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5 Reasons Care Crowd VT is a Must-Have: Our Clients Make the Case!



The ways in which care is being administered, delivered, and covered is all changing at a fairly rapid pace. So, it's no surprise that the ways

in which we train and engage care professionals is also changing. Facilities that want to acquire or maintain a competitive advantage must continually seek ways and means for their employees to remain best-in-class while also keeping an eye on the bottom line. This is where **Care Crowd VT** comes in.

No doubt about it, there are several online training programs that care professionals can leverage. But perhaps none come even close to fulfilling *all* of the needs of your facility (or facilities). **Care Crowd VT** is a revolutionary, interactive, video-based online training platform that is custom designed to give you and your staff mastery of the skills, techniques and attitudes needed to ensure your success as a care provider.

This innovative training series has already been implemented at care facilities (both large and small) across the U.S. and the results and feedback have been nothing less than phenomenal. The program has clearly demonstrated an increase in employee and customer retention, empowerment, and morale. Simply put, the program is a must-have—and that's existing Care Crowd members' words, not ours!

In fact, when we asked current Care Crowd members to tell us what they liked about the program, they consistently came back with six repeating themes.

Why Our Clients Say They Need Care Crowd VT

1. It's ever-evolving.

The *Care Crowd* is a growing community of care professionals dedicated to improving care from within. As the number of dedicated care professionals who join the Care Crowd begins to grow, so too does the information sharing, success stories, and networking—just to name a few. The **Care Crowd** is indeed ever-evolving and adding new features and functionalities, many of which arise directly from our clients' feedback. Blogs, virtual tradeshow,

and job postings are just a few recently added or planned features.

What our clients are saying:

“To be honest, I started Care Crowd thinking it would be just another typical training program, but I have found it to be so much more. Not only have I found a wealth of meaningful and relevant information, but I’ve also tapped into a community of peers.”

2. **It’s for everyone in your facility—everyone.**

Care Crowd VT offers something for everyone in the care continuum, from housekeeping to CNAs to administrators. The interactive training is tailored to those who might find it difficult to attend or afford professional training, and also offers insight and information to the most seasoned and senior care staff.

With **Care Crowd VT**, you have an interactive training platform that allows you to quickly and effectively upskill your entire facility. Those who traditionally don’t have the extra time or means (food service, cleaning staff, etc) will appreciate and be particularly eager to leverage training that can improve their on-the-job skills and professional outlook.

3. **It’s more than competitively priced and tailors for the exact needs of your facility.**

We all know that online training is cost-effective because it eliminates the expenses of travel and consulting fees that are inherent with onsite training. In fact, according to a recent study of training techniques by Osterman Research, Inc. almost 80 percent of executives who employ online training and conferencing cite the elimination of travel costs as an important reason for doing so.

Online training can undoubtedly prove cost-effective, however, some online providers have found ways to hinder cost-savings via *nickel and diming* their customers. For example, a provider may offer an initial package that looks attractively priced. But, some facilities learn quickly that they are charged a fee or an additional license every time they hire a new employee who needs to take the training. This can add up quickly if your facility experiences high turnover.

Fortunately, **Care Crowd VT** training is different. It offers *unlimited* users at the licensed facilities to easily accommodate changes in staff and turnover over the course of the license period. Site licenses cover a period of three years and an unlimited use of the **Care Crowd VT** training platform—no fine print or hidden fees.

What our clients are saying:

“One of the best things about Care Crowd VT is its price. Not only is it affordable, but we have the option to pay in installments, which really helps when it comes to budgeting and forecasting.”

4. **It’s convenient.**

According to a study conducted by Wainhouse Research, online training’s flexibility ranks among the highest reasons employees participate and find online training beneficial. That study said online training and conferencing accomplishes two key things: It allows trainers to reach and include learners

who could not attend before and it supplements in-person courses. The study said the leading reason individuals choose to attend online training sessions as a replacement for in-person events is the ease of fitting them into their schedules. Fully 82 percent of respondents cited convenience as a motivating factor.

Care is obviously not a 9-to-5 gig, and there's no doubt that care professionals work busy and hectic schedules. Finding a training time that may be suitable for one group of employees is bound to cause a scheduling conflict for another group. With **Care Crowd VT**, you don't have to worry about accommodating for everyone's schedule. Participants can simply log in when they have time, or an agreed-upon designated time set by their supervisor.

Employees on the second and third shift often miss out on keynote speakers or trainers. However, with **Care Crowd VT**, evening and overnight personnel can participate in, and leverage, the same training their day shift counterparts do. They won't feel *left out*.

5. **It's a modern approach to learning.**

Care Crowd VT is helping to spawn a phenomenon: the collaborative workplace. **Care Crowd VT** can create an environment at your facility where information travels freely, employees are engaged and communicating, and most importantly—solving challenges together.

At the heart of **Care Crowd VT** are 4 pillars that *define what it means to be a Care Crowd member*. These simple principles establish a framework that forms a strong foundation you can build your care career on for a lifetime of success.

- **Care is Cool!**
- **Customers are Great!**
- **Teaming Makes it Easier**
- **I (personally) Make a Difference**

By joining the Care Crowd and mastering these fundamental, yet critical courses, you make tremendous strides in *improving care, building self-esteem, fostering partnerships* and *driving accountability* at all levels. ***Become a part of the solution today!***

What our clients are saying:

“Care Crowd VT's course content is outstanding, and the way in which it's delivered is even better. It covers the primary components that care professionals face and struggle with every day.”

Please take just a few moments for Clint to tell you more about **Care Crowd VT**.

This opportunity for your employees only costs literally pennies per employee per month. Please view the video below and let us know your thoughts.

Thanks for your time, and if you have any questions, call 800.356.2233



Communication Corner

Essential Strategies for Compromise

The ability to compromise is a skill that is not only helpful in your personal life, but also in your professional one. Indeed, being able to successfully negotiate with co-workers, patients, and customers can enable you to complete what at first may appear as impossible or insurmountable tasks and projects. Whether it involves a patient that won't comply, an idea you know will work but others are reluctant to accept, or a *turf war* that needs ending, being able to compromise is essential to your success.

Here are some essential strategies to becoming a savvy compromiser.

- **Make an effort to smile.** The simple act of smiling gives others the impression that you have a positive attitude and are willing to make things work. In situations of conflict or dispute it's easy to wear a frown or raise your eyebrows—which gives the other party the idea that you are not happy and may not be open to alternative ideas. Make a conscious effort to start compromise off with a smile.
- **Ensure you're both clear on what's being disputed.** Countless conflicts could be avoided by simply clarifying what the issue truly is. To be sure, what you may think is the dispute at hand, could be something completely different than, say, what your co-worker thinks is the issue. It could be as simple as saying, "Just to clarify, we're talking about changing the weekend schedule. That's the issue I want to discuss. Are you on the same page?"
- **Identify what you're willing to budge on and what's non-**

negotiable. Compromise is about give and take, so take some time to determine what's truly important to you, and what you are willing to sacrifice. Try not to communicate in absolutes, as that may sound threatening to the other party. Rather, explain why something is important to you, and because of that, that you're willing to give something else up. For example, "Completing this checklist at the end of every shift is essential to my idea, so I want to ensure that's part of the process. I'm willing to remove some other tasks or meetings from the workday to give everyone the time to do this."

- **Clarify the compromise so you're both clear on the agreement.** Don't end the discussion if there's any uncertainty that will only cause more conflict. Repeat the key points of what was discussed and what was agreed on. This way you and the other person/people involved will know how to move forward. It may even be helpful to send meeting minutes or a memo recapping these items (having documentation always helps to clarify things).

It would be nice if we could get our way all of the time, but as we all know that certainly isn't how the world works! Use these strategies the next time you know a compromise is needed.

"Conflict is drama, and how people deal with conflict shows you the kind of people they are."
—Stephen Moyer



The Leading Edge

Heat-Related Illnesses: Know the Signs & Be Prepared

Summer is in full swing, and while it's a great time to enjoy the warm weather and participate in outdoor activities, it's also a good time to recognize and take precautions for the sick and elderly who are more susceptible to heat-related stroke and conditions. To be sure, seniors and those who are ill do not tolerate heat as well as younger, healthier people. In many cases, this population is at risk for heat-related illness because of their age, health conditions, and often because they are on medications, which may inhibit the ability to sweat.

Now that we are in summer, take the time to review the signs of heat stroke or heat exhaustion with your staff (especially new hires).

Recognizing the Signs of Heat Illness & How You Need to React

According to the Centers for Disease Control and Prevention (CDC) the signs of heat exhaustion and stroke are characterized by the following:

Signs of Heat *Exhaustion*

- Heavy sweating
- Weakness

- Cold, pale, and clammy skin
- Fast, weak pulse
- Nausea or vomiting
- Fainting

What You Should Do for the Patient/Resident:

- Move the person to a cooler location.
 - Help them lie down. Ask them to loosen their clothing.
 - Apply cool, wet cloths to as much of the body as possible.
 - Have the person sip water.
 - If the individual is vomiting and it continues, call for emergency medical attention immediately while continuing to monitor and keeping the person as cool as possible.
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Signs of Heat *Stroke*

- High body temperature (above 102/103°F)
- Hot, red, dry or moist skin
- Rapid and strong pulse
- Possible unconsciousness

What You Should Do for the Patient/Resident:

- Seek immediate medical emergency help while attempting to keep the person cool with cold cloths and moving them to a cool(er) area.
 - Do not give fluids.
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Although it's certainly a plausible scenario, hopefully your residents/patients will not experience heat-related health issues. If you and your staff are trained in recognizing and treating the signs and symptoms, however, you will be much better equipped to manage the situation. Here's to a safe, happy, and healthy summer!

“There are no secrets to success. It is the result of preparation, hard work, and learning from failure.”
—Colin Powell



News You Can Use

Medicaid Payments Hindered by “Unclear” Policy according to New Report

According to a new report to Congress, Medicaid provider payments are seriously hindered by limited data and an “unclear policy” that calls for greater oversight

at numerous government-owned facilities where payments far exceed actual costs.

The report examined Medicaid payments to government and private hospitals in Illinois, New York, and California and found that the Centers for Medicare & Medicaid Services (CMS) is hindered by insufficient information on payments and also by the lack of a policy and process for assessing payments to individual providers. CMS does not collect provider-specific payment and ownership information, the report says, and also lacks a policy and standard process for determining whether Medicaid payments to individual providers are economical and efficient.

Some key findings of the report include:

- In Illinois, average daily payments for inpatient services were comparable for government and private hospitals, but the report found those numbers masked wide variations in daily payments for both types of hospitals (between \$600 and \$10,000 for local government hospitals and \$750 to \$11,000 for private hospitals). Medicaid payments for six of seven hospitals with high payment levels exceeded their Medicaid costs.
- Payments for New York facilities were higher among government hospitals but, like Illinois, average daily payments varied widely (\$200 to more \$9,000 for local government hospitals and less than \$200 to \$3,400 for private hospitals).
- The report concluded by recommending that CMS take steps to ensure states report provider-specific payment data, establish criteria for assessing payments to individual providers, develop a process to identify and review payments to individual providers, and expedite its review of the appropriateness of New York's hospital payments.

You can read the report in its entirety by visiting:

<http://gao.gov/assets/670/669561.pdf>

*“Don't watch the clock; do what it does. Keep going.”
—Sam Levenson*



Just For Fun

Medical History

Due to a job transfer, Brian moved from his hometown to New York City. Being that he had a very comprehensive health history, he brought along all of his medical paperwork for his first check up with his new doctor.

After browsing through the extensive medical history, the doctor stared at Brian for a few moments and said, “Well there's one thing I can say for certain, you sure look better in person than you do on paper!”



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