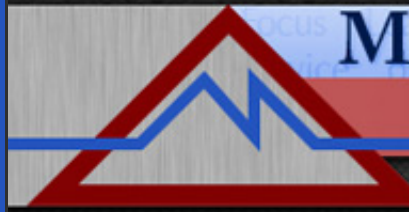


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**MAUN-LEMKE**

*Changing the Results of Healthcare*

**SOLUTIONS**

*The Newsletter for Healthcare & Human Services*

November 15, 2012



*Food For Thought*



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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.

## Why Is Gratitude So Great?

You may often hear that giving thanks is good for you, but does anyone know why this is so? Why does gratitude do so much good? Well, there is actually some science behind the benefits of giving thanks. Researchers point out that practicing gratitude helps you:

- **Fight negativity.** When you take time to think about what you're grateful for, it changes your focus from the bad things in your life to the good things. Take time to be grateful, and just see how quickly your negative thoughts dissipate.
- **Improve your relationships.** Expressing gratitude helps others understand how much you appreciate and value them, which in turn helps to strengthen your bond with that person.
- **Reduce complaining.** Grateful people don't tend to focus their time and attention on pain and problems. Instead of complaining, they are more apt to just ask friends and family for advice or help when they need it.

Gratitude essentially forces you to acknowledge how much you value other people and things—being grateful enables you to pause and reflect on how lucky and truly blessed you are. So, take a moment to give thanks and feel the immediate positive effects!

*"As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them."*

—John F. Kennedy

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