

FLASHPAGE

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

JULY 2023

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Empowerment Hour! What Price are you Paying EVERYDAY by NOT Solving Clinical Staffing Issues?

When an organization reviews lists of its problems and frustrations, one would find that the majority are either directly, or indirectly, related to the loss of people, especially clinicians.

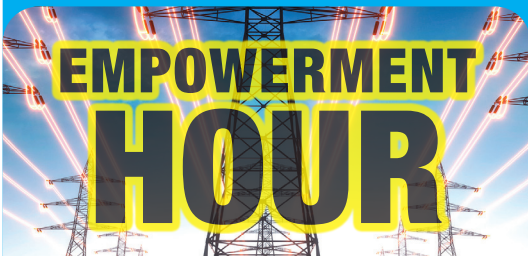
Do we have the right people? Are they getting the job done? Do we have people that are actually hurting us and destroying our culture? Do we have too few, or could we rethink this and do things differently?

These are good questions...but they all involve people...and in Hospice and Homecare, having excellent clinicians is paramount as most of our work is done autonomously...

This would be perhaps a good short video for your Managers and Leaders to view...

CLICK HERE TO VIEW VIDEO:

This will be a very helpful short talk about many of the realities of a formal Leadership position and will offer insights that can make a person's experience of it and effectiveness much better.



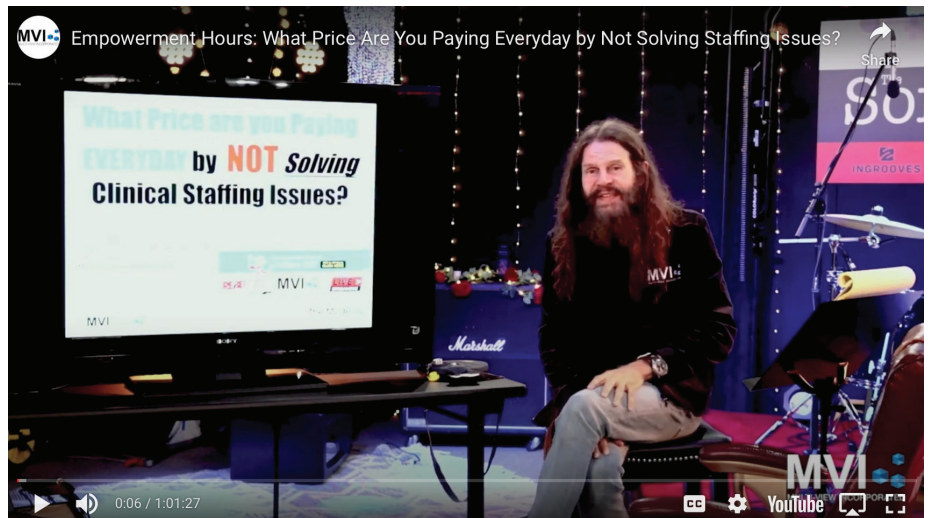
1-Hour POWER
WEBINAR

The Seldom Spoken
Aspects of
LEADERSHIP

August 8th

The excitement starts at
1:01pm EST

FREE for MVI Clients
CLICK HERE



A Message for My Dear Friends...

An Unwanted Journey...Chantal Reed 1998-2023

Please excuse the absence of much of our normal MVI Humor this month, which hopefully brings an occasional smile and laugh to a stiff healthcare world...but it isn't the time...at least for me...

Troy suggested that I go ahead and let everyone know about what has happened... In our profound Hospice work, I suspect that we are all linked together...like a small family...and face this "type" of reality daily...and we care for each other...at least I see it this way...

My daughter, Chantal, was rear-ended, suffering severe head trauma on June 23rd... On June 28th we pulled life support measures... She joins my son, Roman, wherever souls go... Her organs were in perfect shape and were immediately removed, and helicoptered to various hospitals, where at least 5 other lives were saved... That was an unexpected "blessing"...but it is also something to think about... She lives "on," in a strange way, "in" others...as well as in Spirit...

It seems my family is more familiar with "the Great Certainty" than we ever wanted... I have 1 child remaining...and the dinner table has changed and needs to be re-set...

Death is awkward...even embarrassing...

Death is profound...

Death has a "finality" that brings a person to their senses...and to their knees...as the clutter of our lives falls away...and the truly important things become more self-evident...

No one seems to know what to say...or even do...or how to behave...especially with catastrophic loss... The administration of a death is overwhelming...

One thing that is very, very different with Chantal's passing than when Roman drowned is that I'm not going to 14 Hospice grief counselors as I did before...in "search" of someone who could really help... I'm not building new "libraries" on grief from Amazon as I already have those shelves fully stocked... I'm not seeing "mediums" in neutral hotel rooms and such, or going to extraordinary lengths and experiments to "know"... The "single" vision from a Core-Focused EMDR and combined IADC experience with Roman transformed my life and my view/attitude/experience towards death...so powerfully, that that *single vision or experience* was "enough" that I don't need to search anymore... as I intuit within myself that an afterlife exists and our personalities continue...and that it's not lights out...

With Roman, I couldn't get out of bed... I couldn't see how to go on... I couldn't even imagine the Sun ever shining brightly again... Now, after that single vision years ago, with Chantal, I know that tomorrow, the Sun will shine again...and I can simply focus on the profound and deep grief and utter sadness of it...and naturally integrate and reconcile Chantal's life into mine with a bit of time...

That is a *huge* difference...

I am capturing observations from this "unwanted journey" - which I will probably share in the future that might be helpful after the rawness of this subsides a bit more...similar to how I did with Roman (see April 2023 Flashpage on Bereavement). Things that proved to be truly helpful and make the situation better! As well as the "hurtful" things to avoid...Things that are commonly said and done by others, who are trying to comfort, that may not be very considered or considerate,

continues on next page...

that are worn-out platitudes or societal defaults, that actually can be hurtful when you reflect on them in your honest moments...and perhaps understand more how they can impact a person in a raw and vulnerable state...when every word and action is hyper-sensitized...and register in the person with an almost unforgettable imprint... In my "library of grief" at the Cabin, there is far less on this than you'd think it seems... And of course, I don't want to hurt anyone here that has or will reach out with condolences...as everyone is doing the best they know...but I feel it IS a topic worthy of further discussion...especially with its application in our Hospice work...

What can a person do? In action? GRIEVE...Grieve as hard as you can...cry 50 times a day till there isn't a drop of fluid left in your body...and LIVE! Live as great of a Life as one can imagine! And "Goodness" is a key thing...at least to me... I just want to share as much Goodness and Helpfulness as I can with others...that's all...through MVI and music...beyond any hype or production or brag or neediness... Somehow...this helpfulness to others, in a miraculous way, I find makes me feel better... If I can help a convenience store clerk smile, or share a little good cheer with someone that is a bit down or stressed, a few songs and words at a university student union, or just some really really solid Hospice operational advice...that means something to me...and makes for perhaps a better state of Mind and Spirit...

I hope this is helpful...

Serving from a place of Love for ALL Expressions of Life...

~ Andrew



From the Ancient MVI Scrolls...

from cave #457, scroll 67

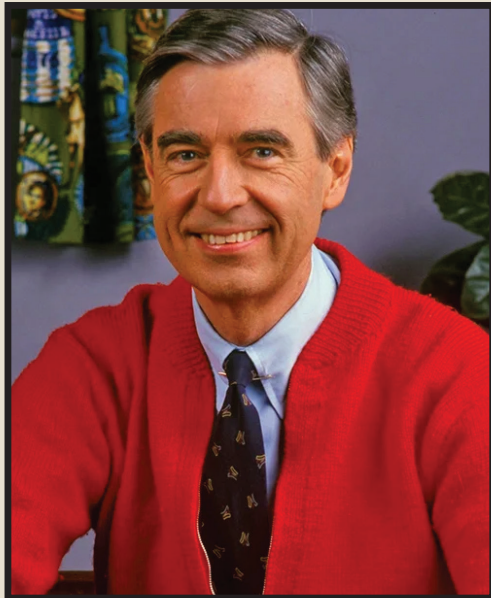
**MVI wants
to know!**

The MVI Most Nicest Contest



**Bonus!
No One Can
Compete With
These 2!**

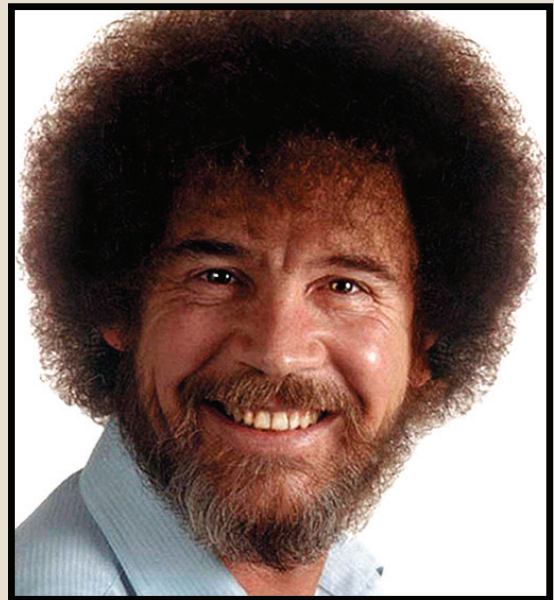
WHO'S THE MOST NICEST??



FRED "MR." ROGERS
"WON'T YOU BE MY NEIGHBOR"

**"YOU ARE SPECIAL. YOU'RE SPECIAL TO ME.
THERE'S ONLY ONE YOU IN THIS
WONDERFUL WORLD."**

**"WHEN I WAS A BOY AND I WOULD SEE SCARY
THINGS IN THE NEWS, MY MOTHER WOULD SAY
TO ME, "LOOK FOR THE HELPERS. YOU WILL
ALWAYS FIND PEOPLE WHO ARE HELPING."**



BOB ROSS
"LET'S PAINT A HAPPY LITTLE TREE"

**"WE DON'T MAKE MISTAKES,
JUST HAPPY LITTLE ACCIDENTS."**

**"THERE'S NOTHING WRONG WITH
HAVING A TREE AS A FRIEND!'"**



WHO DO YOU THINK IS MOST NICEST!

I THINK MR. ROGERS IS MOST NICEST!

I THINK BOB ROSS IS MOST NICEST!

Check the appropriate box. Then mail to MVI - 1611 Asheville Hwy. Hendersonville, NC 28791
And then store this magazine in a place with similar security standards as the Crown Jewels.

*THIS IS AN ACTUAL CONTEST! SEND IT IN AND RECEIVE A COOL MVI PATCH OR GIFT! THE WINNER WILL BE ANNOUNCED IN THE NEXT ISSUE!
THE LOSER'S IDENTITY WILL BE KEPT CONFIDENTIAL, BUT NEITHER OF THESE INDIVIDUALS ARE LOSERS!

Inspiration Page



After the crumpled napkins and plates have been collected...

After the music has faded and those that paid their respects have departed...

After the flowers have browned and bent...

After all the affairs and debts are addressed and administrative details made tidy...

After all the papers are in order, calls returned, and condolences acknowledged...

After a few weeks when things have settled down a bit...and you sit in your most comfortable chair...

It is then...that you realize the utter devastation that has visited you...

Inspiration comes in many forms...

And even the Yin, and the things we don't like, often provide the most fertile ground for growth and building profound perspective...

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



* *Call For Special Rate!*

The Average Hospice IPU in the United States loses **over 19%!**
UNNECESSARILY! WHY NOT JUST SOLVE IT!

Inpatient Units & The Model Webinar

If you compound a \$200,000 loss per year over a decade you're talking about \$2 million which could've been used to compensate staff or build reserves!



This program will convey the Best Known Practices to-date regarding the management of hospice IPUs so that they can be financially viable.

8/15/23 10:01am - 5:01pm Virtual Webinar

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!

CHECK A BOX

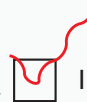
SIGN UP TODAY!



There's Zero Risk!
No Long Term Contracts
Month-to-Month
FIRE Us If You Are Not Happy,
Go Ahead & Kick the Tires!

I Want... MVI, Piece of Cake!

or...



I like things the old way. I prefer mediocrity.

(hesitant check mark) →

If you haven't already subscribed to MVI yet,
**What price are you paying
every day by not?**

Every screw-up or service failure hurts a Hospice or Homecare organization's brand. And the economics are negatively impacted as well... PLUS! It's just easier to STANDARDIZE and use PROPRIETARY DATA, simplifying work on all levels, having "systems" that support **1) Clear, 2) Impressive and 3) Sustainable Standards** so that your marketing Promises are fulfilled and your people don't burn out and quit, but rather, they become Energized!



**Is Your GLASS
HALF-FULL or What!
Only \$400/Month
For Network!
Cost Report Prep
INCLUDED!
\$275 FOR
BENCHMARKING!**

Unlimited Technical Support/All Calls Answered Within 3 Rings!

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

TBA | 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

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MVI Tough Training Schedule

Designing an Extraordinary People Development System

TBA | 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

TBA | 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

TBA | 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>>](#)



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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.

- 📌 [JUNE 2023 – WHERE DO WE START – SELF LEARNING MODULES – 3 AND A HALF HABITS HIGHLY EFFECTIVE PEOPLE](#)
- 📌 [MAY 2023 - What Happened to Customer Service - Most Nicest Contest - EMR Benchmarking - Inspiration Page - Adventures In Self-Help](#)
- 📌 [APRIL 2023 – COST REPORT WARS – REVOLUTIONIZING BEREAVEMENT – UNIVERSAL VIRGIN MUSIC DEAL – BEST ROCKY FOE – HIERARCHY OF NEEDS – ADVENTURES IN SELF-HELP](#)
- 📌 [MARCH 2023 – SAFETY FIRST–GROWTH CAPABLE LEADERS – BEST BEE GEE CONTEST – THE BENCHMARKING SYSTEM – ADVENTURES IN SELF HELP – MVI MOVIE REVIEW](#)
- 📌 [FEBRUARY 2023 – TRUE SCIENCE – DOUBLE SHOT VIDEO LINKS – GROWTH CREATING A SELLING SYSTEM – SKILL OF HAPPINESS – ADVENTURES IN SELF HELP – WHATS REAL-ER CONTEST](#)
- 📌 [January 2023 – Modern Scarelines – Tough Training Schedule 2023 – Your Compensation System Is Your Best Teacher – Ask Andrew Webinar – Wanted EI Troy – The New MVI Look](#)
- 📌 [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](#)



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- [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](#)
- [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! – HospiceASpiritual 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-Chang-ing PDFs on the MVI Website – NEW 2021 Tough Training Dates](#)
- [November 2020 - Medicare Advantage Power Point: The Emphasis on Quality - Becoming a Teaching Organiza-tion 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!](#)