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Food For Thought



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Does your organization...

- need to grow revenue?
- have a team-based culture?
- stay focused and committed to success?

Clint Maun and Maun-Lemke have over 25 years of expertise in "changing the results of healthcare". We have learned through our work with Long Term Care organizations that, to assure their sustainability, organizations must not be revenue dependent upon Medicaid.

Consider this: An additional 7 Medicare customers in your facility can, on average, deliver over \$1 million to the top line resulting in a significantly better bottom line. This additional revenue supplements and offsets losses incurred from lesser Medicaid reimbursement rates.

We've found that the lack of an organization's success is due to a "missing structure" that has not been in place for them to gain and retain market advantage. Maun-Lemke's proven A.R.M.S. Length

A.R.M.S. Length System



Revenue Enhancement System can be implemented cost-effectively through our step-by-step process and web-based computer consulting support.

For more information on the A.R.M.S. Length System and how your organization can achieve their full Revenue potential, call Kathy Cain or Chad Maun at (800) 356-2233.

Are You Mentally Tough? How to Harness Your Inner Strength

In addition to the physical demands of being a healthcare professional, our jobs also require a good dose of mental toughness. To be sure, it takes a significant amount of mental toughness to endure the physical and emotional aspects of the job. Caring for patients, seeing sick patients get sicker, and dealing with upset family members are just a few items we regularly encounter. So, whether you call it guts, will, or grit—mental toughness can help you get through a stressful day and successfully perform when you are utterly exhausted.

In the broadest sense, mental toughness can be defined as the ability to maintain the focus and determination to complete a course of action despite difficulty or consequences—to never quit. The question is: How do you get it?

Although some people believe you are either born with mental toughness or you're not, there is another school of thought that posits mental toughness can be acquired through practice. So, if you want to develop or sharpen your sense of mental toughness, take note of the tips below.

- **Always try to stay upbeat.** An easy way to stay in a positive frame of mind is to create a mission statement that gets you pumped up. Take the time to consider your reason for being a healthcare professional and why it's important to you. If you have a powerful reason why, you can get through anything. Make this "why" your mission statement and repeat it to yourself when the day is getting long and stressful.
- **Be your own coach.** Talk to yourself in the second person with statements like, "You can complete everything that is put in front of you. You are going to give it your all." This type of "pep talk" can simulate the extra bit of motivation a real coach would provide.
- **Predict the future.** Visualization is an extremely powerful tool. Before you even step foot into a meeting or greet a patient, visualize how the encounter will go from beginning to end. Imagine a positive and fruitful outcome. Meaning if you've prepared yourself for everything, you'll be ready for anything. When you rehearse a positive outcome in your mind, all you have to do is repeat the steps.
- **Get out of your comfort zone.** Plain and simple, you can't settle into a routine and expect to make progress. If you challenge yourself, it will give you a greater ability to handle stress. Whether it's speaking up in front of superiors or taking on a challenging task, getting out of your comfort zone teaches you problem-solving skills and critical thinking, both of which can help you tough out any number of situations.

Whether it's dealing with a difficult co-worker, getting through a long shift, or making a presentation to the boss, mental toughness can help you through just about anything. Take heed of the tips above and throwing in the towel may not ever cross your mind again!

"Belief in oneself is one of the most important bricks in building any successful venture."

—Lydia Child

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