the voices of their people. Such leaders spend time getting to know the workforce and encourage one and all to speak from their hearts and minds. Great leaders celebrate and reward innovative ideas.

Exceptional and visionary leaders care deeply about their staff and peers and treat them all with kindness, respect, and genuine appreciation. Whether you have the official title of â€œbossâ€ or are just viewed as a leader among your peers, keep the doâ€™s and donâ€™ts just discussed in mind, and youâ€™ll likely always find a loyal, engaged, happy, and highly productive workforce.

*â€œPeople ask the difference between a leader and a boss.  
The leader leads, and the boss drives.â€  
â€Theodore Roosevelt*



## 7 Creative Strategies to Increase Staff Productivity

In your busy and hectic healthcare job, it would certainly be nice if you could simply add more time to the day. Unfortunately, it's just not possible. To be sure, the only way to get more work done during the day is to increase productivity. The good news is that there are some fun and creative ways to achieve this. Check these effective strategies for increasing staff productivity.

1. *Shorten meeting times.* Keep meetings short and very to-the-point—as they can literally be cost prohibitive. On average, each doctor in a medical group loses \$21,000 in charges annually due to time spent in administrative meetings.
2. *Find a popular music station and let it play for all employees to hear.* A 2005 study showed that workers who listened to music while working finished their tasks more quickly and generated better ideas than those who didn't.
3. *Adopt an eco-friendly practice or two.* An examination of 5,220 French companies revealed that employees at companies observing eco-friendly practices were 16% more productive than the average employee.
4. *Don't send emails that are more than a paragraph long.* Keeping emails short and specific makes them easier to compose. Moreover, the recipient doesn't have to spend a lot of time reading and replying to all the points in a lengthy email.
5. *Encourage fun (but appropriate) web surfing on breaks.* A study from the National University of Singapore showed that mindless web surfing (in moderation) can actually increase your staff's productivity.
6. *Supply or encourage healthy snacks:* Nix the donuts and instead offer something like berries, walnuts, dark chocolate, yogurt, green tea or coffee—they have all been shown to affect brain processes that enhance productivity.
7. *Increase the thermostat a few degrees.* A 2004 Cornell study showed that raising the temperature from 68 to 77 degrees Fahrenheit reduced typing errors by 44% and increased typing output by 150%.

We know—some of these strategies may seem a little silly. But keep in mind that there is some solid science behind them, and moreover, these are low or no-cost suggestions. So, why not give them a try?!

*“Amateurs sit and wait for inspiration, the rest of us just get up and go to work.”*  
—Stephen King



## Recent Reports Uncover Stats on Long-Term Care Needs

According to the first-ever compilation of federal data profiling the types of providers in the U.S., it's estimated that more than eight million people (mostly women and mostly older than 65) used services of a long-term care provider last year.

The report is based on the National Study of Long-Term Care Providers, which is a new effort by the National Center for Health Statistics to get a better handle on the options for care and determine trends.

The five areas of paid, regulated providers are adult day service centers, home health agencies, hospices, nursing homes, and assisted living, and similar residential care communities.

It's suggested that having the federal data will help providers and officials understand the scope of caregiving needs. The national report also found that:

- About 58,500 paid, regulated long-term care entities are divided among the five sectors and employ nearly 1.5 million nurses and nursing aides
- A sizeable portion of service users in all five types of facility sectors had a diagnosis of Alzheimer's disease or other dementias, ranging from about 30% of home health patients, to almost half of nursing home residents.
- The percentage of users of long-term care services diagnosed with depression was highest in nursing homes (48.5%) and lowest in residential care communities (24.8%), adult day services centers (23.5%) and hospices (22.2%).

The report for 2012 includes some 2011 data; officials say numbers will be updated every two years.

*"Happiness is not something you postpone for the future;  
it is something you design for the present."  
—Jim Rohn*



**Just For Fun**

## Funny Quotes from the Boss

These are all humorous quotes "unless you hear your boss actually saying them!"

### **Quotes from the boss:**

*"We are going to continue having these meetings every day, until I find out why no work is getting done."*

*"I didn't say it was your fault. I said I was going to blame it on you."*

â€œWe passed over a lot of good people to get the ones we hired.â€

â€œWhat you see as a glass ceiling, I see as a protective barrier.â€



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