

# MODERN SCARE LINES



JAN  
2023

15¢

The **True Scoop** on Aviation...a World of Close Calls & Adventure!

A **THRILLING** Publication



**PLUS!**  
**THE ACCOUNTANTS  
ARE IN CONTROL!**  
How much leg room can we  
squeeze and get away with!

**EXCLUSIVE AIRLINE  
CEO INTERVIEW!**  
"I FEEL LIKE A GOD!"  
"Once people are on a trip, they're OURS!"

**NEW FLYER CLASSES!  
THE ART OF DOWNGRADING!**  
Boarding Group 4 is NOW the NEW 1st Class!  
Pewter is the NEW Gold Class!

**NO MEALS!?!  
NO PRETZELS,  
NO PEANUTS?**  
No Problem!

**60% OF FLIGHTS  
HAVE SCREW-UPS!  
BUT WHAT CAN WE  
DO ABOUT IT?**  
HA! NOTHING!



# FLASHPAGE

A Monthly Consolidation of the  
Practices of the 90th Percentile!

JAN 2023

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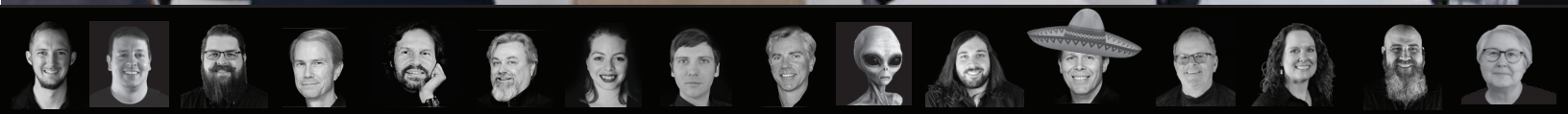
## NEW! HIGH-IMPACT Tough Training Programs in 2023!

2023 will be a **REVOLUTIONARY** year for many MVI Hospices! There are BREAKTHROUGH innovations and NEW *Best-Known Success Patterns* to share that SIMPLIFY things and get Top-Rung Results much faster and with less effort! But know that ALL major advancements require change and doing things differently! **There will be fewer Tough Training events in 2023** just to conserve Andrew a bit as he is working so closely with various “flagship” Hospices that we have partnered with them to help implement the latest Best-Known Success Patterns (*which any MVI client can do if it wants!*). However, any Hospice or organization can schedule its own proprietary training event just as we have done for that last few decades! Here are the dates!

- ▣ Compensation & the Model (*Virtual*) – February 21
- ▣ CEO Retreat (*Virtual*) – March 21
- ▣ The Extraordinary Clinical Leader Program (*on the Mountaintop!*) – April 4 & 5
- ▣ Creating an Extraordinary People Development System (*on the Mountaintop!*) May 9 & 10
- ▣ Inpatient Units & the Model (*Virtual*) – August 15
- ▣ The CFO PROgram (*on the Mountaintop!*) October 24 & 25



[Click-Here](#)



# Truth Be Known: Your Compensation System Is Probably Your Most Effective Teacher

I promote the idea that People Development (Talent Development) is or should be an organization's #1 strategic direction as well as core competence as the mission is only accomplished through people. An organization's quality can be no more or less than the quality of its system of developing people and the liberation of Talent. With this said, in reality, an organization's Compensation System is perhaps the most powerful Teacher a modern organization has at its disposal. This is innate and is perhaps something that has developed over millions of years. It is linked to our notions of survival and our feelings. Money is emotional...and therefore, if people are largely driven by feelings, compensation is a *devastatingly effective* means of teaching... AND a Compensation System can be **designed** to make *every* paycheck a report card, where people will tend to do what is rewarded and will stop doing what is not rewarded... It is perhaps as simple as that...

As part of intentionally designing an intelligent People Development System, compensation takes center stage because it teaches so well. For your Compensation System to "teach," it must clearly link **cause and effect**. That is, behavior must be linked to outcomes. As human beings, we quickly learn "where" we are rewarded...and thus, do those things that benefit us. In fact, your Compensation System *is an extension* of your People Development System. It reinforces the performance and behaviors that we want.

If people are to learn from a Compensation System, it needs to be "enough" and be "frequent." If people can't remember the "link" between the behavior and the result, learning is compromised. This is why annual bonuses or sharing "group" profits on an infrequent basis produces drastically poorer performance than those compensation methods that reward the Individual...because people like things that they can *directly* control themselves. So frequency is important in learning! And we often need reminding as much as we need new learning! Thus, every paycheck is impacted in a well-designed comp system! Also, if the reward is too little, it will fail to motivate. Likewise, if the pain of not doing the Standards of the organization is not "enough," it will not deter. A long time ago, the CEO of a World-Class organization made a statement that has proven so true over the years, "*Andrew, employees must know that it is MORE important for them to do the Standard than not...*" That is, the consequences of NOT doing a Standard are painful enough that they don't want to cross that line and not do the Standards. This may not be the easiest thing to hear, but it is only this type of Accountability that builds World-Class operations! Ask Apple, John Deere, Pal's Sudden Service, or any of our Top Rung Healthcare clients! The path to World-Class quality ALWAYS goes through Accountability! And the Higher it is, the Higher the Quality we attain! Without Accountability, Standards are meaningless.



## What are We Really Paying People to Do!

What are we really paying people to do at our Hospices? Most people think we are paying clinicians to provide the care. This is not correct, or is, at best a half-truth. The nearer-truth is that we are there to "teach" and guide patients and families through an experience that we are most familiar with... Therefore, we are not paying clinicians to "do the care" but rather, to teach!

*the excitement continues on next page....*

**We are paying people to TEACH others how to do the care in our absence.**

**Hospice was NEVER DESIGNED where “we” do the care!**

**We are there to EMPOWER caregivers to do the care!**



When Hospice was created, by volunteers that weren't paid a cent [*an important thing to remember and consider in itself*], on front porches and in church basements across this country, they KNEW that they could not be with the patient and family all the time. They KNEW that trouble may happen at 2:00am... and that it might take an hour or so for help to arrive. Therefore, they PREPARED caregivers and families so they could provide the care in their absence. Somehow this concept is almost alien in the modern Hospice world. We have de-evolved into “doers” - even where we derive our satisfaction from “doing” rather than EMPOWERING others to provide the care in our absence. Look at a CAHPS survey. At least 16 of the questions (more than any other topic) *directly* relate to the Hospice's ability to TEACH. **SO TEACHING IS WHAT WE ARE PAID TO DO!** And the Compensation System IS the most powerful teacher we have to TEACH our staff how to create an Extraordinary Experience/Feeling for the patient and caregivers! A smart organization wants to use the most EFFECTIVE methods it can to develop it's people! Compensation has to be part of your success formula!

The skill set that will allow a person to advance and do well in a Hospice (and Home Health) that is “Doing the Model” is the skill of teaching! Teaching is the CORE COMPETENCE of a World-Class organization! For a clinician, this would also mean “breaking through” with caregivers that are resistant or that lack confidence (which is 25-30%) to provide the care. Most people are “very capable” of taking care of their loved one! To not teach and EMPOWER caregivers ROBBS them of the opportunity to participate and GROW as a person! So there is a multiple WIN from really FOCUSING on the Skill of Teaching!

MVI has TONS on this topic in *Designing an Extraordinary People Development System* beyond this article. Also, the workshop and workbook, *Compensation & the Model*, is devoted to the creation and implementation of Compensation Systems that have proven to revolutionize operations within a matter of months.

*We hope this helps!*

*Serving from a place of Love for ALL Expressions of Life...*  
~ Andrew



# Ask Andrew Webinar!

An approximately 1-hour interactive learning event!  
Ask anything, go in any direction!

MVI will hold an “*Ask Andrew*” webinar on **January 24th at 1:00pm EST** where MVI clients can ask *any* question for *completely up-to-date information* of what is actually happening in the Hospiceland in a safe, mutual-learning setting. This open-ended session is scheduled to last an hour or so, but Andrew will continue until all questions are answered, or attempted to be answered, or it is just a good time to stop! Know that some topics are DEEP and there is A LOT of content that likely merits explanation. Therefore, Andrew will refer to helpful written materials and tools when they are needed.

## Topics can include:

- 🔲 Solving Clinician Attraction and Retention Issues
- 🔲 Hospice Marketing/Growth
- 🔲 Compensation
- 🔲 Inpatient Units
- 🔲 What are the QUICKEST and MOST EFFECTIVE ways to GET QUALITY & FINANCIAL RESULTS!

[CLICK HERE TO REGISTER for this MVI Client-Only webinar!](#)

***Start 2023 with a BANG!***

[Click-Here](#)

## ASK ME ANYTHING



**MVI**   
MULTI-VIEW INCORPORATED





## Regrets Of Hospice Patients

What do people express before they die?

Deathbed regrets are very common...and we know this in our Hospice work...

To me, this is something we should pay attention to...and learn from... Even perhaps, learn how to live better NOW!

### **What are they?**

1. *Not enough time with love ones...*
2. *Too much time at work rather than with those or what they love...*
3. *Regret "lack of courage" to "live" and pursue their passions. A FEELING of "Unfinished" Business...*

Do we have to get to the point of Death to gain this clarity? Why not ALLOW Death to be one of our Greatest Teachers...to help us sort through the superficial and let the "clutter of our lives" to fall away. Death helps put things in perspective...to live Life with perhaps fewer Regrets.

Interestingly, most people at the End have the same or similar Regrets, whereas our joys tend to come from a broad variety of things. This is something to think about...

In our Hospice work, I can't help but contemplate the meaning of our work and this type of phenomena... It is so profound... In fact, I would have stopped working in this field long ago if it was only a "job" and it was all about just making a living...

Hospice draws DEEP people... Profound people... The People that I want to work with! People that want to get beyond the "brag and advertisement" – beyond superficiality and even sometimes the silliness of society...and into things that really matter... And "the Great Certainty" – even with its traveling companion, "Regret" – brings tremendous value to our lives... Perhaps giving us Courage to LIVE the Life we know is within us...

*We hope this helps!*

*Serving from a place of Love for ALL Expressions of Life...*  
~ Andrew



# MVI...always on the forefront of Fashion!

At MVI, we are aware of the importance of 1st impressions...  
So, we always want to be styling and taking cool to another level.

Derriere  
totally  
gone

"Ever since I signed  
up to Jazz Emu's mailing  
list my confidence  
has skyrocketed"

Lips 45x  
more  
kissable

REBEL  
MVI

Trouser hems  
now large  
enough to  
swallow small  
child or animal

The world won't be able to  
resist your sheer magnetic  
attraction as you sport the  
newfound confidence  
gifted to you by being  
a member of this  
mailing list.

Ladyfriend reduced  
to only a torso by  
the sheer intensity  
of your magnetism



# A QUICK REMINDER

submit your Self-Determination Aggregate CAP to your MAC  
**NO LATER THAN TUESDAY FEBRUARY 28, 2023**  
failure to submit by deadline will **Automatically**  
**suspend Medicare Revenue Reimbursement!**

CAP Calculation



CLICK HERE

Instructions



CLICK HERE

I've Attached instructions for accessing the PS&R reports you'll need for completing your Self-Determination Aggregate CAP. Also Attached is a CAP Calculation spreadsheet with the 2022 CAP Year statutory CAP amount entered. Note: Reference and follow your MAC's Self-Determination CAP submission instructions; your organization should have received a letter/email, from your MAC, with specific submission instructions.

# WANTED

YOUR COST REPORT DATA...EARLY!

## "EL TROY"




IS ON THE LOOSE...YOU DON'T WANT TO GET ON  
THE BAD SIDE OF THIS TOUGH HOMBRE  
HE MAKES PANCHO VILLA LOOK LIKE MARTHA STEWART!



# From the Ancient MVI Scrolls...

from cave #4, scroll 54

**BREAKING NEWS!**  
**NOTAM System FAILURE!**

**MODERN SCARE LINES**   
 JAN 2023 15¢

DEPARTURE	CARRIER - FLIGHT - PARTNER	GATE	TIME	STATUS	DEPARTURE	CARRIER - FLIGHT - PARTNER	GATE	TIME	STATUS
Albany	UNITED UA 7472 QR 5605	A2	5:23P	On Time	Dallas /Ft	American AA 1234	B71	4:30P	On Time
Albuquerque	UNITED UA 783 BD 4046	D18	5:34P	On Time	Dallas /Ft	American AA 1234	B71	4:30P	On Time
Allentown	UNITED UA 6861	A6	5:35P	On Time	Dallas /Ft	American AA 1234	A2G	4:50P	On Time
Altoona, PA	UNITED UA 6937	A5	5:35P	On Time	Dallas /Ft	American AA 1234	C26	5:30P	On Time
Amsterdam	UNITED UA 946	A5	5:35P	On Time	Dallas /Ft	American AA 1234	C26	5:30P	On Time
Atlanta	UNITED UA 7472 QR 5605	A2	5:23P	On Time	Denver	DELTA DL 1449	B76	4:06P	On Time
Atlanta	UNITED UA 7472 QR 5605	A2	5:23P	On Time	Denver	UNITED UA 517 US 6257	C23	2:40P	On Time
Atlanta	UNITED UA 7472 QR 5605	A2	5:23P	On Time	Denver	UNITED UA 903 US 6259	C19	4:22P	On Time
Atlanta	UNITED UA 7472 QR 5605	A2	5:23P	On Time	Denver	UNITED UA 937 LH 9058	C4	5:28P	On Time
Atlanta	UNITED UA 7472 QR 5605	A2	5:23P	On Time	Denver	SOUTHWEST WN 2683	B50	5:40P	On Time
Austin	UNITED UA 7281 QR 5611	C18	5:40P	On Time	Detroit	nwa NORTHWEST AIRLINES NW 3721	B72	4:45P	On Time
Binghamton	UNITED UA 7472 QR 5605	A2	5:23P	On Time	Detroit	UNITED UA 7348 US 7608	A3	5:09P	On Time
Boston	UNITED UA 7472 QR 5605	A2	5:23P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Boston	jetBlue B6 1234	B6	5:35P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Boston	UNITED UA 7472 QR 5605	A2	5:23P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Brussels	UNITED UA 950 LO 4611	C27	5:57P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Buffalo	UNITED UA 7089 BD 4656	C24R	1:02P	Departed	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Buffalo	UNITED UA 7832 QR 5629	A5	5:35P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Burlington	UNITED UA 8021 BD 4650	C22	5:09P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Charleston	UNITED UA 7982 OS 7845	C20R	4:55P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Charleston, SC	UNITED UA 6885	A5	5:35P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Charlotte, NC	UNITED UA 7472 QR 5605	A2	5:23P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Charlotte	UNITED UA 7472 QR 5605	A2	5:23P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Charlotte	UNITED UA 7472 QR 5605	A2	5:23P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Charlotte	UNITED UA 7472 QR 5605	A2	5:23P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Charlotte	UNITED UA 7472 QR 5605	A2	5:23P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Chicago	SOUTHWEST WN 456	B50	1:50P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Chicago	SOUTHWEST WN 2683	B50	5:40P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Chicago	UNITED UA 395 JJ 7351	D11	2:32P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Chicago	UNITED UA 951 OS 7915	C5	5:14P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Cincinnati	DELTA DL 6134	B78	5:00P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Cincinnati	UNITED UA 7885 AC 4783	A4	5:09P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Cleveland	UNITED UA 7135 NH 7126	A2	4:50P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Cleveland	Continental CO 8647	B31	5:35P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Columbia	UNITED UA 7279 OS 7811	A6	5:28P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Columbus, OH	UNITED UA 7844 SK 8885	A4	5:09P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Dakar, Senegal	SOUTH AFRICAN SA 208 UA 9818	B14	5:40P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Dallas /Ft	QANTAS QF 4514	B73	2:20P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
Dallas /Ft	American AA 601	B73	2:20P	On Time	Detroit	UNITED UA 7472 QR 5605	D3	5:26P	On Time
TUESDAY NOVEMBER 17, 2009 1:53P					TUESDAY NOVEMBER 17, 2009 1:53P				

**1,876 FLIGHTS CANCELLED!**

**2,154 FLIGHTS CANCELLED!**

**3,027 FLIGHTS CANCELLED!**

Why Don't They Just Reboot?



# NEED AN INTERIM CEO THAT CAN TAKE YOU FROM LOSSES TO DOUBLE DIGIT SURPLUSES!

**KENT IS YOUR MAN!**



## Kent Brooks as an "Interim CEO/COO"

*That Will Implement The Model!*



*Kent also does Magic!™*

MVI Magic Implementer Extraordinaire, Kent Brooks, has done some MAGIC in his Hospice career! Turning around multiple Hospices, as much as 35% changes! -26% losses to double digit profitability – all through increasing QUALITY by implementing Best Known Practices! In recognition of these extraordinary achievements, Kent recently received the **Carol Selinski Award**. This is an award presented to one person annually who the *Hospice & Palliative Care Association of New York State (HPCANYS)* feels has made a significant contribution to Hospice and Palliative Care in the state of New York. "To say the least, I feel humbled and really not worthy compared to other recipients from the past," Kent softly spoke in his easy-going and genuine demeanor.

*See How Kent Can Help You!*

**CLICK HERE!**



Kent Brooks pictured addressing the audience at the Annual Meeting of HPCANYS Hospice & Palliative Care Association of New York State

**MVI**   
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*Serving Homecare and Hospice,*

**The MVI Team**

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# ABOUT MVI... MVI What???



## What is MVI in 173 Words...

Perhaps no other organization has meticulously considered and cared enough about the Hospice and Homecare experience to breakdown and systematize everything from phone interactions to clinical visits to revolutionary bereavement to enormous utilization of volunteers to the economic welfare of the mission. After working with over 1,300 Hospices and Homecare entities, MVI starts with Benchmarking for professional perspective (quantification) and guides an organization all the way through the Model with its establishment of 1) Clear, 2) Impressive and 3) Sustainable Standards. Then via extraordinary People Development, an organization with near-flawless quality is created, where it can go days, sometimes weeks, and even “thousands of visits” between complaints, service failures or documentation errors. Economic results are often 200%-400% above average and are a natural byproduct of radically increased quality as organizations can easily flatten. This is the reality in the Hospice and Homecare world IF the practices of the 90th are adopted. In a healthcare world that is falling apart, there can be something that actually works... This can and should be your organization!

## Common Questions:

**All the Standardization and changing so many ways we are operating seems like a lot of work! It seems overwhelming.**

At first that might appear so. However, one must recognize that with each “Smart Move” your organization 1) REDEEMS time and 2) reduces WASTE. We normally help an organization prioritize those operational moves that redeem time first, as that frees up human capacity for each subsequent move!



**Do we have to do “all” of the Model? Can't we just do parts of it?**

You bet! The search for Best Known Practices is continual...and no single organization has the whole enchilada! In fact, there are not too many Hospices or Homecare entities that do the entire Model. Most all are “in process” or select the practices they think that would be most beneficial or easy to do. Heck, anytime you replace an inferior practice with a better one, you're ahead!

**Subscribing to MVI doesn't cost much, especially for larger organizations. How can we really be getting value for so little? How can you even throw in doing our Medicare Cost Report?**

Ha! We have actually applied the practices we recommend and these moves radically decrease costs and increase efficiencies! The fact that MVI hasn't increased rates on any existing Network or Benchmarking client in 26 years says something... Its unheard of and is almost unbelievable! And all phone calls are answered within 3 rings by a real, live, competent person! SERVICE is King to us as old fashioned as that sounds! We also have learned how to spread our costs over hundreds and hundreds of organizations. This helps us keep our prices low.

**Though Network and Benchmarking services are budget dust, Magic costs are actually a percentage of Net Patient Revenue. That seems like a lot of money!**

It does until you really think about it... Look at it this way. If we help to implement Your Model and it increases Quality to the point that your Net Income is 200%, 300%, even 400% greater than what you are getting now...to us, that is good business! And what does it really cost you? NOTHING! The MVI costs are built into these economic results! It's like “paying for profit” or hiring a really, really super talented FTE! That super talent FTE creates so much value! This is really just a matter of looking at it differently! Almost like fees you pay for a super broker that makes you money with your investments in all market conditions, up or down! You STILL WIN!

## YOU GET:

### With Network:

- UNLIMITED Technical Support (all calls answered within 3 rings)
- Access to the E-Normous Library of Best Known Practices, Templates, Tools, Financials, Operational and Training Manuals, Videos, Audio Files, Perfect Visit IRMs and other cool products!
- THE PRACTICES!



- o Compensation Systems
- o Perfect Visits with Perfect Documentation
- o Perfect Phone Interactions
- o Creating Extraordinary Clinical Leaders
- o People Development Systems (System7)
- o Perfect Financials
- o How HR, IT, Education, Compliance are structured and work to truly support the front-lines of care and FLATTEN the organization like a pancake!



- Medicare Cost Report Preparation (1 Provider Number included with Network Services)

### With Benchmarking:

- UNLIMITED support like Network...BUT you get the NUMBERS! Extracted on a monthly basis! So that you can precisely direct 1) Energy and 2) Resources! This is KEY to on-going, month-to-month management as it tells you precisely where to go to work!

### With Magic!

- This is where MVI partners with you with “feet on the ground” and helps you implement Your Model and continually makes sure your organization is using Best Known Practices for the highest ideas known to humankind. Cultures are changed, lives are improved, Quality & Financials SURGE and it is great fun in the process!

The **Resources for KEY FRUSTRATIONS PDF**. This **high-value 56-page booklet** provides insight into obliterating or greatly alleviating the main frustrations of creating and running a Hospice or Homecare organization.

**CLICK HERE!**



# **CHER SAYS SHARE!**

**the MVI Flashpage with all your “Sonny” Day friends!  
And Gypsies, Tramps and Thieves!**



**More & More Hospices & Homecare folks are waking up to the Transformative VALUE of MVI, and our good clean fun!**

# MVI Tough Training Schedule

## The Proprietary Model Workshop

### **SCHEDULED BY INDIVIDUAL HOSPICES**

The Proprietary Model Workshop is a 2-day transformational program where Andrew guides an individual Hospice or Healthcare system through the design of its proprietary Model. The Model is an approach to operating a Hospice as an integrated, coherent and coordinated “system of care” that creates a high-quality, predictable experience that is financially balanced. Andrew’s role in this unique program is to keep a Hospice’s team FOCUSED, clock management and to introduce insights gained from experience with hundreds of Hospices. Andrew will press to make sure the team walks out with the key Model parameters and Accountability established. This program is a cost-effective way to unify your team and establish long-term organizational structures that have helped Hospices set the benchmarks in quality as well as economic performance. NASBA approved: 16 CPE hours. [More Info>>](#)

## NEW! Virtual Training Program OPTION for Individual Hospices!

### **Scheduled by Individual Hospices or Hospice Groups**

Choose YOUR TOPICS! Upon request, Andrew will conduct Virtual trainings for individual or specific Hospice groups! During these times, we must be flexible and provide OPTIONS to EMPOWER Hospice Leaders and Clinicians with Best Known Practices (Patterns)! We will cover ALL topics of interest by the Hospice or group with fluid and open exchange between your team and Andrew. [More Info>>](#)

## Inpatient Units & The Model Training

### **August 15th | VIRTUAL**

This program covers the 8 BIG MOVES an IPU needs to make to be financially successful and increase quality! In addition, 58 other Best Known Practices to-date will be shared regarding the management of Hospice IPUs so it can be financially viable. This insight is based on our work with 200+ IPUs that MVI has helped construct as well as hundreds of others. This program also has direct application to Continuous Care programs. If a Hospice has even an annual \$100,000 loss over a decade, this translates to a MILLION DOLLARS that COULD HAVE been used to compensate staff better or build much needed financial reserves! One of the large units Andrew managed had a 108% occupancy rate and double digit profits! Time to STOP the LOSSES! Bring a laptop with Microsoft Excel, the reports you currently use to manage your IPU, Medicare rates (GIP, Routine, CC), average hourly rate by discipline and cost information regarding your Hospice’s current IPU operations. This is a 1 day program. [More Info>>](#)

## Compensation & The Model

### **February 21st | VIRTUAL**

Compensation is your LARGEST cost. Yet most organizations use traditional methods and get traditional results. Compensation is the most POWERFUL STRUCTURAL tool a Manager has to create a happy and productive work atmosphere with ultra-strong Accountability. This workshop is for the most forward-thinking Hospices. 100% of Hospices that operate in the 90th percentile have great compensation systems. Yes, 100%! A Hospice’s most dramatic advances in quality and profits will come from movements of Talent and the compensation of that Talent. A great compensation system makes management VASTLY easier. Compensation systems also directly impact an organization’s People Attraction and Retention system. Talent must be retained over the long-term as the turnover of Talent is the biggest destroyer of quality. A great compensation system is a key! Get rid of the “poverty mindset” regarding how you reward staff! Why not pay better than the hospital or other healthcare entities! Compensation is the fastest way out of financial troubles, as well as one of the most effective structural means to create a healthy Hospice culture. You will need a laptop with Microsoft Excel. Compensation was the beginning of MVI and where we started as a company. MVI only holds the Compensation & the Model Workshop annually. This is a 1 day program. [More Info>>](#)



Balancing Purpose and Profit...

Multi-View Incorporated P.O. Box 2327 Hendersonville, NC 28793

P: 828.698.5885 ■ Fax: 828.698.5884 ■ Email: [mvi@multiviewinc.com](mailto:mvi@multiviewinc.com)

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[www.multiviewinc.com](http://www.multiviewinc.com)

# MVI Tough Training Schedule

## Designing an Extraordinary People Development System

**May 9th - 10th | FLAT ROCK, NC - THE MVI EXECUTIVE CONFERENCE CENTER**

This entire workshop will focus on creating a world-class training system for your organization where the paradigm of the Hospice changes to that of a “teaching organization”: first and foremost. In this fascinating program, we will explore the teaching practices of master-class teachers in-depth and how these practices translate to a Hospice organization. How to Teach Visit Structures and Phone Interactions will receive extreme emphasis. The workshop is directed toward anyone that either instructs or coordinates training at a Hospice program. People Development IS the center of your Hospice universe as the mission is only accomplished through people. [More Info>>](#)

## The CEO Retreat

**March 21st | VIRTUAL**

This is an Executive Retreat that helps CEOs become aware of what Outliers (the 90th percentile) are doing...because you have to see it in order to build it! This is a pragmatic program which would benefit any Executive Level person as most all Leaders come to a point where they realize the absolute need for STANDARDIZATION, SYSTEMS and STREAM-LINED PROCESSES...and that these are the solution to virtually all of an organization’s frustrations. It is a humble and open program where, as a safe group, we speak candidly and delve into the biggest challenges we face as Hospice & Homecare CEOs. We will also cover 3 Key Strategic areas – 1) Operational, 2) Positioning and 3) Growth, which includes the 21 PROVEN Ways to grow a Hospice. This will help simplify work on all levels though Standardization and understanding of Process. Many of these insights were used when we helped the only Hospice ever to win the Malcom Baldrige Award in our area. [More Info >>](#)

## The Extraordinary Clinical Leader

**April 4th - 5th | FLAT ROCK, NC - THE MVI EXECUTIVE CONFERENCE CENTER**

The Extraordinary Clinical Leader Program is a LIFE-CHANGING and rigorous 2-day program with laser-beam FOCUS on the Leadership and Management skillset needed to be a TRUE Professional Hospice Leader. There is nothing else like it. If a Clinical Leader masters this material, they can literally “Write their own ticket in Hospiceland” This program is designed to instill the mindset and advanced technical competencies into motivated individuals that want to be TOP Hospice Clinical Leaders. This program is a crash course about the BUSINESS of Hospice. [More Info>>](#)

## The CFO Program

**October 24th - 25th | FLAT ROCK, NC - THE MVI EXECUTIVE CONFERENCE CENTER**

**A TOP RUNG CFO is essential to the success of an organization as REALITY has to be quantified and effectively communicated. This program will teach the technical skills and mindset for dramatic IMPACT on operational RESULTS.** The CFO Program has proven to be an EFFECTIVE advancement system for CFOs. The CFO is armed with some of the most persuasive information in the organization, the quantified facts of the business...data! The underlying reality is that the economic model MUST work. To be effective, the CFO must accurately quantify the current state of the organization, interpret the situation with predictive insight, formulate strategies, and influence others to execute positive action. The EVIDENCE of an effective CFO is in the numbers! An effective CFO can help a Hospice be radically successful. A poor CFO can help a Hospice out of business. Participants undergo a sequence of testing, training, and retesting until the subject matter is mastered. Participants will have 6 opportunities to score 100% in order to pass the 300 question exam which includes Hospice scenarios, best practices, and measurements. [More Info>>](#)



Balancing Purpose and Profit...

Multi-View Incorporated P.O. Box 2327 Hendersonville, NC 28793

P: 828.698.5885 ■ Fax: 828.698.5884 ■ Email: [mvi@multiviewinc.com](mailto:mvi@multiviewinc.com)

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[www.multiviewinc.com](http://www.multiviewinc.com)

# FLASHPAGE Reference

Here is a list of past Flashpages by topic over the past 2 years for reference, plus a few of particular significance. Normally, Flashpages cover material on a high level, so it is *highly* recommended that more comprehensive Best Known Practice information (manuals, PDFs, financial tools, templates, videos and audio messages) be obtained by accessing the MVI Website and/or by contacting the MVI offices for unlimited support. All calls are answered within 3 rings.

- 📌 [December 2022 – YOUR NUMBERS ARE YOUR TRUTH – STARTING POINT OF SUCCESS – CLASSIC ALBUM COVERS – ADVENTURES IN SELF HELP – REALITY = NATURE](#)
- 📌 [November 2022 - Just Go Ahead And Stop Your Inpatient Unit Losses - You Should Care About What People Think About You - The Importance of a Peer Group](#)
- 📌 [October 2022 – Where Do We Start - Self Learning Modules - 3 and a Half Habits Highly Effective People](#)
- 📌 [September 2022 - Financial Models - What Is F9 - Remedy Out of Balance](#)
- 📌 [August 2022 - Percentages of NPR & Not Budgets - Baldest Man Contest - Map of Consciousness](#)
- 📌 [July 2022 - Action Accountant - Getting Clear About Financial Statements - Accounting Centerfold-How To Transform Yourself - Clients](#)
- 📌 [June 2022 - Modern Hellthcare - Value of Standardization Pt2 - New Benchmarking Decision Dashboard- CEO Attitude About Money - Best Mullet](#)
- 📌 [May 2022 - True Job - Value of Standardization - New Benchmarking Decision Dashboard - CHAP Operations Certification](#)
- 📌 [April 2022 - Real Work - Disappearing Nurses Webinar - What You Want From 70ers - Least Worst Healthcare - CHAP Operations Certification](#)
- 📌 [March 2022 - Resources For Key Frustrations - Most Exciting Time In Hospice - Cost Report Wars](#)
- 📌 [February 2022 – The Clinical Manager’s Toolbox – Kent Brooks Wins Hospice Award – CHAP Operations Certifications](#)
- 📌 [January 2022 - Hospices Grow Census w/Covid - Why Not Pay People Well?-CHAP Operations Certifications](#)
- 📌 [December 2021 - Make 2022 the Best Operational Year Ever - We Don't Have Enough Time - What Practices Andrew](#)
- 📌 [November 2021 - Managing on a Month to Month Basis - The Magic Formula is the FOCUS of these 2 areas - Where are a Homecare and Hospice Biggest Economic Opportunities - Universal Music Release - Tough Training Schedule 2022](#)
- 📌 [October 2021 - New Benchmarking Version21 - Why Benchmark](#)
- 📌 [September 2021 Pre-save-Twisted-World-Universal-Music-Selling-Your-Culture-How-to-be-successful-in-this-world](#)
- 📌 [August 2021 – CEO2CEO – Retention of clinicians issues – Virtual Extraordinary Clinical Leader Program](#)
- 📌 [July 2021 - Part 2 Turnover - Why do people come to work at a hospice - how do we take care of people - How do we take care of our people](#)
- 📌 [June 2021 - Creating the Inspiring-Electric- Life-Changing” Work Atmosphere- Culture with Meaning & Purpose - Turnover Nursing Shortage - tough trainings at MVI conference center](#)



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- [May 2021 – The Model and Home Health – Extracurricular Programs – NEW LIVE Tough Trainings at the MVI Conference Center! – Andrew and Label Signed with Universal Music Group!](#)
- [April 2021 – Reduce Turnover to 5% and attract TOP Talent! – Download and Use – The MVI Clinical Manager Scenarios in Front of your Team to “Model” the “Mature Employee” – The Extraordinary Clinical Manager Tough Training – May 4th – Download and Use – The Modular Visit-Step Approach to Creating Your Perfect Visit Videos](#)
- [March 2021 – No Budgets and Unit Accounts – The Extraordinary Clinical Leader Program In this issue: No Budgets and Unit Accounts. The Extraordinary Clinical Leader Program – May 4th](#)
- [February 2021 – Productivity and Efficiency are Overrated! – HospiceA Spiritual Business](#)
- [January 2021 – 3 Evidences of Best Known Practices – Develop Perhaps the Most Essential Skills in Your Clinicians](#)
- [December 2020 – DOWNLOAD Perfect Visit Step Modules & Videos for Your Relias or other LMS – Life-Changing PDFs on the MVI Website – NEW 2021 Tough Training Dates](#)
- [November 2020 - Medicare Advantage Power Point: The Emphasis on Quality - Becoming a Teaching Organization is a Strategic Decision - Can We Sell the Idea that People Development is Important? - Registration is open for the Designing an Extraordinary People Development System Virtual Event on December 7th! | Hospice & Homecare Consulting | Hospice & Medicare Cost Report | Multi-View Inc](#)
- [October 2020 - Understanding the Nature of Best Known Practices and Human Behavior – Intelligence can be Defined as Pattern Recognition – The Outlier – Benchmarking – Managing Well – Sign-up for The CFO Program Virtual Event now!](#)
- [September 2020 - “We Don’t Have Enough Time to Implement Best Known Practices. We have so many things we’re trying to do now...” – Sign-up for The The Extraordinary Clinical Manager Virtual Tough Training now!](#)
- [August 2020 - Hospice Groups for Medicare Advantage and Other Purposes – Client Testimonial from Northern Illinois Hospice – Sign-up for The CEO Virtual Retreat now! A massive value at only \\$500!!](#)
- [July 2020 - Hospice Turnover: “Your work is far too important for poor performance” – Hospice of the North Coast and COVID-19 & MVI – Compensation is Part of the People Attraction and People Retention Processes – It’s 2020! Don’t do a Traditional Budget!](#)
- [June 2020 - Hospice Operational Comparisons by ADC – Cedar Valley Hospice Wins National Gallup Exceptional Workplace Award – MVI Webinar: The Simple Way to Manage a Hospice on a Month to Month Basis for TOP Re-sults! – June 23 @ 1pm – Register Now](#)
- [May 2020 - Hindsight is 20/20 – Benchmarking System Vendor Updates – MVI Webinar: How Hospices have De-created Turnover to 5% and Attract Top Talent! With Covid-19 showing us a Few Things – May 12 @ 1pm – Register Now – Dramatically Raise your ROI](#)
- [April 2020 - What is the Best Hospice Operational Strategy during Covid-19? – Telehealth – Now and in the Fu-ture... – Regional Differences of the Impact of Covid-19 – MVI Webinar: The Best Hospice Strategy...NOW! Tues-day April 28 at 1:00 pm EST – Register Now](#)
- [March 2020 - Regional Differences of the Impact of Covid-19](#)
- [February 2020 - 2 Helpful Ideas for CEOs: Directional Correctness and Pattern Recognition - Operational Info on Palliative Care Financial Success! Plus Home Health! - Register Now for Our Upcoming Inpatient Unit Tough Training on April 6-7](#)

