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December 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

Don't Forget Why You're in Healthcare! 4 Fantastic Reminders

On a long, hard day you may indeed ask yourself why you chose the profession you're in. After all, on a daily basis you probably encounter ill patients, upset family members, and countless things to do before your day is done. Being in healthcare can undoubtedly prove to be challenging. That being said, the benefits usually always outweigh the downsides. Here are just a few reminders why this is such a fantastic profession to be in.

- **It's meaningful—no matter what role you have.** Working in healthcare is rewarding and can give you a sense of pride. Whether you're a doctor, nurse, CNA, in food service or engineering, your role matters. What you do ultimately plays an integral role in helping people get well (or receive the best treatment they can if there's no chance of recovery). You're in a profession that directly impacts an individual's well-being. Not many other fields can attest to that.
- **It's undeniably stable.** Even during recessions, healthcare workers are needed, and very rarely impacted by downsizing or layoffs. The healthcare profession usually always needs workers due to sheer patient volume. So, another key advantage of working in healthcare is that rarely have to worry about job security. Plus, you can often get an attractive benefits including healthcare packages, which comes in extremely handy due to rising healthcare costs in America.
- **It fosters true teamwork.** Hospitals, nursing homes, and long-term care facilities employ many different types of people with varying types of skillsets. This ultimately enables an environment of diversity and teamwork. How rewarding is it to effectively work with people who are drastically different from you? Most people wouldn't trade that type of work environment for the world!
- **There's hardly ever a dull moment.** In healthcare, you encounter a stimulating work environment 24/7/365. Unlike a desk job in which you stare at a computer all day, there's no time for boredom in a healthcare setting!

There are, of course, several other fantastic benefits of working in healthcare. Hopefully this list has sparked your memory and you can think of your personal top reasons for choosing your healthcare calling. Even on the toughest days, you should remember how lucky you are to work in such an important and impactful profession.

"Positive anything is better than negative nothing."

—Elbert Hubbard



Employees Matter

**Tis the Season!
Super Strategies for Dealing with Holiday Stress**

The holidays can be stressful for many reasons, from finding enough money in your budget for gifts, to too many social and family obligations to keep up with, to that creeping weight game that always seems to happen during this time of year. Somehow, somehow the festivities that should be joyful can become a major source of seasonal anxiety.

But before you start tensing up, remember that a few simple strategies can help keep you feeling happy, healthy, and actually able to enjoy the holiday season.

- **Do an activity you love with people you love.** Being happy and healthy is about how you feel, not necessarily about how you look. So, instead of obsessing about your weight or constantly hitting the gym, get moving, and have fun with the people you love. Maybe it's a family trip to an ice rink or a walk through the woods. Find a healthy activity that you enjoy and do it with people you like, and feel the stress melt away!
- **Lean on and bond with your co-workers.** You spend the majority of your day with your co-workers, so you may as well cultivate a fun, supportive holiday environment with them. You'll find that it makes the day much more enjoyable and you'll get into the holiday spirit along the way. This could come in the form of decorating the workspace, establishing a *secret Santa* or getting together after work for some snacks and good laughs.
- **Turn your breaks into sanctuaries.** During the holidays, it's more important than ever to take advantage of every break you're given. Turn your break into a true relaxation experience that serves to revive and refresh you for the remainder of the day. Have a cup of herbal tea and listen to your favorite music or listen to some comedy clips on YouTube. Go into a quiet room or outside and focus on deep breathing. You truly can turn 15 minutes into a mini-retreat.
- **Do something nice for someone else.** The holidays are a tough time for a lot of people (especially for many patients at your facility who would probably rather be in better health and/or at home with their families). Going above and beyond in your job or performing a random act of kindness can go a long way towards making someone feel good. Moreover, such gestures will actually make you feel true purpose and the meaning of the season.
- **Treat yourself.** Taking care of yourself is critical for general health, but perhaps even more so during the holidays when you're focused on making others happy. Make sure you're not neglecting your own health and well-being. Do something special just for you every day. This could be a relaxing bath before bed or a delicious cup of hot chocolate for dessert. Just make sure you're taking a little time for you. You'll find that when you do, you're able to better focus on everyone else in your life.

*"We can complain because rose bushes have thorns,
or rejoice because thorn bushes have roses."*

—Abraham Lincoln



Photo Technology May Offer Faster Measurement of Wounds

A recent study has found that a specific form of photo software may make it much easier for clinicians to measure irregular wounds and flap borders. A group of Turkish researchers reported in the September issue of *WOUNDS* that histogram planimetry (HP) is as accurate and even faster than traditional manual wound measurement.

In the study, four users looked at 10 irregularly bordered geometric shapes using both HP and manual millimetric measurement tools. They used an A4-sized acetate paper to draw irregular shapes mimicking the wound healing process, then the results were scanned and opened in Adobe Photoshop CS. The program counts color-coded pixels — the equivalent of millimetric squares on paper — to determine a wound's true size.

The computer-assisted process took an average of about two minutes to complete, compared to 14 minutes of hands-on time for the traditional method.

Wounds with irregular borders or flaps can be hardest to measure, and overestimation or underestimation of closure may hurt treatment.

The study's authors noted that rapid and serial measurement of irregular areas has become essential, and the HP method provides reliable and fast measurement of irregularly shaped wound areas with low cost and without the use of an expensive specialized device.

*"Yesterday is not ours to recover, but tomorrow is ours to win or lose."
—Lyndon B. Johnson*



When Employees Make a Mistake

If a barber makes a mistake, it's a *New Style*
If a driver makes a mistake, it's a *New Path*
If an engineer makes a mistake, it's a *New Venture*
If parents make a mistake, it's a *New Generation*
If a politician makes a mistake, it's a *New Law*
If a scientist makes a mistake, it's a *New Invention*
If a tailor makes a mistake, it's a *New Fashion*
If a teacher makes a mistake, it's a *New Theory*
If our boss makes a mistake, it's a *New idea*
If an employee makes a mistake, it's a ***Mistake Only***



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Maun-Lemke Speaking and Consulting, LLC
8031 W. Center Rd.
Suite #222
Omaha, NE 68124

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