



36 S. Last Chance Gulch, Suite A ■ Helena, MT 59601 ■ Telephone (406) 443-2876 ■ Fax (406) 443-4614 ■ E-mail [info@mthealthcare.org](mailto:info@mthealthcare.org)

May 14, 2009

Clint Maun, CSP  
Maun-Lemke Speaking & Consulting LLC  
8031 W. Center Road  
Omaha, NE 68124

Dear Clint:

Thank you again and always for your outstanding and excellent presentations for MHCA at our 2009 Midyear Convention. The attendees truly enjoyed your presentations and continue to ask us to bring you back.

I have enclosed a copy of the summaries of the evaluations from your classes. Adjectives included great, excellent, thought provoking, always enjoyable, and always informative and entertaining. We are impressed by your wealth of knowledge and experience and your ability to communicate it to attendees.

It is always a pleasure to work with you. I look forward to having you back in Montana soon.

Sincerely,

A handwritten signature in black ink, appearing to read "Rose", with a large, looping flourish that extends upwards and to the left, crossing over the word "Sincerely,".

Rose M. Hughes  
Executive Director

RMH/sk  
Encls

[www.mthealthcare.org](http://www.mthealthcare.org)

*MHCA...providing leadership and empowerment within the long term care continuum  
through education, advocacy, information and support to our members.*



**Evaluation Summary**  
**MONTANA HEALTH CARE ASSOCIATION**  
**2009 Midyear Convention - March 22-25**  
**Red Lion Colonial Hotel, Helena, Montana**

Program: **All Hands on Deck! Team Based Strategies for Successful Survey Involvement**  
*Clint Maun, CSP, President, Maun-Lemke Speaking & Consulting, LLC, Omaha, Nebraska*

Tuesday, March 24, 2009

**Number of Session Attendees:** 77  
**Number of Evaluations:** 58

1. **Attendance:**

Nursing Home	49
Assisted Living Facility	5
Other	4
Other (description)	1- CAH/LTC 3 - Did not identify

2. **Please indicate the extent to which you were satisfied with the following aspects of the program:** (5 = Excellent 4 = Very Good 3 = Average 2 = Fair 1 = Poor)

Speaker's knowledge, organization & effectiveness in presentation	4.89
Your expectations of this workshop were met	4.81
Relevancy and usefulness of information presented	4.86
Usefulness and effectiveness of handout materials	4.64
Usefulness and effectiveness of audio-visual aids	4.60
Applicability of program content to your on-the-job effectiveness	4.83
Usefulness and effectiveness of teaching methods	4.83
Overall program	4.86

3. **Any additional comments (Adequate time for questions? How could we make this better?):**

- ▶ Great speaker. Very good at keeping one's attention.



- ▶ Great presentation.
- ▶ Another great program!
- ▶ Great ideas! Thank you for teaching me new methods to increase bed revenue!
- ▶ This was great. Very informative and easy to learn. Great information presented in a fun, interactive atmosphere.
- ▶ Very informative and humorous.
- ▶ Excellent as usual.
- ▶ He encourages us to think outside the box!
- ▶ Very good information. Excellent presentation. Worth every penny spent.
- ▶ Like the concept, but the actual implementation may be the issue.
- ▶ EXCELLENT!
- ▶ Great session both morning and afternoon.
- ▶ Everything was appropriate.
- ▶ Always good information.
- ▶ Great!
- ▶ He is just outstanding!
- ▶ Lots of useful information.
- ▶ I love the humor. Also, the truth of our "industry." I gained many new ideas and hope to attempt to incorporate some.
- ▶ Great presentation! Thank you!
- ▶ Always very informative; makes common sense; keeps interest.
- ▶ Hooray! Great humor - great information.
- ▶ Has an entertaining way of getting the message across.
- ▶ He was excellent.
- ▶ Humorous to the point.
- ▶ More solid information, not jokes/stories. Very funny, but I know this guy knows more than he is sharing with me.

4. **What other topics and speakers would you suggest for future MHCA education programs?**

- ▶ Please bring him back!
- ▶ Behavior Management.
- ▶ Please bring Clint back in the future.
- ▶ Please ask him back.
- ▶ What is fair...nothing is fair. He spoke on this years ago.
- ▶ Bring Clint back!!
- ▶ Bring him back! (2)
- ▶ Would love to see him back!
- ▶ More from him.



**Evaluation Summary**  
**MONTANA HEALTH CARE ASSOCIATION**  
**2009 Midyear Convention - March 22-25**  
**Red Lion Colonial Hotel, Helena, Montana**

Program: **7 to 1 Return on Investment (ROI) Implementing Successful Revenue Teams**  
*Clint Maun, CSP, President, Maun-Lemke Speaking & Consulting, LLC, Omaha, Nebraska*

Tuesday, March 24, 2009

**Number of Session Attendees:** 74  
**Number of Evaluations:** 32

1. **Attendance:**

Nursing Home	20
Assisted Living Facility	9
Other	2
Other (description)	1- CAH/LTC 1 - Did not identify

2. **Please indicate the extent to which you were satisfied with the following aspects of the program:** (5 = Excellent 4 = Very Good 3 = Average 2 = Fair 1 = Poor)

Speaker's knowledge, organization & effectiveness in presentation	4.94
Your expectations of this workshop were met	4.91
Relevancy and usefulness of information presented	4.91
Usefulness and effectiveness of handout materials	4.77
Usefulness and effectiveness of audio-visual aids	4.87
Applicability of program content to your on-the-job effectiveness	4.97
Usefulness and effectiveness of teaching methods	4.94
Overall program	4.91

3. **Any additional comments (Adequate time for questions? How could we make this better?):**

- ▶ Great information that is transferable to AL as well.
- ▶ Always informative and entertaining.
- ▶ Excellent
- ▶ Very good! Entertaining, thought provoking. Can't wait to put into action!
- ▶ Very geared to skilled nursing. I tried to adapt the ideas to AL.
- ▶ Very informative and great ideas to try.



- ▶ Very informative and entertaining.
- ▶ Excellent as usual.
- ▶ Great information and presentation!
- ▶ Great reinforcement of team building – revenue enhancement!
- ▶ Humor badly needed and appreciated! Thank you.
- ▶ Always enjoyable. “Hits the nail on the head” each time.
- ▶ Excellent! As expected!
- ▶ Love Clint Maun!
- ▶ Great!
- ▶ Very funny yet very usable information.
- ▶ Great!!!

4. **What other topics and speakers would you suggest for future MHCA education programs?**

- ▶ Bring him back.