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Could *your* healthcare facility benefit from this?

Every healthcare facility can benefit from Revenue Enhancement!

Clint Maun, CSP has **two new programs** *custom-designed* to help you enhance your **revenue streams** and deliver increased customer satisfaction, smoother operations and sustainable, long-term market viability, especially given the forthcoming changes resulting from the recent healthcare reform!

These exciting new programs bring a wealth of proven-solutions to bear on improving your facility's revenue, so you can invest in other important aspects of your business, such as staff rewards & retention, site/technology improvements, partnership integration projects and more!

**The Continuum of Care Dating Game:
Moving the Relationship from Courtship to
Engagement**



The healthcare delivery system will, and has, become a **bundled set of partnerships**. What does your post acute organization need to do for profitability and successful business growth? This program offers immediate techniques for enhancing and leveraging your hospital relationship to help you deliver better care, as well as optimize your revenue potential, for you **and** your partners.

Blueprint for Growing Revenue When Healthcare Funding is Going Down the Drain

Do you have progressive strategies, dedicated team effort, partnerships and goals for keeping and building your revenue stream? There are winning tactics and techniques that will generate revenue **growth** - not just sustainability. Learn **proven** and **specific** action steps your team can develop and implement immediately to grow your revenue!

**Let Clint Maun show your organization how to
Increase Revenue Now while Preparing for Tomorrow!**

**Review Clint Maun's Biography and References at <http://www.maunlemke.com>
or call Kathy Cain at 800.356.2233 for more information**



**Book multiple speakers for a \$\$\$ discount.
Ask us how!**

Dealing with Disappointment: How to Get Through it at the Workplace

Disappointment is a certainty in life and can come in various forms—like a friend forgetting your birthday or failing to reach that personal goal you had your heart set on. To be sure, disappointment is one of life's most complex and complicated feelings, and perhaps more than any other time, disappointment can be excruciating to face at the workplace. Indeed, the feelings that come along with disappointment, like anger, hurt and sadness are probably not the type of emotions that are openly accepted or welcome at your healthcare facility.

Whether you've been passed over for a promotion, denied a raise, been given negative feedback, or failed miserably at a certain task, here are some surefire ways to deal with the disappointments that go along with being a healthcare professional:

- **Acknowledge your feelings.** As adults, and especially in the workplace, we are often expected to "just get over" feelings of sadness and disappointment. However, this is not a healthy approach. You won't get over your feelings of hurt and disappointment if you don't acknowledge and experience them. This doesn't mean that you need to lock yourself away or throw a pity party for yourself. It simply means that you take a moment to acknowledge how you're feeling, and give yourself permission to experience rather than ignore those feelings.
- **Take some time to gain perspective.** After you've acknowledged your feelings, you can then move on to gather more perspective on the situation. Perhaps you weren't given that promotion because someone else had been promised the job long before you were in the race. Maybe you were given unreasonable goals. Take some time to rationally look at the situation—gaining a broader perspective is always helpful.

- **Identify what's truly important to you.** If you don't have or know what your core values in life are, disappointment can consume you and take away your hope. When you're dealing with disappointment, reflect on what's important to you—maybe it's your health, family or sense of humor. Then, make the conscious choice to move ahead and live your life in line with your principles (as opposed to the disappointment driving your decisions and outlook on life).
- **Learn and move forward.** Many people deal with disappointment by withdrawing and blaming others. However, as with any other experience (whether negative or positive) we should aim to lean and grow from the experience. After you've completed the first three steps, take time to identify what you've learned, and moreover, how you can benefit from the situation. Maybe you found out that you need to raise concerns to your boss about unreasonable tasks before you're expected to complete them. That way, you know you won't be set up for failure. The point is to take your disappointment and turn it into a learning moment that will enhance and enrich your life going forward.

Disappointment is indeed a part of life, but it's a part of life that can help you grow and even succeed. Use these strategies to address and grow from the inevitable disappointments that are bound to occur in your healthcare job.

"If I am to meet with a disappointment, the sooner I know it, the more of life I shall have to wear it off."

—Thomas Jefferson

Looking for Razor-Sharp Focus? Look No Further!

In a world chockfull of distractions and unexpected emergencies, it's no surprise that many healthcare professionals find it difficult to continuously keep a sharp focus. Indeed, as determined as you are to get through the tasks of the day, you might end up having to deal with an unhappy co-worker, an increased patient load, or understaffing. Among this chaos and distractions you may find it extremely difficult to find focus.

Of course, the work still needs to be done and it needs to be done well. Here are some tips to get you through the day with more focus and concentration:

- **Jot down what makes you lose focus.** Record the time and day you feel 'lost'. What are you doing? Are you hungry? Tired? Trying to multi-task? Figuring out the issue is the first step toward trying to fix it.
- **Set three goals before you begin the workday.** It doesn't have to be anything grandiose or time-consuming. Just set three things you would like to accomplish. This simple step can have a tremendous impact on your focus. Try it!
- **Give yourself 15 minutes for social media, and 15 minutes only.** Twitter, Facebook, emails, texts... the list goes on and on, and we're all seemingly hooked on these outlets. We all have the need to be connected, but if you're glued to your mobile device, you will lose focus. Period. Give yourself 15 minutes to check-in during the workday. Do the rest when you're home.
- **Give your brain a work out.** You can indeed teach an old brain new tricks. You can practice on focus and concentration by turning off all distractions and committing your attention to a single task. Start small, maybe five to 10 minutes per day. See how long you can go concentrating on just **one** task. Then, work up to bigger chunks of time. Training yourself to stay focused is just like getting fit. You have to build the muscle (your brain) to be focused.

"To conquer frustration, one must remain intensely focused on the outcome, not the obstacles."

—T.F. Hodge

Health Resources and Services Administration Delays Compliance Date

The Health Resources and Services Administration (HRSA) recently announced that it would delay compliance to its GPO prohibition. The statutory GPO prohibition applies to disproportionate share hospitals, children's hospitals and free-standing cancer hospitals participating in the 340B program.

The 340B Drug Pricing Program is a federal program that requires drug manufacturers participating in the Medicaid drug rebate program to provide outpatient drugs to enrolled covered entities at or below the statutorily-defined ceiling price. This requirement is described in Section 340B of the Public Health Service Act and codified at 42 USC 256b. The 340B program is critical to ensuring access to lower-cost drugs for safety-net hospitals and the patients and communities they serve.

The HRSA has extended adoption to facilities subject to the GPO prohibition to August 7, 2013. The revised compliance date will allow hospitals time to work with their vendors and wholesalers to address the many process and procedural challenges that arose from the HRSA notice.

*"Too many of us are not living our dreams because we are living our fears."
—Les Brown*

The Genie on the Beach

Here's a humorous (and perhaps unfair!) look at how unique and complex women are.

A man was walking along the beach at Malibu when he found a bottle. He looked around and didn't see anyone, so he opened it.

A genie appeared and thanked the man for letting him out. The genie said, "For your kindness I will grant you one wish, but only one."

The man thought for a minute and said, "I have always wanted to go to Hawaii but have never been able to because I'm afraid of flying and ships make me claustrophobic and ill. So, I wish for a bridge to be built from here to Hawaii."

The genie thought for a few minutes and said, "No, I don't think I can do that. Just think of all the work involved with the pilings needed to hold up the highway and how deep they would have to be to reach the bottom of the ocean. Think of all the pavement that would be needed. No, that is just too much to ask."

The man thought for a minute and then told the genie, "There is one other thing that I have always wanted. I would like to be able to understand women. What makes them laugh and cry, why are they temperamental, why are they so difficult to get along with? Basically, what makes them tick?"

The genie considered for a few minutes and said, "So, do you want two lanes or four to Hawaii?"

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