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February 1, 2017

Just 7 more Medicare customers can deliver over \$1 million to your top line.

Think how that could help your budget!



*Or instead...
you could spend your precious time
cutting costs to offset your losses from
your Medicaid reimbursement rates...*

Choose wisely...

Does your organization need to grow revenue?

Maun-Lemke Speaking and Consulting has over 25 years of expertise in "changing the results of healthcare" in locations just like yours.

In our work with hundreds of care organizations across the country, we have learned that to ensure long-term sustainability, organizations ***must not be revenue dependent upon Medicaid.***

Maun-Lemke's proven **A.R.M.S. Length Revenue Enhancement System** can help you establish a revenue-focused business model that will provide **long-term stability** and **increased productivity**. Move away from the overhanging cloud of cost-cutting uncertainty and morale-killing budget cuts and instead, enable growth and opportunity for your staff, your facility, and most importantly, ***your customers.***

Our program is chock-full of time-tested, client-proven techniques for growing

revenue, even in difficult markets and challenging economic conditions. It can be implemented cost-effectively through our step-by-step process and web-based computer consulting support. It centers around establishing a revenue-growing cycle of continuous improvement, each feeding the next level of 4 key component areas:

- **Admissions**
- **Rightness**
- **Marketing**
- **Sales**

A.R.M.S. Length System



For information on the **A.R.M.S. Length System** and how your organization can achieve your full revenue potential, call us at (800) 356-2233.



The Leading Edge

Employee Safety: Effectively Managing & Preventing Workplace Accidents

The daily life of a healthcare professional often requires lifting, carrying, and other physical labor. And due to this type of on-the-job physical activity, the chance of accidents at healthcare facilities is much higher than other occupations. Workplace injuries can include slips, trips, falls, muscle strains, and even broken bones. As the healthcare industry continues to face high turnover rates and litigation, workplace safety should be top of mind at your organization. After all, if proper measures aren't in place, you could risk increased workers' compensation claims, rising insurance costs, and/or losing talent.

The following three-step plan can help you get started when it comes to preventing accidents and effectively managing them when they do occur.

1. **Create a safety team comprised of both employees and management.**
The sole purpose of this team is to help reduce worker injuries and illnesses, while also fostering a safe and healthy workplace. The safety team should be encouraged to speak openly about accidents, near-misses, recommendations for prevention, opportunities for improvement, and employee feedback.

Start by: Select one or more employees from each department (depending on your facility's size) who have demonstrated strong communication and work safety skills to participate. Then, set the first meeting date. Make sure you set specific, measurable, achievable, and relevant goals from the start to ensure everyone is aligned.

2. **Consider an around-the-clock nurse or accident hotline.** According to *Company Nurse* (an injury hotline vendor), implementing a 24/7 nurse triage hotline can lower worker compensation claims by 15-20 percent. With a nurse or accident hotline, employees or their supervisors can call in as soon as an injury occurs. The hotline, which is staffed by trained nurses, can recommend self-care advice or medical treatment. Along with the advantage of providing immediate injury analysis, this approach ensures that the employer and insurance carrier is aware of the injured employee and thus better equipped to handle claims.

Start by: Reach out to your insurance broker or carrier for nurse hotline vendors and recommendations.

3. **Create and implement clear processes and procedures for reporting and investigating accidents.** For both employees and the employer, it's critical to implement a clear and consistent process for reporting and investigating accidents and claims. Having clear and simple processes in place helps ensure employees get the help they need as soon as they need it, and it also helps ensure that the employer has all the information it needs to start investigating and doing its due diligence.

Start by: The safety team should define processes and ensure they are implemented and enforced. Essential components of the process could/should include immediate reporting, attaining a written employee statement, attaining a written witness statement(s), and an internal follow-up to review all documents and create any needed action.

Preventing workplace injuries in a healthcare setting is no easy feat, and some will still certainly occur no matter what precautions are in place. However, implementing the steps above are a huge step in the right direction and can help reduce injuries and workers' compensation costs.

*"Safety is something that happens between your ears,
not something you hold in your hands."*

—Jeff Cooper



Employees Matter

Are Bad Moods Good News? The surprising health benefits of occasional grumpiness

If you're like most, you consistently and consciously strive to maintain a good mood. When you're in a good mood, you feel happy and at ease with your surroundings. Further, positive moods and emotions have health benefits like decreased chance of developing depression and lower blood pressure. Of course, a constant, never-ending

good mood is not realistic, nor possible. Feelings of sadness or gloom are inevitable. But, you shouldn't let this get you down, as science reveals that bad moods have benefits of their own.

Bad Mood Benefits

A bad mood can:

- **Enable you to make better decisions.** Your mood affects the way your brain processes information. When all is good, you're probably not as apt to analyze or challenge the status quo. Moreover, when you're overly cheerful, you may be more likely to engage in unhealthy, *celebratory* behaviors like drinking too much, overeating and/or overspending. On the other hand, temporary negative emotions can encourage slower, more systematic cognitive processing and decision making.
- **Help prevent long-lasting feelings of sadness or depression.** Science shows that accepting negative feelings as opposed to ignoring or trying to hide them can help you feel better over the long run. After all, you'll never be able to get over a negative feeling (like not getting that job you wanted) until you acknowledge that you feel sad and disappointed about it.
- **Boost memory and awareness.** A study published in the *Journal of Experimental Social Psychology* compared shoppers in bad moods with shoppers who were in good moods. The shoppers in bad moods were better at recalling details of items they had seen earlier in the day. Scientists suggest that bad moods may cause people to be more skeptical and careful when analyzing their surroundings.
- **Enable you to gain perspective and learn from mistakes.** When you're in a bad mood you often question and think about the situation you're in. This form of analyzing can help you gain understanding and control.
- **Fuel motivation.** Research shows that people in a negative mood are more likely to stick with a difficult task compared to people in neutral moods. Experts posit that when you're cheerful, you may not feel the need to push yourself.

The lesson in all of this? Although you shouldn't strive to be in a bad mood, don't beat yourself up if you happen to be in one. Rather, accept it and acknowledge that even bad moods can have their upswings.

*"We can't help everyone, but everyone can help someone."
—Ronald Reagan*



News You Can Use

[CMS Release Compliance Guidelines to HCBS Settings on Wandering](#)

The Centers for Medicare and Medicaid Services recently released a compliance guideline fact sheet for home and community-based providers who care for people who exhibit wandering or exit-seeking, in an attempt to balance the need for safety with the new home and community-based settings (HCBS) criteria supporting resident autonomy and choice.

The fact sheet explains how community-based settings can provide safety and security while remaining in compliance with the home and community-based services criteria, many of which require providers to encourage independence and decision-making. The document also includes educational information on why wandering occurs and how caregivers can be more aware of physical or emotional needs that may act as triggers of wandering.

The guidelines highlight that compliance with the HCBS isn't as simple as locking the doors anymore. The fact sheet states that providers should be able to demonstrate how they can make individual determinations of unsafe exit-seeking risk and make individual accommodations for those who are not at risk. Read the [compliance fact sheet](#) for more information.

*"Whatever you do in life, surround yourself
with smart people who'll argue with you."
—John Wooden*



Just For Fun

Puns that will Make You Giggle

- A bicycle can't stand on its own because it is two-tired.
- A boiled egg in the morning is hard to beat.
- A chicken crossing the road is poultry in motion.
- Bakers trade bread recipes on a knead-to-know basis.
- Reading while sunbathing makes you well-red.
- The man who fell into an upholstery machine is fully recovered.
- The short fortuneteller who escaped from prison was a small medium at-large.
- When a clock is hungry, it goes back four seconds.
- When an actress saw her first strands of gray hair she thought she'd dye.
- When you dream in color, it's a pigment of your imagination.
- A pessimist's blood type is always b-negative.
- Acupuncture is a jab well done.
- Corduroy pillows are making headlines.
- Does the name Pavlov ring a bell?
- Energizer Bunny arrested; charged with battery.
- I used to be a lumberjack, but I just couldn't hack it, so they gave me the ax.
- Sea captains don't like crew cuts.



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