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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.

Four Types of Strengths: Where do You Fall?

Research indicates that people fall into one of four types of strengths: thinkers, achievers, communicators and relaters. If you're like most people, you probably don't know which category best describes your work style. However, by learning and identifying which category you fall into, you can better determine if you're working on tasks and projects that best suit your time and talents.

Here's a more detailed look at these categories.

- **Thinkers.** Thinkers take large amounts of information and make sense of it. They can easily identify important trends, and they can connect the dots on large and complex problems. Thinkers thrive on data, and they generally don't make decisions without it. They can see how things fit together and where the interrelationships are, and they're constantly looking for data that keeps them on the leading edge.
- **Achievers.** Achievers like to get things done. They have their list of to-do's, and they are intent on crossing off everything on their list. They have priorities. They thrive on production targets. Achievers are essentially the ones who bring a sense of energy and urgency to the table. They make things happen.
- **Communicators.** Communicators can effectively carry messages in both written and verbal form. They make things understandable; they have an uncanny knack for providing clarity; they make complex things simple. When they talk, it makes sense.
- **Relaters.** Relaters have the ability to connect with people and they can establish deep and meaningful bonds with others. They are 'people persons' and they have the ability to effectively influence others.

It's important to point out that one category is not better or more desirable than the other. Each category presents unique strengths, and if you have at least one person that represents each category on your healthcare team, you can fully complement each other's strengths. Share and discuss this information with your team to leverage and maximize everyone's talents!

*"Success is achieved by developing our strengths, not by eliminating our weaknesses."
—Marilyn vos Savant*

Hit the Sheets: How to Prevent Infection from Linens

Although microorganisms from blood, urine, and other body fluids are frequently found in sheets, blankets and towels, the Centers for Disease Control and Prevention (CDC) reports that actual disease transmission via linens is rare and occurs almost exclusively as a result of improper handling. In other words, infection from linens is preventable.

The CDC's Office of Safety, Health and Environment's publication, *Guidelines for Laundry in Health Care Facilities*, suggests precautions that invoke common sense. Rather than rigid rules and regulation, hygienic and common-sense storage and processing of clean and soiled linen are recommended.

The CDC's common-sense guidelines for handling soiled linen include:

- Never shake, sort, treat or rinse linens in resident care areas. Roll or fold visibly soiled fabrics before bagging them.
- Tie or seal bags before they are transported, whether it's by chute or by cart.
- Replace bags when they are two-thirds full.
- Use marked biohazard bags for laundry that is soiled with body fluids, specifically in facilities that do not follow universal precautions. OSHA standards require that wet linens be placed in impermeable containers.

- Hold laundry bags away from your body when carrying them to protect yourself from leaks or sharp items in the bag.

Facilities that launder linens on-site face must of course also enforce strict and common sense preventative measures. The CDC advises that all personnel working with soiled laundry must wear barrier-providing personal protective equipment, including gowns, face shields, and sharp-resistant gloves. OSHA also requires eyewash stations and hygienic sinks supplied with soap dispensers and paper towels. Employees must be trained in disposal of needles and other sharp objects. Finally, no one should be allowed to work without proper immunizations.

Remember, linens in healthcare environments are regularly contaminated with disease-spreading microorganisms, however the risk of infection to staff and residents can be greatly controlled with proper, common-sense practices. Follow the tips above and always refer to OSHA and CDC guidelines for additional clarification.

*"The best preparation for good work tomorrow is good work today."
—Elbert Hubbard*

Number of Hospitals Using HIT Has More than Doubled

The U.S. Department of Health and Human Services recently announced that the number of hospitals using health information technology (HIT) has more than doubled in the last two years, on Friday.

Nearly 2,000 hospitals and more than 41,000 doctors have received \$3.1 billion in incentive payments for ensuring *meaningful use* of HIT, particularly certified electronic health records (EHR), according to the HHS announcement.

Skilled nursing providers were left out of the meaningful use incentive program, which provides financial incentives for the use of EHR technology in achieving health and efficiency goals, funded by the HITECH Act in 2009.

"Health IT is the foundation for a truly 21st century health system where we pay for the right care, not just more care," HHS Secretary Kathleen Sebelius said in a statement. "Healthcare professionals and hospitals are taking advantage of this unprecedented opportunity to begin using smarter, new technology that improves care and creates the jobs we need for an economy built to last."

HHS also reported that 85 percent of U.S. hospitals expect to enter the meaningful use incentive program by 2015.

*"In three words I can sum up everything that I've learned about life: it goes on."
—Robert Frost*

Great Quotes!

The following quotes are humorous... however, we hope you never actually hear these statements in person!

Quote from a recent meeting: *We are going to continue having these meetings, everyday, until I find out why no work is getting done.*

Quote from the boss: *I didn't say it was your fault. I said I was going to blame it on you.*

A motivational sign at work: *The beatings will continue until morale improves.*

My boss frequently gets lost in thought. That's because it's unfamiliar territory.

I thought my boss was an idiot, so I quit to work for myself. My new boss is an idiot, too... but at least I respect him.

Some people climb the ladder of success. My boss walked under it.

Quote from the boss after overriding the decision of a task force he created to find a solution: *I'm sorry if I ever gave you the impression your input would have any effect on my decision for the outcome of this project!*

HR Manager to job candidate: *I see you've had no computer training. Although that qualifies you for upper management, it means you're under-qualified for our entry level positions.*

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