

HR TIMES

June 2024

You can't spell HeRo without HR!

15¢

The magazine for those who fill the decimated ranks of the machine!

**I KNEW SHE WAS LYING IN THE INTERVIEW...
BUT COULD I PROVE IT!**

**I GOT THE MESSAGE TO REPORT
TO HR AND BRING MY THINGS...
THEN THE UNEXPECTED HAPPENED!**

**HR IS A BREEDING GROUND FOR MONSTERS!
SHE TURNED INTO SASQUATCH OVERNIGHT!**

ACME
Hospice



A **THRILLING** Publication



MVI
MULTI-VIEW INCORPORATED

JUNE 2024



FLASHPAGE

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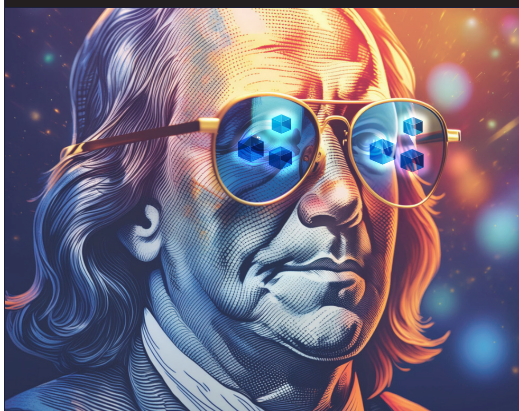
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COMPENSATION & THE MODEL Virtual Tough Training

Compensation is the
#1 Cost of an Organization!



August 13th, 2024
@10:01am EST

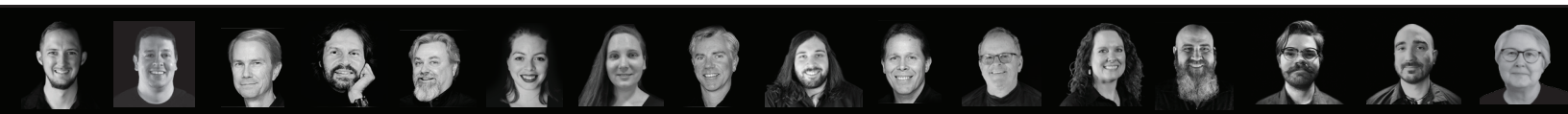
CLICK HERE

How to Become a Five-Star Hospice!

An organization can move its Medicare Star Rating to a 5-Star in about a year when they seriously implement the *Perfect Visit*.™ Moving from a 3 or 4 to a FIVE! **This FACT is a repeatable achievement that any Hospice could do...**but the catch is... you have to increase your QUALITY. All Quality is the product or result of your People Development Systems and the strength of your Accountability Methods.

A lot of Hospices “pick and choose” the aspects of the Model or the *Perfect Visit* that they like. And this is OK as long as the essential elements are not omitted. However, often when things like Accountability come up or seriously testing clinicians in labs and with written tests, a lot of clients tend to go “squishy” and want to remove these critical elements. They delude themselves thinking they can still get a great result. When a client engages us for Magic (where we visit monthly and regularly monitor the implementation of the *Perfect Visits* and such), these points where Standards are upheld are always the ones where the “pushback” and reluctance are...and our job is to help people power through the “imposter feeling” until the “habit” is established! The habit is normally established once the *Cause-and-Effect* relationship and payoff of each Visit-Step is experienced and belief in “the system” is established. This is why we have clients implement the Visit Structure as we have it designed, and then, after the client gains experience, they can make modifications. Why? Because the Structure is PROVEN... However with that said, there are always enhancements that can be made to improve the *Perfect Visit* as we meticulously study perhaps the most significant thing a Hospice or Homecare organization does...

the excitement continues on next page....



How are the Star Rating calculated? (for the NEW MVI clients)

The Star Ratings come from the Family Caregiver Experience Survey, also called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Hospice survey. The survey: Collects information from family caregivers on Hospice care experiences using 6 domains and 2 global measures of care.

CAHPS LINK to Visit-Steps Cool Test!

- 1 For this survey, the hospice team includes all the nurses, doctors, social workers, chaplains and other people who provided hospice care to your family member. While your family member was in hospice care, did you need to contact the hospice team during evenings, weekends or holidays for questions or help with your family member's care?
- 2 How often did you get the help you needed from the hospice team during evenings, weekends or holidays?
- 3 How often did you get the help you needed from the hospice team during evenings, weekends or holidays?
- 4 While your family member was in hospice care, how often did the hospice team keep you informed about when they would arrive to care for your family member?
- 5 While your family member was in hospice care, when you or your family member asked for help from the hospice team, how soon did you get help as soon as you needed it?
- 6 While your family member was in hospice care, how often did the hospice team explain things in a way that was easy to understand?
- 7 While your family member was in hospice care, how often did the team keep you informed about your family member's condition?
- 8 While your family member was in hospice care, how often did anyone from the hospice team give you confusing or contradictory information about your family member's condition or care?
- 9 While your family member was in hospice care, how often did the hospice team treat your family member with dignity and respect?
- 10 While your family member was in hospice care, how often did you feel that the hospice team really cared about your family member?
- 11 While your family member was in hospice care, how often did you talk with the hospice team about any problems with your family member's hospice care?
- 12 How often did the hospice team listen carefully to you when you talked with them about problems with your family member's hospice care?
- 13 While your family member was in hospice care, did he or she have any pain?
- 14 Did your family member get as much help with pain as he or she needed?
- 15 While your family member was in hospice care, did he or she receive any pain medicine?
- 16 Side effects of pain medicine include things like sleepiness. Did any member of the hospice team discuss side effects of pain medicine with you or your family member?
- 17 Did the hospice team give you the training you needed about what side effects to watch for from pain medicine?
- 18 Did the hospice team give you the training you needed about if and when to give more pain medicine to your family member?
- 19 How often did the hospice team listen carefully to you when you talked with them about problems with your family member's hospice care?
- 20 While your family member was in hospice care, did he or she have any pain?
- 21 Did your family member get as much help with pain as he or she needed?
- 22 While your family member was in hospice care, did he or she receive any pain medicine?
- 23 Side effects of pain medicine include things like sleepiness. Did any member of the hospice team discuss side effects of pain medicine with you or your family member?
- 24 Did the hospice team give you the training you needed about what side effects to watch for from pain medicine?
- 25 Did the hospice team give you the training you needed about if and when to give more pain medicine to your family member?
- 26 While your family member was in hospice care, did your family member ever have trouble breathing or receive treatment for trouble breathing?
- 27 How often did your family member get the help he or she needed for trouble breathing?
- 28 Did the hospice team give you the training you needed about how to help your family member if he or she had trouble breathing?
- 29 While your family member was in hospice care, did your family member ever have trouble with constipation?
- 30 How often did your family member get the help he or she needed for trouble breathing?
- 31 While your family member was in hospice care, did your family member ever show feelings of anxiety or sadness?
- 32 How often did your family member get the help he or she needed from the hospice team for feelings of anxiety or sadness?
- 33 While your family member was in hospice care, did he or she ever become restless or agitated?
- 34 Did the hospice team give you the training you needed about what to do if your family member became restless or agitated?
- 35 Moving your family member includes things like helping him or her turn over in bed, or get in and out of bed or a wheelchair. Did the hospice team give you the training you needed about how to safely move your family member?
- 36 Did the hospice team give you as much information as you wanted about what to expect while your family member was dying?
- 37 Some people receive hospice care while they are living in a nursing home. Did your family member receive care from this hospice while he or she was living in a nursing home?
- 38 While your family member was in hospice care, how often did the nursing home staff and hospice team work well together to care for your family member?
- 39 While your family member was in hospice care, how often was the information you were given about your family member by the nursing home staff different from the information you were given by the hospice team?
- 40 While your family member was in hospice care, how often did the hospice team listen carefully to you?
- 41 Support for religious or spiritual beliefs includes talking, praying, quiet time or other ways of meeting your religious or spiritual needs. While your family member was in hospice care, how much support for your religious and spiritual beliefs did you get from the hospice team?
- 42 While your family member was in hospice care, how much emotional support did you get from the hospice team?
- 43 In the weeks after your family member was in hospice care, how much emotional support did you get from the hospice team?
- 44 Using any number from 0 to 10, where 0 is the worst hospice care possible and 10 is the best hospice care possible, what number would you use to rate your family member's hospice care?
- 45 Would you recommend this hospice to your friends and family?

The Road to Five-Star Quality!

★★★★★

THE MVI PERFECT VISIT STRUCTURE

The Goal of Your Visit is to "Make the Caregiver the Hero!" Every Visit is a Performance, Energy Up!

The ONLY thing caregivers will REMEMBER is how we made them FEEL!

1 BACKSTAGE Time Est. 5 minutes	2 GRAND ENTRANCE Time Est. 5 minutes	3 PROFESSIONAL JUDGMENT Time Est. 10 minutes	4 DOCUMENT FOR COMFORT Time Est. 20 minutes	5 GRAND EXIT Time Est. 5 minutes	6 OFF STAGE Time Est. 10 minutes
1.1 Clean Behind The Scene OR 1.2 Clean Behind The Scene (BIB)	2.1 Project Warmth Q11 Q12 OR 2.2 Read The Room OR 2.3 Big Meds - One Detail OR 2.4 Sanitize OR 2.5 Eye-Level Lean-In OR 2.6 Whole Body Listening (Q13 Q14)	3.1 Hands On Q19 Q21 Q22 Q24 Q26 Q27 Q28 OR 3.2 Eyes on Meds, Beds & Supplies OR 3.3 Rock the Doc OR 3.4 Crystal Ball OR 3.5 Teach Rather than Do OR 3.6 Measure Expectations OR 3.7 Introducing Mr. Gates	4.1 French Fries OR 4.2 Tell Me How Grim It Is! OR 4.3 Verify Visit Frequency OR 4.4 Record One-Details OR 4.5 Express Gratitude OR 4.6 Google Review - a Way to Give Back	5.1 "I've watched what you are doing and ..." OR 5.2 "You have Everything You Need!" OR 5.3 "Is there anything else I can help with? I have time." Q13 OR 5.4 Whole Body Listening OR 5.5 Validate & Match OR 5.6 Number in View! OR 5.7 Express Gratitude OR 5.8 Google Review - a Way to Give Back	6.1 "I've Just Got to Get a Message to You!" OR 6.2 Facility Connections OR 6.3 Let It Go OR 6.4 You have just made a DIFFERENCE in the World! OR 6.5 The 4 Rs OR 6.6 REBEL

YELLOW indicates high emotional impact visit steps

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Draw a line with your favorite colored marker to LINK each CAHPS question to the visit-step(s) that IMPACTS it!

Is this FUN or what!

Here is an example of one aspect of the *Perfect Visit* that really helps clinicians understand their IMPACT on the CAHPS survey!

You see in **Perfect Visit Test #3**, CAHPS questions are LINKED to each Visit-Step. When clinicians physically draw these lines, a visual and experiential LINK is established! This helps MOTIVATE clinicians to be conscious of how their actions IMPACT CAHPS scores! And helps them do a better job! This is just ONE of the many aspects of the *Perfect Visit* that surge your Star Rating! These tests can be obtained, of course, by MVI Network clients by contacting us!

I hope this helps...

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

~ Andrew



When Do Things Happen in an Organization? When the Incentive or Disincentive is Sufficient!

If an organization needs a result or a certain level of performance or a specific behavior in its employees, all these happen only WHEN THE INCENTIVE IS SUFFICIENT!

This makes complete sense and may seem all too simple, but it seems to be the way organizations and society work!

Look at the Natural world... An earthquake or damn bursting or a flower busting through the ground doesn't happen UNTIL the Energy is sufficient! Resistance exists in most states of Life. If the Energy is not sufficient to cause a shift or breakthrough until it is ENOUGH!

So, for anything you want to happen, CREATE A SUFFICIENT INCENTIVE or DIS-INCENTIVE! Growth, Higher Quality, Less Absenteeism, Lower Turnover, etc. all can be addressed and improved by creating the Incentives (both Positive as well as Negative).

MVI's job is to 1) identify Best-Known Success Patterns used by the 90th percentile via Benchmarking and 2) effectively communicate such Patterns to our clients.

Cause & Effect: One of the key things to keep in mind is that observations of Nature indicate a "Mechanical Exactness" that can be counted on and TRUSTED! So, if we use similar methods/patterns as the 90th percentile, we will get SIMILAR results!

The creation of Incentives and Disincentives are exactly what the Compensation & the Model program is about! If you want changes and improvements in your organizational RESULTS, the BEST way is via your Compensation System! This truly critical topic is one that all organization should almost constantly study...as it is always best to align with reality...

The annual, virtual *Compensation & the Model* program will be on August 13th starting at 10:01am EST.

I hope this helps...

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

~ Andrew



BenchPress



Gain Organizational Strength through Comparison with Reality and the Toughest Competitors in the Business! It is via the regular/frequent comparison with the External References that provides perhaps the most insight into an organization's actual performance.

"So what if you're hitting your own marks in a vacuum... ~ Jack Welsh

We are pleased to announce the release of the Benchmarking Application (BA) Version 24!

We would like to thank the many Hospices that have provided us with such valuable feedback to make this a better system for all! You are amazing!

Some of the notable modifications to the BA are:

- **New** Top Cost Savings report section on the Executive Dashboard tab
- **New** Cost Savings report section on the Direct and Indirect comparison report tabs
- **Enhanced** Usability:
- **Combined** all the NPR% and Patient-Day reports – now called the Direct tab
"Combined the three different segment reports into one"
- **Updated** all graphs to make them easier to read
- **Redesigned** the Education tab
- **Updated** tab coloring to better organize reports
- **Added** Estimated \$ columns on the Direct and Indirect reports
- **Separated** Home Health amounts from Palliative Care under the Service Line heading
- **Moved** all Quality Score comparisons to the Quality Analysis tab
- **Increased** Organizational namespace on reports
- **Security Enhancements**

the excitement continues on next page....

To update the Benchmarking Application (BA):

Download the new version from our website by going to <https://mvib.net/download-ba.html>.

- Click the "Download Version 24" button.
- Once the download has completed, click "BA_Install_24.exe" from the downloads section of your browser.
- Follow the installation instructions leaving all defaults. If you have a previous version of the BA installed, it should uninstall itself in the background.

While the new version of the BA will work with Version 17/21 of the Management Application (MA), we encourage our clients to update their MA to version 23 if they haven't done so already.

To update the Management Application (MA) to version 23 there are two options:

Option 1: This version allows our clients to convert their MA to Version 23 MA on their own.

- Just ask us for the file and we will send it to you.
- Follow the Instructions on the Instructions sheet for converting and you are all set!

Option 2: We are still more than happy to perform the conversion for you.

- E-mail your most recent MA to benchmark@mvib.net.
- We will update your MA to the new version and e-mail your updated MA back to you.

Thank you again for your contribution to the Benchmarking System!

**If You Don't Already Have it,
What Are You Waiting For?**

**MVIB**Benchmarking
Make informed decisions based on PRECISE data!

**THERE'S A REASON OVER 800+ HOSPICES
USE MVI BENCHMARKING... IT WORKS!**

COMPENSATION & THE MODEL

\$1,200 PER ORGANIZATION! WOW! WHAT A DEAL!

A small investment in the area of LARGEST EXPENSE! And the BIGGEST RESULTS!

The cost of people, is your #1 cost!

Why not align your goals with the way you pay your people?

August 13th

Virtual Tough Training @ 10:01am EST



NEW! Simplified ways
to structure your compensation
systems to **Get RESULTS!**

These new flexible
structures provide "Levers"
that can be adjusted with
ease based on the needs
of the organization!

CLICK HERE





**All things
can be viewed
as having a
“contributory”
nature...**

I hope this helps...

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

~ Andrew



the excitement continues on next page....

**"A TIMELESS
CLASSIC."**

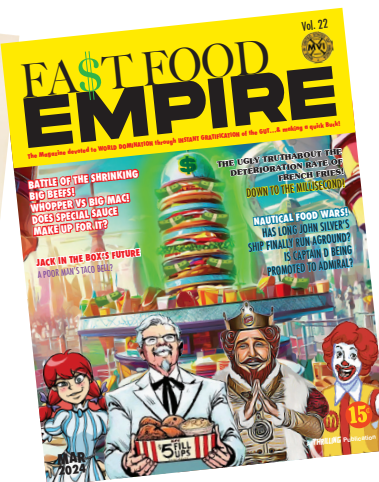
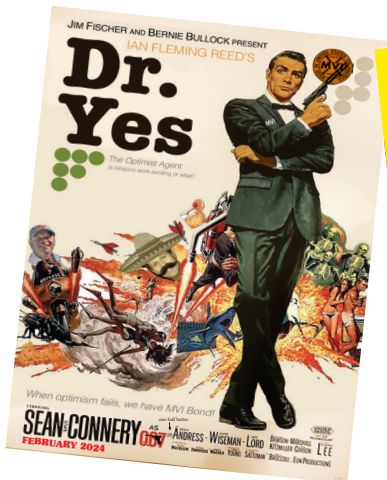


JUST DON'T NOT DO IT.



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!



EVENT SCHEDULE

Remaining Trainings!

multiviewinc.com/tough-training

COMPENSATION & THE MODEL

August 13 - Virtual

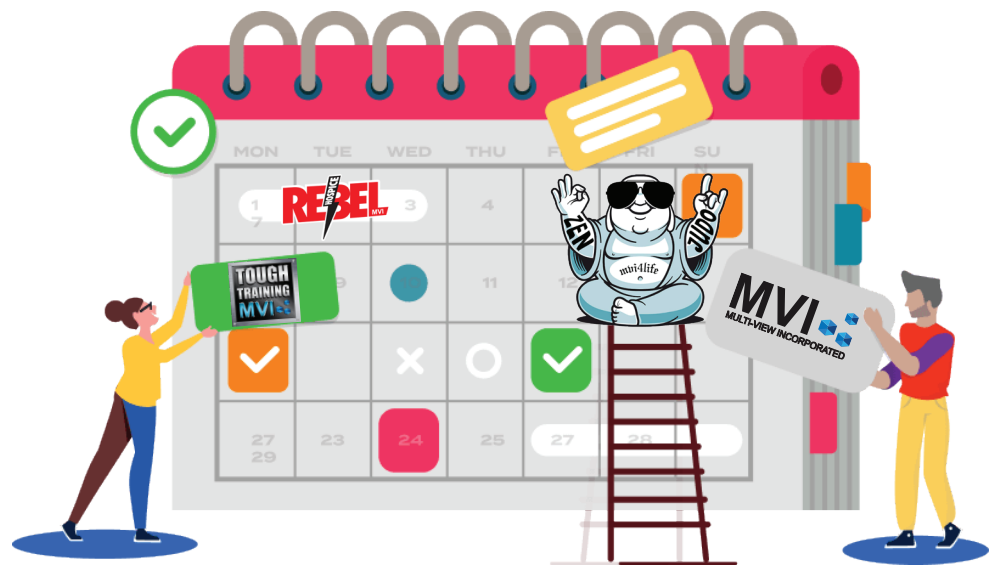


CREATING AN EXTRAORDINARY PEOPLE DEVELOPMENT SYSTEM

October 1 & 2
(MVI Conference Center - Flat Rock, NC)

THE CFO PROGRAM

November 13 - 14
(MVI Conference Center - Flat Rock, NC)



ABOUT MVI...



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!

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

TBA

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 IPU's so it can be financially viable. This insight is based on our work with 200+ IPU's 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

August 13th at 10:01AM | 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...

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Multi-View Incorporated Systems

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MVI Tough Training Schedule

Designing an Extraordinary People Development System

October 1 - 2 | 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

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 through 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

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

November 13 - 14 | 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...

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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.

- 📌 [MAY 2024 – INSIGHTS FOR GROWTH FROM MEGA HOSPICES – QUICK SUMMARY OF MEGA HOSPICE POINTS – GETTING THROUGH TOUGH TIMES – BEST IRWIN ALLEN TV SHOW CONTEST](#)
- 📌 [APRIL 2024 – CLINICAL LEADERS – 70%ERS! – KENT BROOKS MAGICLITE – LABOR BREAKOUTS BENCHMARKING](#)
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