



Maun-Lemke

Changing the Results of Healthcare

Fostering Staff Confidence and Morale

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You will always be ahead if
you engage in TEAMS

Implement the use of Immediate Remedies & P=S

- Take the real problems that come up
- Get a flip chart - talk with the front line team members that are closest to the problems
- Take a few minute to brainstorm on “Solutions”
- Problem-Solution - Approach to all Problems
- When the solution is used and successful - Celebrate with group involved in finding the solution
- Feature the Problem and Solution on your Scorecard
- Do this several times a month
- Use P=S as a talking point during rounding / orientation / mentoring
- Listen to clintcast.com - Podcast #7
- Review P=S Polices at maunlemke.com

Scoreboards and Rallies



Identifying and Utilizing Highly Qualified Employees (HQEs)

Develop a list of your Highly Qualified Employees

(all employees regardless of position)

- Employment for at least 6 months
- Only 2 absences or less in last 6 months
- 2 tardiness or less in last 6 months
- All required in-services up to date
- No violations of P=S
- Documentation of willingness to help or initiative at least 2 times in last 6 months (pick-ups, floating, special projects)
- Received positive affirmations at least 1 time in last 6 months (coworkers, residents, families)
- No violations or issues with professional uniform/name tag
- Meets expectations r/t Documentation Requirements
- No disciplinary actions / performance improvement plan in file that has not reconciled
- Good performance review

This is the Agenda for your meeting(s)

Assure all HQEs are invited to a meeting or meetings.

- Review the Standards they met to be identified as HQE's
- "Brag" about each of those identified
- Ask each HQE "Why do you work for us" - take all the notes and get as specific as you can
- Ask them if their story can be used in Strength Based Ads
- Ask them if they are willing to help recruit new employees
- Establish a follow-up date/time for the next meeting
- Try to have food and fun at these meetings
- Take pictures!

Then use HQEs in
ads, recruiting, fixing
problems, etc.

Example of an HQE Recruitment Ad



“

Wanda has been an employee for more than *five years* at Lubbock Hospitality Nursing and Rehabilitation Center. *She has cared for and shown natural compassion to our residents, while creating a sense of comfort. Wanda is loyal, and a hard working Certified Nursing Assistant.*

WANDA WESTMORELAND, CNA

*Highly Qualified Employee at
Lubbock Hospitality Nursing & Rehabilitation Center*

If you are a Certified Nursing Assistant and have at least 2 years experience, we have positions for CNA's on our Transitional Rehab Unit Evening Shift! Call our Recruitment Team Leader at (555) 213-555 or Apply Online at slpoperations.com/lubbockhospitality

MEET WANDA
Certified Nursing Assistant
HIGHLY QUALIFIED EMPLOYEE

SLP

SLP OPERATIONS, INC.

Talented coworkers,
engaged in team with
recognition will

Foster Staff Confidence
and Build Morale