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December 1, 2015



For the past several newsletters, weâ€™ve been introducing you to Clint Maunâ€™s powerful new online interactive training platform, **Care Crowd VT**.

Today, weâ€™d like to share with you some exciting new updates!



You wanted an easier pricing model

We delivered!

We've simplified the pricing model to make it even easier and even more affordable for **any** care organization of **any size** to take advantage of this fantastic training value. For less than \$1.65 per day (even less if you are a LeadingAge member!), **all of**

the employees at your facility (including future new hires during the 3-year site license period) can have unlimited access to Clint's humor, experience and wisdom to help your organization **Improve Care from Within!**

Droves of care professionals across the country have been asking for a way to learn more from Clint Maun beyond just the various speaking engagements they may have attended in their specific locales. In response to this overwhelming demand, Clint has created the **Care Crowd**, a growing community of care professionals like you who share a *deep passion and commitment* for taking care to the **next level of excellence**.

If you are familiar with Clint Maun's care expertise, you already know he has enough tips, tools and techniques to fill **weeks** of your time. We've taken that mountain of knowledge and experience, mixed in some of Clint's unique brand of humor, and condensed it all down to **four hours** of *easily digestible, yet immensely powerful* training content. **Care Crowd VT** is your virtual training access point to Clint's wealth of solution-oriented, team-based approaches to improving care nationwide. *By mastering these four fundamental, yet critical courses, Care Crowd members establish a baseline foundation of training that will help them excel in any area of care:*

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



Ready to learn more?

*You can now try out the training first-hand with a **Free Trial!***

Visit the Care Crowd VT website today and enjoy a **free 2-week trial** so you can see for yourself how easy, yet very powerful, this training can be. *Imagine all your organization's staff being on the same page in providing the best care to your customers! Better still, at only pennies per day, **you***

can't find better training for your budget! Add on the fact that Administrators can even get **4.5 CEU credits via NAB** and the *value goes through the roof.*

Facility by facility, care professional by care professional, **Care Crowd VT** is amassing

a large, vital community of people who strive to change the face of care **from within**, rather than wait for the various *external forces* to magically align for positive change. ***Become a Care Crowd member today!***



The Leading Edge

Getting Behind the Real Reasons Why Employees Leave - Strategies to Help You Determine the Cause

When employees exit an organization, they may leave some plausible explanations, yet if they're like most, they omit the real details. Often times, the lack of detail is due to fear—employees may want to come back to the organization one day or they plan to continue their career in healthcare and they don't want to burn any bridges. Doing everything you can to learn the details is definitely worth your while. Indeed, if you can discover the real reasons why employees leave, you're in a better spot to make adjustments that could positively impact turnover.

You may assume that the resigning worker just wasn't a good fit for the organization or perhaps he/she just didn't appreciate the company—however, assuming the worst of the employee instead of looking for possible improvement opportunities is a big mistake (especially if you're experiencing high turnover). To be sure, healthcare professionals are much more likely to stay on the job when an organization does everything it can to provide opportunities for professional growth and fulfillment.

So, how can you discover what's truly forcing an employee to leave? Taking a closer look and enhancing your exit interview is a great starting point. Take note of these tips to enhance your exit interview strategies:

- **Make it part of the process.** Make it a standard part of the exiting process that an employee provides feedback via an exit interview. Interview everyone who leaves, including consultants and part-time employees. Even if an employee doesn't give the standard two-week notice, do everything you can to ensure you capture the parting details.
- **Ensure that the person asking the questions isn't the employee's supervisor or in the employee's leadership chain.** This will enable the employee to more freely discuss the supervisory relationship (a frequent source

of job dissatisfaction).

- **Encourage the employee to speak freely.** Assure the exiting employee that whatever they disclose will not be held against them or hinder the employment process should they decide to return.
- **Focus on questions that will enable the organization to improve operating procedures and processes.** For example, rather than question what they didn't like about the job, ask them what they'd change to improve the job or organization. What would make the company a better place to work?

And of course, you don't have to wait for people to leave before you ask them how to make your organization better! If you're experiencing a mass exodus of employees ask their co-workers their take on the situation. They'll likely give you an honest answer, but until you ask them directly, they'll keep quiet.

Some of the reasons employees leave are undoubtedly beyond your control, but there are certainly some items within your control to make a considerable reduction in turnover.

*“Doing nothing is the most tiresome job in the world
because you cannot quit and rest.”
Unknown*



Employees Matter

Take Care of Others, Take Care of Yourself

As a healthcare provider, you are tasked with looking after the health and safety of your patients. It's no small task. And the work of a healthcare professional often goes hand-in-hand with long hours of work, decreased sleep, increased feelings of stress, and fatigue. In the process of taking care of others, it's ironic that many healthcare professionals often fail to take care of themselves.

Taking the Right Steps to Take Care of Yourself

With a little self-care, self-monitoring and peer monitoring, you can help ensure you and your co-workers stay on the path of health and happiness. The following strategies can help you get on track:

- **Be on the lookout for basic needs.** It seems obvious, but the basics are often overlooked. Are you eating three regular meals a day? Do you seem to notice that one of your colleagues never takes lunch or dinner breaks? Monitor yourself and your co-workers with regard to basic needs such as food, drink, and sleep. Depriving yourself of these basic needs puts you at risk for several health issues and may also compromise your ability to carry out simple tasks as well as your job.

- **Allow yourself to enjoy the day regardless of those suffering around you.** You may indeed feel guilty if you have fun or enjoy yourself when so many others around you are sick and suffering. However, it's important to recognize that respite from your daily interaction with the sick is critical to your own health and happiness. Help your colleagues recognize this too. When on break, allow yourself and encourage your co-workers to do something unrelated to work which you find comforting, fun, or relaxing. Good examples include taking a walk, listening to music, reading a book, or talking with a friend.
- **Seek a support group (either formal or informal).** The idea here is to simply establish a group that you can talk to—a group of people who can listen to you and provide feedback and support. Telling your own story and listening to other's stories can alleviate the stress and tension you experience at work and at home.
- **Leverage the benefits your organizations provides.** Most organizations today offer some type of wellness plan. You can usually participate in health and wellness programs for free or little cost. Take advantage of these programs if they're offered—they're a great way to help keep you healthy, inside and out.

When the wells dry, we know the worth of water. □
 —Benjamin Franklin



News You Can Use

Proposed Rule to Toughen Patient Discharge Procedures

Discharge procedures for patients moving from hospitals to skilled nursing facilities would face tougher scrutiny under a proposed rule recently released by the Centers for Medicare & Medicaid Services (CMS).

The proposal would require hospitals to develop a discharge plan for patients within 24 hours of admission, and complete that plan before the patient is transferred home or to another facility. Under the proposal, hospitals would also be required to have a medication reconciliation process in place, establish a post-discharge follow-up plan, and transfer patient medical information to their receiving facility.

According to CMS administrators, the changes would meet requirements for discharge planning described in the IMPACT Act. The key revisions would modernize the discharge process and take patients' preferences into account as they transfer home or to a nursing facility.

The American Health Care Association said it intends to submit comments on the rule to ensure that it benefits both providers and patients.

œHolidays are all different depending on the company and time of your life. □



Just For Fun

Signs Youâ€™ve Had Too Much Holiday Cheer

- You tell everyone you have to go home... and the partyâ€™s at your place.
- You strike a match and light your nose.
- You take off your shoes and wade in the potato salad.
- You hear a duck quacking and itâ€™s you.
- You tell your best joke to the rubber plant.
- You refill your glass from the fish bowl.
- You complain about the small bathroom after emerging from the closet.
- You ask for another ice cube and put it in your pocket.
- You yawn at the biggest bore in the room... and realize youâ€™re in front of the hall mirror.
- You suggest everyone stand and sing the national budget.



Quick Links

MaunLemke.com
ClintMaun.com

ClintCast.com
CareCrowdVT.org



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