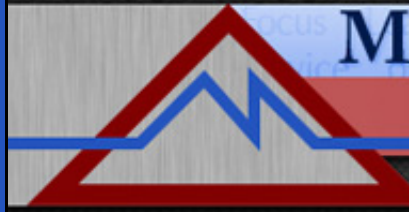


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MAUN-LEMKE

Changing the Results of Healthcare

SOLUTIONS

The Newsletter for Healthcare & Human Services

March 1, 2016



Mystery Shopping

How would you score?

Maun-Lemke has been Mystery Shopping healthcare organizations, by phone and live visits, for over 20 years. We create a new Mystery Shopping *scenario* each month specific to the type and treatment specialization to be shopped (Long Term, Assisted Living, Alzheimer's, Hospice, Home Care, Mental Health, Independent Living). We rotate our Mystery Shoppers so they do not contact the same facility within a 6-month time frame. All Maun-Lemke Mystery Shoppers have healthcare experience, are trained by us and each of their reports are reviewed for grading consistency.

Consumers today are taking a much greater interest in their healthcare. They are becoming more empowered to explore healthcare options for themselves and their loved ones. Providers can no longer merely depend on discharge planners and referral sources to keep facilities full. They need to know how their organization's staff handles inquiries.

If you'd like information on Mystery Shopping your facility, call Kathy Cain at 800.356.2233.



The Leading Edge

Got Boredom? Structure & Activity Can Help Residents Beat the Blues

Avoiding boredom is just a few of the many reasons why your facility should focus on structured days and activities residents enjoy. Indeed, staving off depression, strengthening social connections, and increasing physical activity are some additional (and much more important) benefits of daily interaction and activity. Here's a closer look at why activity and structure are so critical among resident population:

- **Structure lends itself to meaning and purpose.** Hectic days at work and tending to children are usually long gone for most residents. Although there's much stress associated with busy days, they do tend to give one a sense of purpose. This is often lost as adults age into retirement. So, incorporating more structure and activity can help re-establish those feelings. Residents who sit in their rooms all day in solitude tend to ruminate on the negative. Encourage residents to find at least two activities a week to attend on a regular basis.
- **Regular recreation can help prevent or help manage depression.** When someone is depressed, they often don't feel like doing much. They even lose interest in the activities they love. It's a vicious cycle because the less one is active and engaged in enjoyable activities, it's likely they will become even further depressed. Strongly encouraging residents (even if they say they don't feel like it) to do something "anything" is critical. Once they engage in something fun, it will energize them enough to keep at it. It helps eliminate the vicious circle of depression.
- **Continual activities can spark creativity and strengthen social ties.** Whether it's a game of trivia, cards, or a walking club, group activities provides the opportunity for social connection and support. Moreover, such social support can bolster confidence and encourage residents to take chances in trying new things.

Bottom line: Every resident that is capable should be engaging in structure and activity at least a few times a week—but daily is ideal. Encourage such structure at every turn—it's critical to a resident's overall well-being.

*“So many people spend their health gaining wealth,
and then have to spend their wealth to regain their health.”*
-A.J. Reb Materi



Employees Matter

Act Like a Kid, Get Healthy?!
The surprising benefits of acting like a child

Believe it or not, behaving like a child can help you get and stay healthy. To be sure, adopting some of the natural habits and behaviors exhibited by children can benefit your health—from helping to manage stress to trimming your waistline.

Acting like a kid can:

- **Help protect your brain.** Children go to school every day and are constantly learning new things, whether it's a math concept or a new game on the playground. Unfortunately, as we age, this continual learning usually begins to decline. But there's good reason to keep your mind active and learn new things. Regularly challenging your mind with activities like reading books, doing crossword puzzles and/or playing board games can keep your brain fit as you age. Some studies even indicate that regular learning and mental stimulation can help protect you from Alzheimer's disease.
- **Help you stay mindful.** Mindfulness is the practice of focusing on the moment and staying present—and kids are (likely unknowingly) masters at this! Whereas adults often fret about future deadlines or past events or mistakes, kids are great at enjoying the now. Several studies show that practicing mindfulness can help you manage chronic stress and possibly fight off depression—so make like a kid and focus on the moment and enjoy what's in front of you!
- **Help you stay slim.** Kids eat when they're hungry and they eat until they're full. Many adults, on the other hand, eat not because of true hunger but because of boredom or to fulfill an emotional need. Moreover, adults often indulge in large portions and eat until their plates are clean. Following the habits of children, whether it's having a smaller *kiddie* size meal or eating *kid-like* snacks such as celery with peanut butter, frozen grapes or plain yogurt with fruit can help you manage your weight.
- **Help you keep meaning social connections.** Children are social creatures; they seek playmates and they love getting together for *play dates*. Research shows that maintaining meaningful social connections can help fight depression and help your overall well-being. So, make sure you're putting your own play dates on the calendar.

“The groundwork of all happiness is health.”
—Leigh Hunt



News You Can Use

CMS Considers Change in ACO Evaluations

The Centers for Medicare & Medicaid Services (CMS) is considering changing its evaluation of accountable care organizations (ACOs) to be based on regional spending fee-for-service costs.

The CMS recently filed a proposal in the Federal Register, with a focus on shifting ACO benchmarks away from looking at historical spending. The CMS also noted in the proposal that making ACO benchmarks that reflect regional spending, rather than historical expenditures, would offer an alternative option to encourage ACOs to enter performance-based risk arrangements.

CMS officials have also commented that this proposal would allow ACOs in all parts of the country to be successful by recognizing both their achievements and improvements in how they provide care. CMS is accepting comments on the proposal through March 28, 2016.

“If you can’t get rid of the skeleton in your closet, you’d best teach it to dance.”
— George Bernard Shaw



Just For Fun

Funny Conversations Overheard at the Doctor’s Office

As the doctor completed an examination of the patient, he said, “I can’t find a cause for your complaint. Frankly, I think it’s due to drinking.”

“In that case,” said the patient, “I’ll come back when you’re sober.”

A dentist, after completing work on a patient, came to him begging:

Dentist: “Could you help me? Could you give out a few of your loudest, most painful screams?”

Patient: “Why? Doctor, it wasn’t all that bad this time.”

Dentist: “There are so many people in the waiting room right now, and I don’t want to miss the four o’clock ball game.”

Patient: “My stomach is getting awfully big, doctor.”

Doctor: “You should diet.”

Patient: “Really? What color?”

Patient (to cosmetic surgeon): “Will it hurt me, doctor?”

Surgeon: “No. It will only hurt when you get my bill.”



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