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May 1, 2018

The graphic for 'Clint Maun's Motivational Minute' has a blue gradient background. On the right side, there is a close-up image of a silver stopwatch with a black face and white markings. The text 'Clint Maun's' is in a smaller blue font, and 'MOTIVATIONAL MINUTE' is in a large, bold, white font with a blue outline. Below the graphic, a white box contains the text: 'Here is a motivational minute from Clint that stands the test of time.'

Who's in Charge:

Do you know someone who has tried to take advantage of their position?

Christian Herter, the former Governor of Massachusetts, was campaigning hard for a second term in office. After a busy morning chasing votes, he arrived at a church BBQ. It was late afternoon, Herter hadn't eaten lunch and he was starving.

As Mr. Herter moved down the serving line, he held out his plate to the woman serving chicken. She put one piece of chicken on his plate and turned to the next person. Herter said, *"Excuse me. Do you mind if I have another piece of chicken?"*

The woman replied, *"Sorry, I'm suppose to give one piece of chicken to each person."*

"But I'm starving," the Governor said.

The women said again, *"Sorry - only one to a customer."*

Governor Herter was a modest man but he decided that this time he would throw a little weight around. He said, *"Do you know who I am? I am the Governor of this state."*

The woman then responded by saying, *"Do you know who I am? I am the lady in charge of the chicken. Now move along, mister."*

The story points out the fact that trying to use your position or supposed power will

eventually get you knocked down a level. It also points out that anyone can be in a position of power, no matter what lowly position they have. You want to be careful to use your position for the right purpose or *someone* might use *their's*!



Employees Matter

Can Caring Really be a Problem?

Compassion and caring are a wonderful thing—it allows us to think outside of ourselves and help those in need. However, as healthcare professionals, we are around people in need almost constantly— those who are sick, aging, and/or traumatized. And although you do indeed want to feel and show compassion, too much of it could cause some personal strife and prevent you from excelling at your job.

Indeed, if you begin to continually place yourself in your patients' shoes, you may begin to feel just as traumatized or sick as they do. Those who become entrenched in feelings of patient compassion could begin to experience chronic nightmares, stomach aches, insomnia, social withdrawal, and feelings of inadequacy. You may become so overwhelmed by your compassion that the people you attend to may begin to attend to you. It can ultimately bring a sense of chaos to your job and personal life.

The good news is that you can educate yourself and employ some simple strategies to prevent *compassion fatigue*:

Ask & Evaluate

It's important to pay attention and evaluate how you're feeling and acting on the job. On a weekly basis, take stock of the following:

- Are you taking regularly scheduled breaks and full lunch breaks?
- Do you keep your personal contact information private (you're not sharing it with patients and customers)?
- Do you feel a sense of satisfaction or do you feel anxious or hopelessness from your job?
- Do you feel personally responsible to solve your patients//customers' problems?

Answer each question honestly. If you feel that you are personally responsible for patient outcomes or feel deep despair, you need to take some steps to address the situation.

You can certainly still be effective at your job, and feel a reasonable amount of compassion without it derailing your personal and professional life. Take note of these tips:

- **Take time for yourself**

It's essential to set aside time for lunch and breaks. Use this time to focus on yourself, to socialize, and to just get away from the day for a bit. Even five or ten minutes a few times a day (in addition to your lunch/dinner break) can do wonders to help your nerves recover.

- **Practice mindfulness**

When you're mindful, you're focusing on the here and now—not tomorrow or yesterday. Practicing mindfulness can help ease stress and enable you to enjoy your free time more fully.

- **Recognize boundaries and set limits**

Remind yourself that it's not your job to solve all of your patients' problems. Even if a patient's situation deteriorates, you did your job by helping him/her. That should give you a sense of ease and accomplishment.

- **Share your thoughts and concerns with like-minded people**

Chances are, you're not alone in how you feel. By talking to coworkers about how you feel, you can start to build a critical support network—you can share your tips and anecdotes and they will reciprocate.

If you've implemented all of these strategies but still feel an overwhelming sense of negativity and despair, seek professional help. There are several professionals who can help you through *compassion fatigue* so you can better help the people you serve.

"Life is 10% what happens to you and 90% how you react to it."

—Charles R. Swindoll



The Leading Edge

Is Your Quality Plan Ready?

You've probably heard a lot about QAPI. Indeed, it's a critical topic for many long-term care organizations. But do you *really* know what it means? And more importantly, do you know how to integrate the concept among your team and peers? If you answered no, or would just like to learn more, read on!

What is QAPI?

According to the Centers for Medicare and Medicaid Services (CMS), QAPI is the merger of two complementary approaches to quality; Quality Assurance (QA) and Performance Improvement (PI). Both involve seeking and using information, but they differ in key ways:

- QA is a process of meeting quality standards and assuring that care reaches an acceptable level.
- PI (also called Quality Improvement - QI) is a proactive and continuous study of processes with the intent to prevent or decrease the likelihood of problems by identifying areas of opportunity and testing new approaches to fix underlying

causes of persistent/systemic problems.

How Can I Ensure Solid QAPI at My Organization?

QAPI can prove to be a broad and challenging topic. However, there are some simple, practical strategies you can employ to help ensure successful QAPI team building:

- **Take inventory so you know what you have to work with**
Evaluate what your facility already has in place in terms of QAPI. QA items will include thresholds and standards to comply with regulations, while PI items will include tasks and processes that go above standards and regulations with the aim of improving quality (as opposed to just meeting the status quo).
- **Provide easy-to-read resources to educate your team**
Fortunately, CMS has created some materials that are easy to read and also include concrete tips you can share with your team and facility. Visit the [CMS's website that offers resources and tips for QAPI](#).
- **Incorporate the five elements of QAPI during daily meetings/stand-ups**
Consider assigning staff members with one of the five elements and ask them to come prepared to the meeting to discuss how your facility can incorporate and build on that specific element. This will engage your team and spark productive discussion.
- **Create a running log of ideas and to-do's**
Don't let great ideas and opportunities for improvement fall through the cracks! Create a file/site where ideas can be logged and tracked. This will also help you evaluate your efforts. After a time, you can look at the long list of ideas and strategies that have been implemented.

Without a doubt, QAPI is a critical topic. Follow these tips and strategies to get the information out to your team and facility. Constant reminders and repetition will reinforce that QAPI is an integral part of everything you do!

*"Today I will do what others won't, so tomorrow
I can accomplish what others can't."
—Jerry Rice*



News You Can Use

Ambulance Cuts Create Opportunities for Transportation Providers

A convergence of private and alternative transportation services has arisen as ambulance operators brace for a 13% cut to one of their key services: non-emergency dialysis transport. Some services have already stopped providing those type of rides to beneficiaries in advance of an October 1st Medicare rate cut. It's a move that's leaving opportunity for the ride-hailing and start-up companies.

Seeing growth potential, several healthcare executives and leaders in the business are

talking with rideshare services in their area to see if they can build relationships.

Additionally, Ford recently unveiled its non-emergency medical transportation business *GoRide*, which it piloted using 15 specially equipped vans to transport patients to more than 200 healthcare facilities in the Detroit area. GoRide offers *bedside-to-bedside* service from houses and nursing homes to medical facilities. The vans are also wheelchair-accessible.

Ford says it is looking to *raise the bar* with its professionally trained drivers and bookings available up to 30 days in advance. Ford also says programs like GoRide can reduce hospital readmission rates, encourage preventative healthcare, and prevent missed medical appointments.

Transportation services provided by existing ride-hailing platforms Uber and Lyft also are expected to increase over the next several years as Medicare changes its rules for managed care beneficiaries.

"The difference between try and triumph is a little 'umph'."
—Unknown



Just For Fun

Walk in Their Shoes

Never criticize someone until you have walked a mile in their shoes.

That way, when you criticize them, you'll be a mile away, and you'll have their shoes.



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