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September 3, 2019

The graphic for 'Clint Maun's Motivational Minute' features the title in a bold, blue, sans-serif font on a dark blue background. To the right of the text is a close-up image of a silver stopwatch with a black face and white markings. Below the title and image, a white box contains the text 'Here is a motivational minute from Clint that stands the test of time.' in a black, sans-serif font.

**Clint Maun's**  
**MOTIVATIONAL MINUTE**

Here is a motivational minute from Clint that stands the test of time.

### **Reducing Stress: Are you tense throughout the day?**

When a person is going through a tense time, they sit around, even in leisure, with their jaws firmly clenched. They have not learned to relent their jaws.

A number of us were taught as we were growing up to keep our mouths shut. Our parents said things like, "*Quit sitting around with your mouth open. It doesn't look nice and something could fall in or out of your mouth.*" Over time a number of people have learned the habits of tightening their jaw and keeping their teeth firmly clenched. This is not healthy.

Stress psychologists indicate that the human jaw was not made to be kept firmly closed. This puts too much pressure on the jaw hinge which ultimately leads to tension headaches, a feeling of stress, and actual medical problems with the jaw. The human jaw needs to be relaxed. This allows for a more soothing end-of-the day feeling.

Now some of you are saying, "This doesn't apply to me. I don't clench my jaw." I suggest you check this out. Ask a friend or loved one to observe your behavior. Have them watch you in work and leisure situations, and report back to you. Do you sit around with your face tight and in a frown? Are your lips tightly sealed? Do a self-assessment on your own personal habits.

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### How to Navigate through Sinking Employee Morale & Increased Turnover

Staff morale and turnover can change on a dime. Indeed, you may leave work one day feeling good about your team and the state of affairs, only to come in the next day to find letters of resignation and a staff citing their workload is too much to bear. It's without a doubt frustrating to work so hard and get the team in a good place only for everything to go downhill in a day or two. But what can you do? Although there's no *magic bullet* to turnover and sliding morale, you can employ some proven strategies to stem the tide. Take note of the below:

#### **Look in the mirror.**

To create a more positive work environment, you can start with checking your own perceptions and behaviors. For example, do you believe workloads are unmanageable? Do you feel the team is doing an adequate job? Staff can pick up on your own perceptions and negative vibes.

Some additional questions you can ask yourself are:

- Is there anything you say that can be considered negative or disempowering?
- Do you have open body language and give cues that you're listening to your team (e.g., eye contact, you don't have your arms crossed, etc.)
- Do staff members find it easy to come and talk to you?
- Do staff members trust you?

Once you understand how your behavior and actions affect the team, you can work toward changing those things so that they can achieve the desired outcome of a more positive work environment.

#### **Seek input.**

Ask your team for feedback. You can get open and honest feedback through anonymous surveys and/or by getting staff input during rounds. A few simple questions can provide a wealth of information. You can start by asking them questions like these:

- How can leadership help you to better perform and succeed in your jobs?
- What tools or resources do you need to do your job properly?
- What's working well? What's not working well?

Framing these questions as open-ended, rather than simple yes-no questions, you can prompt more substantive, actionable responses. Furthermore, assuming that areas for improvement within the question exist can help motivate employees to share candid feedback, rather than unfounded reassurances.

When employees do raise an issue, always probe for further information (but be careful not to sound offended or defensive). The more information available, the more likely you can effectively resolve the problem.

### **Look for quick wins.**

After gathering a list of staff concerns and analyzing the information, look for common themes and items that you can act on in the short-term. Quick win improvements show staff that you are working to address their concerns and it can also change how employees see some of the other issues not yet resolved. For example, staff may indicate that their workload is overwhelming and that facility leaders do not appreciate the work staff members do. Implementing a plan to address staff appreciation may be more easily and readily achieved than reducing workload. Although the workload issue still needs to be addressed, seeing progress on their concerns may improve how staff view their workload.

### **Be open and honest and follow up.**

There of course will be situations where concerns cannot be addressed quickly, or staff members disagree with the outcome. In these situations, it is best to acknowledge the concerns, thank staff for their input, and let them know why you can't immediately work on a solution or why their preferred approach can't be adopted. This lets staff know that their opinions count, but that there are factors preventing the change.

Leaders who assess and understand their own impact, make their team's satisfaction a priority, follow through on their commitment to improve conditions, and continue to monitor for areas of improvement will undoubtedly see improvements in staff morale and turnover. There will be many good things and days to come!

*"The way to get started is to quit talking and begin doing."  
—Walt Disney*



## **Communication Corner**

### **SNF Data on Nursing Home Compare**

As you may know, the Centers for Medicare & Medicaid Services (CMS) announced the release of the Skilled Nursing Facility (SNF) Quality Reporting Program (QRP) quality data on [Nursing Home Compare](#). The following provides recent SNF QRP measures that are included on [Nursing Home Compare](#) and displays the national average rate of performance on the measures.

<b>Skilled Nursing Facility (SNF) Quality Reporting Program (QRP) Measure Name and Description</b>	<b>National Rate of Quality Measure Performance</b>
<b>Minimum Data Set (MDS)-based Measures</b>	

<p><i>Percent of Residents or Patients in a SNF that develop new or worsened pressure ulcers (National Quality Forum #0678)</i></p> <ul style="list-style-type: none"> <li>Percent of patients that developed new or worsening pressure ulcers during their stay in a SNF</li> </ul>	1.7%
<p><i>Percentage of residents or patients whose activities of daily living and thinking skills were assessed and related goals were included in their treatment plan (NQF #2631)</i></p> <ul style="list-style-type: none"> <li>Percentage of patients whose activities of daily living and thinking skills were assessed and related goals were included in their treatment plan</li> </ul>	95.8%
<p><i>Percentage of SNF patients who experience one or more falls with major injury during their SNF stay (NQF #0674)</i></p> <ul style="list-style-type: none"> <li>Percentage of patients that experienced a fall that resulted in a major injury during their stay in a SNF</li> </ul>	0.9%
<b>SNF Claims-based Measures</b>	
<p>Medicare Spending Per Beneficiary (MSPB) for patients in SNFs</p> <ul style="list-style-type: none"> <li>Shows whether Medicare spends more, less, or about the same on an episode of care for a Medicare patient treated in a specific SNF compared to how much Medicare spends on an episode of care across all SNFs nationally</li> </ul>	1.01%
<p>Rate of successful return to home or community from an SNF</p> <p>The rate at which patients returned to home or community from the SNF and remained alive without any unplanned hospitalizations in the 31 days following discharge from the SNF. The rate at which patients returned to home or community from the SNF and remained alive without any unplanned hospitalizations in the 31 days following discharge from the SNF</p>	48.57%

Source: The Centers for Medicare & Medicaid Services

*"Strength doesn't come from what you can do.  
It comes from overcoming the things you once thought you couldn't."  
-Rikki Rogers*



### Recent Study Reveals Most Facilities Failing RN Staffing Requirements

A recent Harvard University study looked at more than 15,000 facilities and found that only 54 percent of facilities met expected staffing levels less than 20 percent of the time. The Harvard researchers found that investing in registered nurses may help curb abuse and neglect rates in nursing homes. This comes at a time when much scrutiny has been placed on skilled nursing's abuse rate, with a recent report by the Government Accountability Office noting the number of incidents reported over four years had nearly doubled.

While CMS requires at least one registered nurse on duty for eight straight hours per day, more experts are calling for minimum staffing requirements at facilities. Consumer advocates cite that federal standards in this area are lacking and are calling on Congress to establish and enforce minimum requirements for numbers of direct-care staff, including the presence of registered nurses on-site 24 hours per day.

Other experts believe larger facilities with more complex patients may benefit from having minimum staffing requirements, but that type of approach may not work for smaller, rural or long-term care facilities. To be sure, the broad differences in the types of residents and the way the facilities care for them would make it difficult to create uniform and enforced standards across the spectrum.

*"Taking care of your mental and physical health  
is just as important as any career move or responsibility"*  
—Mireille Guiliano



### Jokes You Can Remember!

You can easily remember these short jokes and tell them to a friend or as an ice breaker at your next party or event!

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**What's the best thing about Switzerland?**

I don't know but that flag is a big plus.

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**Why do we tell actors to break a leg?**

Because every play has a cast

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**What does the bartender say when Helvetica and Times New Roman walk into a bar?**

"Get out of here, we don't serve your type!"

**A woman goes into labor and shouts, "Couldn't! Wouldn't! Shouldn't! Can't!"**

The doctor said, "Don't worry. Those are just contractions."



## 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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