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February 1, 2016

Just 7 more Medicare customers can deliver over \$1 million to your top line.

Think how that could help your budget!



*Or instead...
you could spend your precious time
cutting costs to offset your losses from
your Medicaid reimbursement rates...*

Choose wisely...

Does your organization need to grow revenue?

Maun-Lemke Speaking and Consulting has over 25 years of expertise in *“changing the results of healthcare”* in locations just like yours.

In our work with hundreds of care organizations across the country, we have learned that to ensure long-term sustainability, organizations **must not be revenue dependent upon Medicaid.**

Maun-Lemke’s proven **A.R.M.S. Length Revenue Enhancement System** can help you establish a revenue-focused business model that will provide **long-term stability** and **increased productivity**. Move away from the overhanging cloud of cost-cutting uncertainty and morale-killing budget cuts and instead, enable growth and opportunity for your staff, your facility, and most importantly, **your customers.**

Our program is chock-full of time-tested, client-proven techniques for growing

revenue, even in difficult markets and challenging economic conditions. It can be implemented cost-effectively through our step-by-step process and web-based computer consulting support. It centers around establishing a revenue-growing cycle of continuous improvement, each feeding the next level of 4 key component areas:

- **Admissions**
- **Rightness**
- **Marketing**
- **Sales**

A.R.M.S. Length System



For information on the **A.R.M.S. Length System** and how your organization can achieve your full revenue potential, call us at (800) 356-2233.



Communication Corner

Enhancing Your Emotional Intelligence

Emotional intelligence is a concept that has been gaining popularity and recognition in the workplace over the past several years. Simply put, emotional intelligence is the ability to evaluate, perceive, and control emotions. It also encompasses the ability to understand other people, their motivations and how to work cooperatively and harmoniously with them. Understanding your emotional intelligence and taking steps to enhance it can be key to your personal and professional success. Indeed, effectively managing emotions like anger, jealousy, resentment, and insecurity can have a powerful impact on your career and daily work life.

There is a vast amount of information and research dedicated to emotional intelligence—but for some quick tips to learn and improve upon your emotional intelligence, consider this:

- **Don't suppress your emotions; recognize them.** Emotional intelligence isn't about burying your emotions. It's about recognizing them and then reacting in a productive manner. For example, if a co-worker undermines you in some fashion, it's not ideal to ignore the hurt and betrayal you feel. Nor is it smart to point your finger and yell at them in the workplace. When situations make you feel angry, hurt, frustrated, etc—acknowledge those feelings. Then take a moment to run through the actions that would benefit you the most. Maybe this means a private conversation with a co-worker to talk about your feelings and giving your co-worker the chance to explain his/her side.
- **Acknowledge that being loud and being heard are two different things.**

Often times, when we feel angry or unheard, we will literally shout and scream to voice our opinion. But, a key component to emotional intelligence is being rational and yelling hardly ever comes across as composed or rational. If you feel you're not being heard, remain calm and ask if you can speak. In a composed voice, you can state that you feel like you're not being heard and that you would like to voice your thoughts. This approach will be welcomed and heard (and more importantly respected) better than a *temper tantrum*. If you still feel like you're not being heard, approach your manager in private.

- **Focus on what's right (which may mean you may not always be right).** If you spend your day being caught up in being right, and making sure everyone knows you are, you're focusing on the wrong things and it will take you that much longer to get ahead.

Emotional intelligence is about being objective, self-aware, and observant of the facts. If you're in a situation in which there are various, conflicting opinions, you may not want to budge from your opinion because you feel it's the right one. However, the best way to arrive at resolution is to do what's right for the organization and the patient—not you. Do the right thing for the people you work for and care for—this should be your guide. And remember that you don't have to be right in every case to be extremely effective and appreciated.

Again, emotional intelligence is a broad and comprehensive topic, so let these tips serve as just a few ways to get started!

“The difference between stupidity and genius is that genius has its limits.”
—Albert Einstein



Employees Matter

Simple Ways to Build & Maintain Bone & Joint Health

Building and maintaining bone health is a critical topic for many of your frail and aging patients (and it's a relevant issue for all adults too!). To be sure, as we age, our bones get weaker. The good news is that we can prevent significant bone-strength loss and maintain bone health with some simple healthy lifestyle habits.

Share these tips with your patients (and pay heed to them yourself!):

- **Eat foods rich in omega-3 fatty acids.** Studies have shown that omega-3 fatty acids can reduce inflammation associated with rheumatoid arthritis. Good sources are fatty fish such as salmon, herring and tuna as well as nuts and seeds.
- **Get up from your chair every hour, even if it's for just one minute.** Sitting all day can cause joint stiffness and pain. The more you move, the less stiffness you'll have. Stand up and stretch and move around every hour.

- **Limit your soda and caffeine intake.** Caffeine robs calcium from your body.
- **Go for a daily walk.** Research from the landmark Nurses' Health Study revealed that women who walk at least four hours per week reduce their risk of hip fracture by about 40 percent.
- **Eat leafy greens every day for joint health.** Spinach, kale, collard greens are examples of leafy greens that are rich in vitamin C. Vitamin C helps produce collagen, which is a chief component in cartilage. Healthy cartilage helps protect and support your joints.
- **Incorporate fortified cereals into your diet.** It's a quick and convenient way to get in bone-essential calcium and vitamin D. Read nutrition labels carefully, and look for cereal with at least 20 percent of your recommended dietary allowance (RDA) for calcium and vitamin D.
- **Stretch a few times a day.** Stretching is a good way to keep your muscles and ligaments strong and flexible, which in turns allows you to maintain joint health. A great and simple stretch is simply reaching your arms over your head as high as you can.

"Red meat is not bad for you. Now blue-green meat, that's bad for you!"
—Tommy Smothers



News You Can Use

Study Reveals Foot Ulcers Impact Brain Function

A first-of-its-kind study conducted by researchers from Israel's Ben-Gurion University has found that patients with diabetic foot complications have an increased risk of developing cognitive issues further down the line. The study consisted of 99 patients with diabetic foot ulcers. The patients' cognitive abilities were tested before and after they developed ulcers. All patients reported similar cognitive function prior to developing ulcers.

Compared to patients who did not develop ulcers, those who did showed reduced concentration, poor memory, learning problems, slower motor responses, reduced inhibition, and decreased verbal fluency.

Previous research has linked diabetes with decreased cognitive function, but lead researcher, Rachel Natovich, Ph.D, wrote that foot ulcers may speed up that decrease due to micro- and macro-vascular changes that occur when they form. Those changes affect many organs, including the brain.

The results of the study were presented at the [American Diabetes Association's 75th Scientific Sessions](#) in Boston this past year and are available online.

“Too much agreement kills a chat.”
—Eldridge Cleaver



Just For Fun

Kids on Love and Marriage

How do you decide who to marry?

“No person really decides before they grow up who they’re going to marry. God decides it all way before, and you get to find out later who you’re stuck with.”
— Kirsten, age 10

What’s the right age to get married?

“No age is good to get married at. You got to be a fool to get married.”
— Freddie, age 6

What do you think your mom and dad have in common?

“Both don’t want no more kids.”
— Lori, age 8

What do most people do on a date?

“On the first date, they just tell each other lies, and that usually gets them interested enough to go for a second date.”
— Martin, age 10

When is it ok to kiss someone?

“When they’re rich.”
— Pam, age 7



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