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January 1, 2016



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!**



## Tech Talk

### A Closer Look at Wearable Devices How Patients & Providers Alike Can Benefit

Wearable devices have become a multi-billion dollar industry. In fact, it's grown 17% year-over-year, and more and more consumers are getting comfortable using these devices by the second. Wearable devices and online health strategies are indeed making their way into the day-to-day operations of patients and healthcare facilities alike. And there is good reason for this. Wearable devices, which include activity trackers, blood glucose monitors, heart rate monitors, nutrition apps, and sensors, drive patient awareness and personal empowerment. The healthcare industry is poised to benefit from this technology too. Through technology and more devices, healthcare organizations can integrate more holistic aspects of care. Are patients taking their medication? Are they following their plan of care? With devices and online technology, healthcare professionals can actually see and validate this.

Ask any healthcare professional and they would likely tell you they are excited about the potential these new tools and technology are positioned to bring. Wearable technologies along with a variety of other tools such as patient portals, telemedicine systems, and online education solutions drive awareness and can drive patients to take a greater interest in their health and well-being. Such patient engagement, in turn, can lead to better outcomes and decreased costs according to the *New Era of Patient Engagement*, an issue brief that was published in *Health Affairs*.

Healthcare organizations and professionals must of course figure out how to educate and encourage patients how to fully leverage these devices and technology. Here are three solid strategies to start with:

1. **Provide one-to-one coaching to ensure engagement.** It's unrealistic to think patients will be able to use and understand all the technology on their own. Successful engagement requires touch points from the patient's healthcare team. Follow up phone calls and emails are a must to ensure comprehension and commitment.

2. **Ensure patients are receiving data and information that is easy to understand.** Wearable devices will become useless to patients if they can't understand the results and data that comes out of them. To be sure, the information must be presented in a way that is easy to digest and something that they can use to change their behaviors or to stay on track. If the data is presented in a fashion that requires a healthcare professional to interpret for the patient, you will lose engagement.
3. **Understand your population.** Keep in mind that some populations like the elderly and those with multiple chronic conditions are perhaps least likely to gravitate toward utilizing wearable devices and patient engagement technologies. If your organization is just starting to implement these technologies, you may want to start with a target population that includes younger individuals trying to manage just one condition.

We now live in a sharing, social culture and wearable devices and online health strategies better enable individuals to take control of their life; they can share and monitor their progress. Healthcare organizations can leverage this movement to not only increase efficiencies and reduce costs, but to more importantly, help improve patient health.

*“Any sufficiently advanced technology is indistinguishable from magic.”*  
—Arthur C. Clarke



## Employees Matter

### Get Happy, Get Heart Healthy?

As a healthcare professional, it's likely that you encounter patients with heart conditions and heart disease on a daily basis. It's a good reminder that taking care of your own ticker is critically important. There are of course the tried and true self-care strategies like a healthy diet and exercise. But did you know that when your *emotional heart* is filled with love and happiness, your physical heart reaps real benefits, too?! Indeed, how you feel emotionally can have a big impact on your heart health. Several studies have found that the risk of developing heart disease increases when an individual regularly experiences stressful emotions such as anger, hostility, frustration, resentment and fear. Such chronic, negative emotions create a chaotic and harmful reaction in the body — less oxygen flows through the body, stress hormone levels increase, blood vessels constrict and blood pressure rises. If you're in a constant state of feeling down and out, it can put a strain on your heart (and other organs) and possibly lead to serious health problems like heart disease.

#### **How Can I Get Happy?**

Experts believe that feeling grateful and appreciative is one of the quickest and easiest ways to self-promote lasting feelings of positivity and self-worth. After all, how easy is it to think of one or two things that fill your life with joy? It is certainly easy, but something many of us fail to do on a regular basis.

No doubt that things like physical activity and a healthy diet will always play a key role in preventing and treating heart disease, but mounting scientific evidence is showing that emotional health is a critical (albeit often overlooked) component to heart health. In fact, studies have shown that focusing emotional health and using techniques that can improve your outlook (like tapping into gratitude) can reduce stress and anxiety, which in turn is beneficial to your entire cardiovascular system. Here are three easy tips to help you get started:

1. **Be grateful of the negative things in your life.** When you take time to acknowledge the hurdles and obstacles in your life, and how far you have come, you create a mindset for gratefulness.
2. **Create a gratitude bucket.** Grab a bucket or basket and encourage everyone in the family to fill it with things they're thankful for. Then share those things with each other over a meal.
3. **Vow to be more appreciative.** If you make an oath to do something, you will actually be more likely to follow through on it.

*“Gratitude turns what we have into enough.”*  
—Author Unknown



## News You Can Use

### Study Reveals Popularity of Remote Patient Monitoring

The most recent healthcare study conducted by Spyglass Consulting Group shows that 66% of hospitals and health systems surveyed have deployed remote patient monitoring (RPM) solutions. The study, ***Trends in Remote Patient Monitoring 2015***, noted that organizations are using RPM to manage large patient populations with complex chronic conditions including congestive heart failure, COPD, diabetes and hypertension. The study also stated that when used within the context of a disease management and/or care coordination program, RPM can help provider organizations improve care quality and outcomes, control healthcare costs and utilization and increase patient satisfaction.

Highlights of the ***Trends in Remote Patient Monitoring 2015*** report show:

- 84% of providers surveyed have deployed RPM and are using mobile devices, primarily tablets, to support chronically ill patients recently discharged from the hospital.
- The majority of providers surveyed plan to evaluate patient BYOD (Bring Your Own Device) options and wearable technologies including smart watches and activity trackers.
- 79% of providers surveyed are embracing analytics and decision support tools to turn raw patient data into actionable knowledge and insights to help manage

and monitor value-based risk associated with population health.

*“I changed my password everywhere to “incorrect”. That way when I forget it, it always reminds me, “Your password is incorrect.”*  
—Anonymous



## Just For Fun

### Quotes from Actual Insurance Claims

Making insurance claims is no fun. It is fun, however, to see some of the details some people actually give! We hope you get a chuckle out of these:

- Coming home, I drove into the wrong house and collided with a tree I didn't have.
- In an attempt to kill a fly, I drove into a telephone pole.
- I had been driving for 40 years when I fell asleep at the wheel and had an accident.
- I collided with a stationary truck coming the other way.
- I told the police I was not injured, but on removing my hat I found that I had a fractured skull.
- The pedestrian had no idea which direction to run. So I ran over him.
- I pulled away from the side of the road, glanced at my mother-in-law, and headed over the embankment.



## Quick Links

[MaunLemke.com](http://MaunLemke.com)  
[ClintMaun.com](http://ClintMaun.com)

[ClintCast.com](http://ClintCast.com)  
[CareCrowdVT.org](http://CareCrowdVT.org)



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