

# THE BUSINESS OF SURVIVAL!

MVI  
MULTI-VIEW INCORPORATED



# THE JUNGLE

Starring

# JUNGLE JIM FISCHER



Introducing Johnny Depp & Kate Winslett  
with **SPAWN OF**  
The Random Skeleton Guys & Special Guest GODZILLA!

and **TAMBA** (*The Talented Chimp*)

Written for the Screen by SAMUEL NEWMAN • Based upon the famous Jungle Jim King  
Features Syndicate newspaper feature

Produced by SAM KATZMAN • Directed by LEW LANDERS

A COLUMBIA PICTURE



**JAN 2024**



# FLASHPAGE

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The Average Hospice IPU in the United States Loses **Over 23%!** Unnecessarily! Why Not Just Solve it!

### INPATIENT UNITS & THE MODEL TRAINING

February 21st, 2024 @10:01am EST

**TOUGH TRAINING MVI**

**CLICK HERE**

## Truly Important Insights into the Hospice Medicare Aggregate CAP with **Troy Gehrke** – QUICK Videos!

It is time to submit your Hospice annual Aggregate CAP report to your Medicare MAC/FI! “El Troy”...the man, the legend and hero of all things Cost Report and Aggregate CAP related, shares some important insights to keep in mind when completing this mandated report.

Below are not one, but TWO short video links where El Troy shares his high-value words...all in about 5-minutes! Talk about getting to the point quickly!

**VIDEO 1**

**VIDEO 2**

**Troy Gehrke**  
Manager of Network Services  
MULTI-VIEW INCORPORATED

MVI  
MULTI-VIEW INCORPORATED



# Edition 24.0 of the MVI EMR Comparison Report is OUT!

*A resource to help when choosing the best EMR for your organization!*

With more and more responses to the 4-question survey, this report is becoming more powerful and has received almost 7,000 inquiries on the internet! But this report is ONLY for MVI Clients! So if you have not taken the simple 4-question survey, here is the link to get your report!

[CLICK HERE](#)

In the report, we list **EACH EMR** in our systems along with **KEY** metrics taken from our *monthly MVI Benchmarking of hundreds of Hospices!* **EMR Cost, Average Visit Durations by Clinical Discipline, and Profitability** to name a few as well as Ratings of:

- How satisfied are your clinicians with the documentation in the EMR?
- How satisfied is management with the back-end information and reporting?
- How well does the EMR do billing?
- How satisfied are you with the EMR's customer support?

Those 4 “titanic” questions will help MVI clients make more informed decisions regarding the seemingly never-ending pursuit of a better EMR for your organization. What we like is that this type of information and data cuts through all the sales “hype” and “glitter” with direct feedback and quantified RESULTS from actual users of the EMRs. The numbers don't lie!

## You have to GIVE TO GET!

This is a “give to get” deal, similar to our annual *Compensation Survey*. Hospices need to complete the 4-question Quick Survey and we will email you the report!

This will be a SUPER Helpful resource!

**IF you did not get this report, please complete the survey with the link below!**

[CLICK HERE](#)





# EMPOWERMENT HOUR

FREE for MVI Clients  
[CLICK HERE](#)

## MEASURE FEWER BUT SMART THINGS & CREATE FOCUS!

In this 1-Hour Empowerment session, Andrew will help you FOCUS your Energy and Resources with intelligence and precision! Join us!

**February 7th @ 1:01pm EST**



### INPATIENT UNITS & THE MODEL TRAINING

The Average Hospice IPU  
in the United States Loses

**Over 23%!**

Unnecessarily!  
Why Not Just Solve it!



February 21st, 2024 @ 10:01am EST

[CLICK HERE](#)

# BenchPress

**MVIBenchmarking**  
Make informed decisions based on PRECISE data!



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*

## Getting the Cost of Your EMR

In order to capture the Cost of your EMR for the EMR Comparison Report, you will need to lineup the costs in the Management Application (MA) on the Account Lineup Tab. Choose all the costs that relate to the EMR and select 'Indirect Costs' for the Type and 'EMR System' under the Sub-Type. EMR costs would include expenses such as:

- ◆ **Annual Fees**
- ◆ **Cost of Licenses**
- ◆ **Depreciation**
- ◆ **Support Fees**
- ◆ **Training Costs** (Initial costs of bringing an asset into operation as well as subsequent training from the Vendor and not routine In-House EMR Training.)

The costs of hardware and telecommunications (T1 Lines and such) should NOT be included UNLESS they are specific to the EMR as such as standard PCs, Notebooks and field devices as these would normally be employed regardless of the EMR being used.

*the excitement continues on next page...*



# Update your Vendors NOW!

You have to “give to get” in order to see the satisfaction and market share rankings!

1. Select your vendors on the Setup tab within the *Management Application (MA)* and give them a rating (Remember to let us know if you don't see your vendor listed and would like to!)

Vendors		Rating
Pharmacy Vendor	Wise Hospice Options	10
DME Vendor	Local Vendor	6
Medical Supplies Vendor	Other	5
Payroll Vendor		
EMR/Patient System	Suncoast	10
Accounting System	CYMA	8
Donor System	Donor Express	10
Mobile Phone Service	Verizon	5
Landline Phone Service/System	AT&T	3
Health Insurance	BC/BS	4
Retirement Insurance	State Farm	5
Business Insurance	Local Vendor	6
Business Consulting	None	7
Clinical Documentation Consulting	Weatherbee Resources	10
Hiring/People Evaluation System	Myers Briggs	6
Billing Consulting Services	None	8
CAHPS Survey Vendor		

2. Send us an Upload (buttons found on the Controls tab in the MA)



3. Run your *Benchmarking Application (BA)* and view the Vendor Ratings tab to see the

comparisons

Vendor Ratings
Sunny Day Hospice 2021 - YTD December

Low Outlier 5.0  
High Outlier 6.0

Locations: 369 Count: 263

	Your Rating	Median	10th Percentile	90th Percentile	Count	MVI Market Share
<b>Pharmacy</b>						
Chill Pills R Us	8.0	8.0	8.0	8.0	8	14%
Local Vendors	4.0	4.0	4.0	4.0	5	9%
Other	7.0	5.0	9.0	9.0	16	29%
Own Pharmacy	4.0	3.0	7.0	7.0	15	27%
PharmaHelp	7	7.0	7.0	9.0	8	14%
RX for You	7.0	5.0	9.0	9.0	4	7%
<b>DME</b>						
Bed n Seat Co	4.5	4.0	5.0	5.0	6	8%
DME 4 Hospice	2.0	2.0	2.0	2.0	11	15%
EquipU	5	8.0	2.0	8.0	10	14%

**Pharmacy**

**DME**

< >
Information
Alerts Results
Education
Executive Dashboard
Quality Analysis
Executive Detail
Vendor Ratings
Model
Visits
Hospice-NPR%

# From the Ancient MVI Scrolls...

from cave #98, scroll 72

**MVI wants to know!**

The MVI Picture Contest



**I THINK IT WAS JUNGLE JIM!**

# WHO MESSED UP THE JUNGLE JIM PICTURE?



**TAMBA THE TALENTED CHIMP**

“HUMAN INTELLIGENCE IS OVERRATED”

“I ONCE DATED RACHEL WELCH”

I KEPT THE TARZAN SERIES GOING...”

“ALAN SHEPARD WASN'T THE FIRST FROM THE USA IN SPACE, IT WAS ME!”



**SPAWN OF GODZILLA**

“GRRRRRRRR.....!”

“CHOMP CHOMP”

“MY DAD WAS KIND OF BIG DEAL...”

“I ATE JOHNNY DEPP FOR LUNCH, LITERALLY”



**RANDOM SKELETON GUYS**

“WE CRASHED THE MOVIE SET, BUT IT WAS SO LOW BUDGET THEY COULDN'T AFFORD TO RESHOOT THE SCENE!”

“WE JOINED WEIGHT WATCHERS AND OVERDID IT!”

“WE ALL DATED MARIE OSMOND!”

“WE FAILED AS A MUSIC GROUP, GOT OUR BIG IDEA FROM A KISS CONCERT!”



## WHO DO YOU THINK MESSED IT UP?



**I THINK IT WAS TAMBA, THE TALENTED CHIMP!**

**I THINK IT WAS SPAWN OF GODZILLA!**

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 LOSERS WILL BE BANISHED TO THE JUNGLE FOREVER!

**I THINK THE RANDOM SKELETON GUYS!**



## As a Garden is Beyond Command...

Perhaps our lives are like Flowers in a Garden...

We bloom when we are meant to bloom or when it is our time to bloom...

It is beyond command...

Just as we have hiccups, sneeze or have bowel movements...  
they are beyond command...

Just as we can't force sleep...as it just "happens" – and to try to force  
it interferes with the process... It is beyond command...

These are considered "natural processes" - but perhaps your business or Life are  
not unlike these... Just as you don't know what the results will be from a marketing  
campaign...a success or a bust! Or an employee with whom you have high hopes...  
whether he or she will be an incredible asset or a  
disappointment... It is beyond command...

Just as one can say to themselves, "Be Brilliant!" or "Be Creative!" and the  
Brilliance does not come... And perhaps just as the fruit doesn't fall from the tree  
until it is ripe, the Brilliance comes often in unexpected hours...

Perhaps all of our lives are natural...and everything we make and do is natural and  
will return to the Earth from which we came? So, what's the problem? Why are we  
so anxious about Life if it is just naturally "happening" and is perhaps, to a large  
degree (maybe even half), an interplay of the "uncontrollable" and "controllable"  
or personal will?

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

~ Andrew







# Leave the Drudgery to Us!

# Cost Report Preparation System 51

*MVI's Proprietary Cost Report Preparation System!*

There is a **REASON** we do more Hospice Medicare Cost Reports than anyone else!

**AND why MACs & FIs prefer to work with us!**

**...not to mention that it is INCLUDED in being an MVI Network Client! Wow!**

LINE	UNITS	CHARGES	UNIT COST	PROFIT	UNITS	CHARGES	UNIT COST	PROFIT	UNITS	CHARGES
11	27,643	\$8,978.14	0	0	\$0.00	0	0	\$0.00	0	\$0.00
12	127,125.00	0	0	\$0.00	0	0	0	0	\$0.00	
13	136,160.00	0	0	\$0.00	0	0	0	0	\$0.00	
14	141,000.00	0	0	\$0.00	0	0	0	0	\$0.00	
15	141,483.00	0	0	\$0.00	0	0	0	0	\$0.00	
16	\$820,350.00	0	0	\$0.00	0	0	0	0	\$0.00	
17	\$6,050.00	0	0	\$0.00	0	0	0	0	\$0.00	
18	\$100,000.00	0	0	\$0.00	0	0	0	0	\$0.00	
19	\$5,984.00	0	0	\$0.00	0	0	0	0	\$0.00	
20	\$28,028	\$1,326,821.09	0	0	\$0.00	0	0	0	\$0.00	
		\$716,177.16		\$0.00		\$0.00		\$0.00		\$0.00
		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
		\$14,323.50		\$0.00		\$0.00		\$0.00		\$0.00
		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00

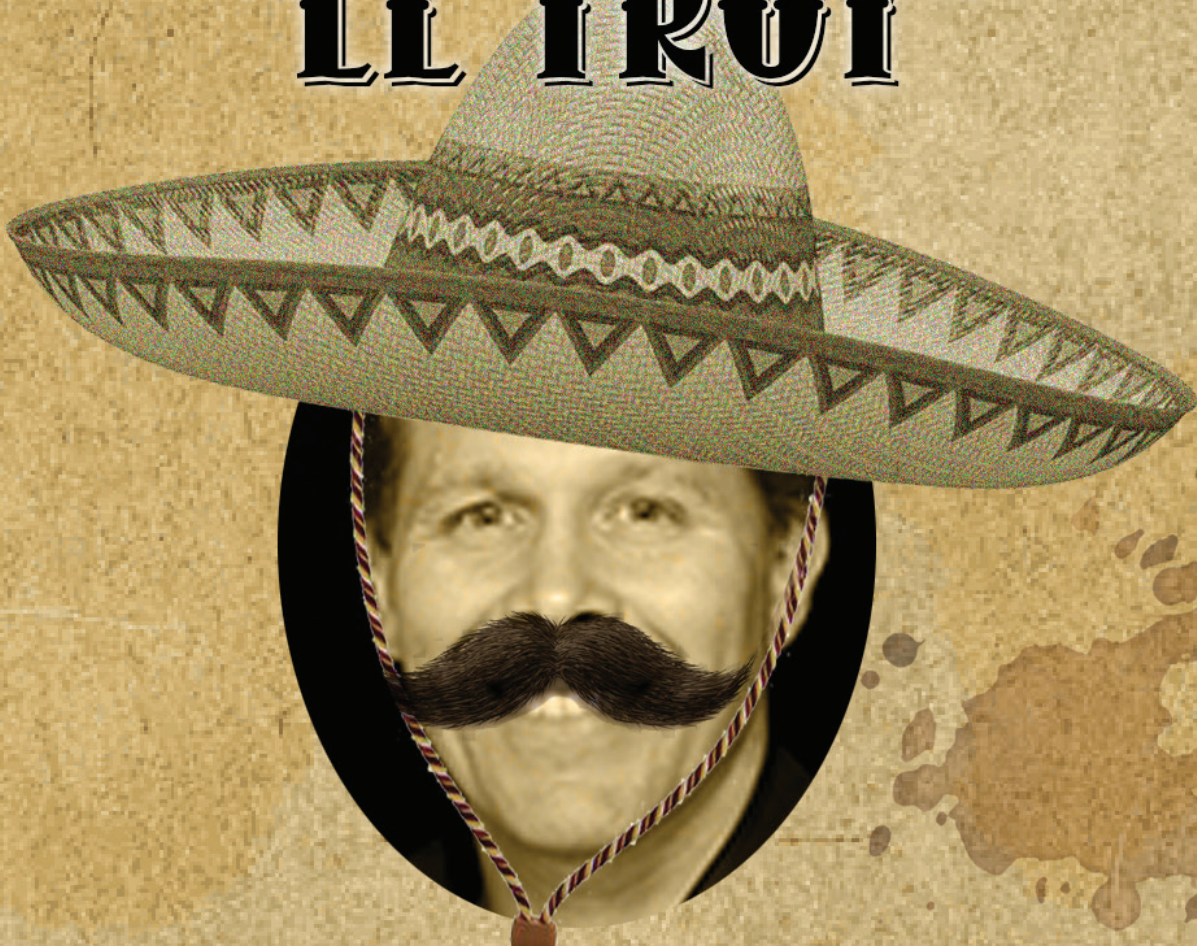
**Call/Email For Information!**  
**828.698.5885**  
**mvi@multiviewinc.com**

CHARGE SECTION	REV CODE	DESCRIPTION	UNITS	PROFIT	UNITS	CHARGES	UNIT COST
0030	PHARMACY		448,959	\$616,749.62	0		
0051	DRUGS		0	\$0.00	0	\$150,341.28	0
0051	MED SUP		0	0.00	0	\$174,750.08	0
0071	AMBULANCE		0	44,782	0	\$1,692,886.47	0
0071	DRUGS/CEPALS		4,972	\$16,270.76	0		
0081	HOSPICERTN		52,308	\$11,775,150.00	3,646		
0082	HOSPICERTN		178	\$50,000.00	11		
0083	HOSPICERTN		1,124	\$1,360,000.00	84		
0087	HOSPICERTN				897	\$179,692.00	
<b>TOTAL CHARGES/CHARGES</b>			<b>53,620</b>	<b>108,666</b>	<b>451,798</b>	<b>\$19,628,728.16</b>	<b>3,741</b>
<b>REIMBURSEMENT SECTION</b>		<b>GROSS REIMBURSEMENT</b> \$9,741,492.68					
<b>LESS</b>		<b>DEDUCTIBLES</b> \$0.00					
		<b>CONSUANCE</b> \$0.00					
		<b>NET MSP PAYMENTS</b> \$0.00					
		<b>PRE-SEQUESTRATION DEMO REDUCTION</b> \$0.00					
		<b>SEQUESTRATION</b> \$117,493.62					
		<b>POST-SEQUESTRATION DEMO REDUCTION</b> \$0.00					

# 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!**



# 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!**



The Average Hospice IPU in the United States loses **over 23%!**  
**UNNECESSARILY! WHY NOT JUST SOLVE IT!**

## Inpatient Units & The MODEL TRAINING

*Compensation is your LARGEST cost. Yet, most organizations use average methods and get average results. Expecting a different result is absurd. A few STRUCTURAL moves in the Compensation area yield TREMENDOUS RESULTS by increasing QUALITY through increased Automatic Accountability.*

Virtual Training  
February 21st

### CEO Retreat

April 23 & 24

(MVI Conference Center - Flat Rock, NC)

### THE EXTRAORDINARY CLINICAL LEADER PROGRAM

May 21 & 22

(MVI Conference Center - Flat Rock, NC)

### COMPENSATION & THE MODEL

August 13 - Virtual

### CREATING AN EXTRAORDINARY PEOPLE DEVELOPMENT SYSTEM

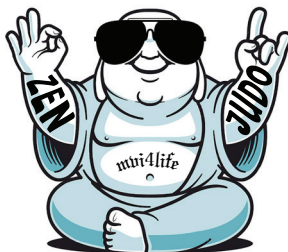
October 1 & 2

(MVI Conference Center - Flat Rock, NC)

### THE CFO PROGRAM

November 13 - 14

(MVI Conference Center - Flat Rock, NC)



*A Great Life  
and a  
Great Hospice...  
Start With a  
Great Attitude!*



# CHECK A BOX

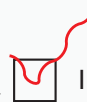
**SIGN UP TODAY!**



**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!

# 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!**

# 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

### **February 21st at 10:01AM | 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

### **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...

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

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Multi-View Incorporated Systems

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

# 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

**April 23 - 24 | FLAT ROCK, NC THE MVI EXECUTIVE CONFERENCE CENTER**

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

**May 21 - 22 | 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

**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.

- 📌 [DECEMBER 2023 - SUCCESS STRATEGY – EMR COMPARISON REPORT](#)
- 📌 [NOVEMBER 2023 – EMR COMPARISON REPORT-BENCHMARKING DRILL DOWN FEATURE - IMPLEMENTING STANDARDS-HOSPICE BY THE NUMBERS](#)
- 📌 [OCTOBER 2023 – NEW MODEL NPR% – EMR REPORT IS BACK – THE TOTAL COST OF YOUR EMR – BENCHPRESS](#)
- 📌 [AUGUST 2023 – LEADERSHIP – PART 1 – RAISES & PROMOTIONS – MOST SOFTEST CONTEST](#)
- 📌 [JULY 2023 – EMPOWERMENT HOUR VIDEO – CHANTAL REED 1998-2023 – MOST NICEST CONTEST 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](#)



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- 📌 [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](#)
- 📌 [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-Changing 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!](#)



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