

Vol. 9

# Healthcare ROMANCE

2nd  
Edition



TRUE ADVENTURES OF LOVE IN AN UPTIGHT CLINICAL WORLD

JUNE  
2023

**LOVE ON THE  
3RD SHIFT!**

**SHE WAS AN  
ADMINISTRATOR,  
HE WAS A LAB TECH...  
HOW COULD IT EVER WORK?**

**EXPOSED!  
GEORGE CLOONEY  
WAS A REAL PHYSICIAN!**

**THERE WAS A POLICY  
AGAINST OUR LOVE!  
BUT NOTHING COULD STOP THE HEAT!**

15<sup>¢</sup>

A **THRILLING** Publication



# FLASHPAGE

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

JUNE 2023

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## Where Do We Start to “Do the Model?”

*It's easier than folks think!*

**MVI CAN BE A BIG PILL!** We have ENORMOUS volumes of Hospice and Homecare insight, data and *Best Known Practices* (Patterns). So there is a lot of DEPTH... And this depth is necessary to provide DEEP ROOTS and a deep philosophical understanding of “why” a Best Known Practice (BKP) is done...as without this knowledge and deep understanding, BKPs will eventually go away with turnover and replacement people with traditional or “average” ideas about how work and management are done. With turnover, people will start to use Budgets again for ongoing operations...stop using Synthetic Visit Labs...wonder why there is such emphasis on Accountability and the Skill of Teaching... All will go away if people don't understand WHY?!

MVI has multiple “lists” in prioritized order. However, you can boil the main points down to a few...and almost all intelligent people will “get” the “Directional Correctness” of each point!

And the Payoff? With FOCUS on these FEW things, MAGIC or MIRACLES will happen to your QUALITY! And these RADICAL increases in Quality will positively impact your Financials!

Here we go!



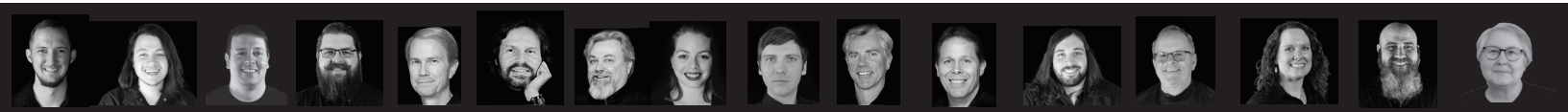
**FREE Webinars**  
1-Hour **POWER** Webinars

*What Price are you Paying EVERYDAY  
by not Solving Clinical Staffing Issues?*

**July 11th**

The excitement starts at  
**1:01pm EST**

FREE for MVI Clients  
**CLICK HERE**



# Where to Start!

To Standardize and Create World-Class Quality & a Coherent, Completely Integrated Organization



Setup **Financial Reporting & Benchmarking**

**WHY?** So you can *precisely* determine *exactly* where to go to work and apply *Best Known Practices!*



**FOCUS** on **Perfect Visits** with **Perfect Documentation**

**WHY?** Virtually ALL of an organization's woes can be cured, Quality & Economic, with this *single* move!



**EVOLVE** your **Compensation System** with a few elegant moves to **Sure-Up Accountability!**

**WHY?** Without Accountability, Standards become "suggestions." **Lack of Accountability is the root of the failure of most organizations and serious initiatives.** The Compensation System is the *easiest* way to increase Accountability and REWARD the Talented and Productive! As well as remove those that destroy Happy Cultures! Let the "system" do the Accountability for you!



Multi-View Incorporated

Balancing Purpose and Profit...

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Multi-View Incorporated Systems

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Each of these points has a quick explanation of the “Why”! You want to know *exactly* “where” to FOCUS Energy<sup>1</sup> and Resources<sup>2</sup>. And with FOCUS on *Perfect Visits with Perfect Documentation*, an organization CURES almost all Quality and Economic woes! THEN...(the big gulp...) over time, an organization needs to work on its Compensation Systems as after 25 years of benchmarking and analyzing Hospice data, NO HOSPICE HAS EVEN REACHED THE 90th Percentile without unique and different compensation methods. It just hasn’t been done! So a CEO must face this “reality” or fact...and “flow with Reality rather than against it” and start moving in that direction! EVOLVING the comp system with GRACE over time! So it can be incremental and doesn’t have to be sudden! It takes some guts and grit! But it is GOOD WORK that you will be proud of!

I will add that part of doing *Perfect Visits with Perfect Documentation* will lead you to develop your Clinical Leaders, your 70%ers! These “replicators” are part of the deal!

Call us! Email us! Visit the Website! Today is a GRRREAT day to start Liberating People’s Talents in your organization by FREEING them through the simplification that comes from FOCUS on Quality!

*We hope this helps!*

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



## MVI Benchmarking – COOL Self-Learning Modules!!

What a wonderful and wonder-filled world we live in! There are so many incredible advantages in this “techy” society, AND there are soooo many fascinating learning opportunities!!! Shucks, not only can you learn how to cook the perfect hamburger in less time than it takes to actually cook one on YouTube...you can get your job cooking with the latest features of MS Excel!

Let’s face it...the adage, “*If a picture is worth a thousand words, then a video is worth a million*”, is RIGHT ON! Benchmarking over a thousand financial and statistical key performance indicators with allocations and varying organizational models while needing specific query capabilities may sound “as easy as pie,” but if I had to actually make a pie...I would learn how on YouTube! MVIB.net tries to honor our clients by making the Benchmarking System as easy to learn as possible. Sure, we provide free friendly remote training and knowledge documents, but if you have not checked out our SELF-LEARNING, please take a peek!

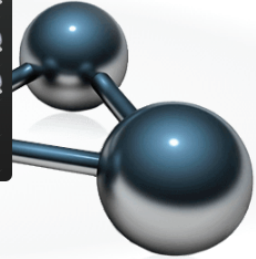
From our Benchmarking homepage, you will see the banner option for Self-Learning.

*continued next page....*



HELPING HOSPICES  
with Quantified Best Practices

- Management Application
- Benchmarking Application
- Decision Dashboard
- Manuals
- Multi-Pedias



This option takes you to our handy-dandy list of Real-Views laid out in the best order to watch.

## SELF-LEARNING

### Real-Views

#### Overview

New Features for 21.0

Benchmarking System Overview

#### Management Application

Setup

Update via F9

Account Lineup

Lineup Summary

Executive Facts

Patient-Day Report

Visit Costs

Lineup Logic

Account Lineup Allocation (Advanced)

Cost Engineering

Upload Automatic

MA Converter

Controls

Update via Import

Detailer

Allocation - Business Segment

NPR Report

Indirect Costs

CAP Calculators

Trial Balance

Advanced Business Segments

Visit Design

Alerts Utility Results

#### Benchmarking Application

BA Install

Executive Dashboard

Vendor Report

BA Query Window

Quality Analysis

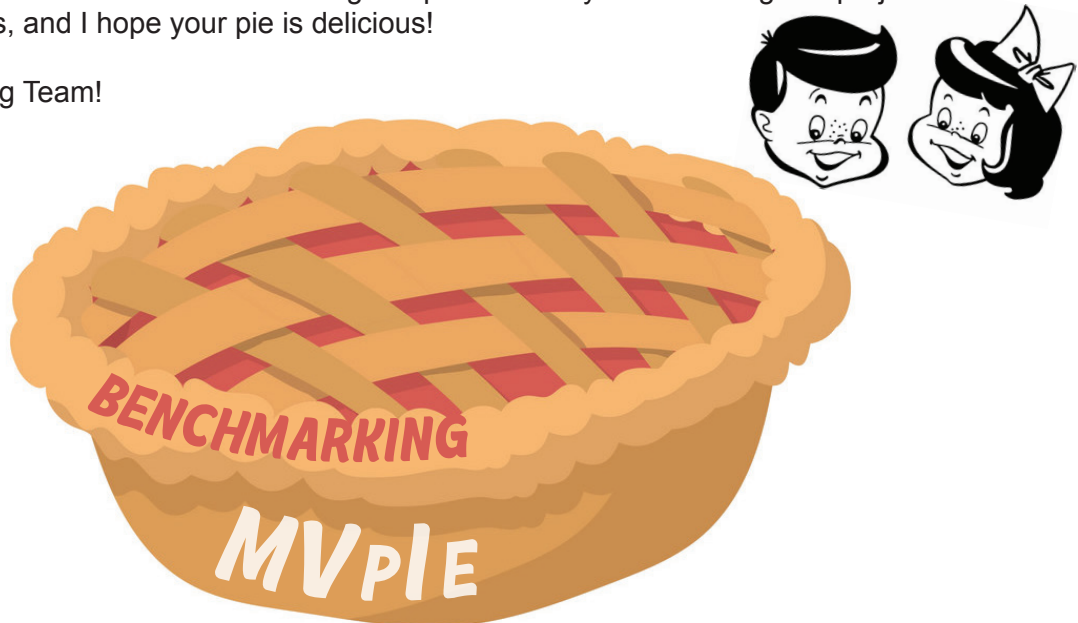
Model Report

After selecting your option, the Real-View will automatically play, providing meaningful content in a short 3–15 minute Self-Learning video! Apple, blueberry, or rhubarb hot in the oven! Simply select the Continue or Previous buttons to continue your Self-Learning journey; Download the Real-View video for your travel entertainment; and check out the Additional Resources related to this specific video. My Momma always made baking pies look easy!

The screenshot shows a video player interface. At the top, the title 'MA ACCOUNT LINEUP' is displayed. The video content area features a blue geometric pattern background with the MVI logo (Multi-View Incorporated BENCHMARKING) in the top right. The main text in the video reads 'Account Lineup Real-View' and 'Multi-View Inc. Benchmarking'. Below the video player, there are navigation buttons: 'Update via F9', 'Import', 'Previous', 'Continue', and 'Detailer'. An 'Information:' section follows, containing the text 'A Real-View covering the Management Application (MA) Account Lineup tab.' and a 'Download this Real-View' button. Below that is an 'Additional Resources:' section with buttons for 'MA Lineup Summary', 'MA Type Logic', 'Type & Sub-Type Logic', 'Account Lineup Logic', and 'Account Lineup Allocation (Advanced)'.

The content is rich because Hospice clients, like you have provided meaningful insight and questions over the almost “20+ years” we have been Benchmarking Hospice. Thank you for making this project for the Hospice world a success, and I hope your pie is delicious!

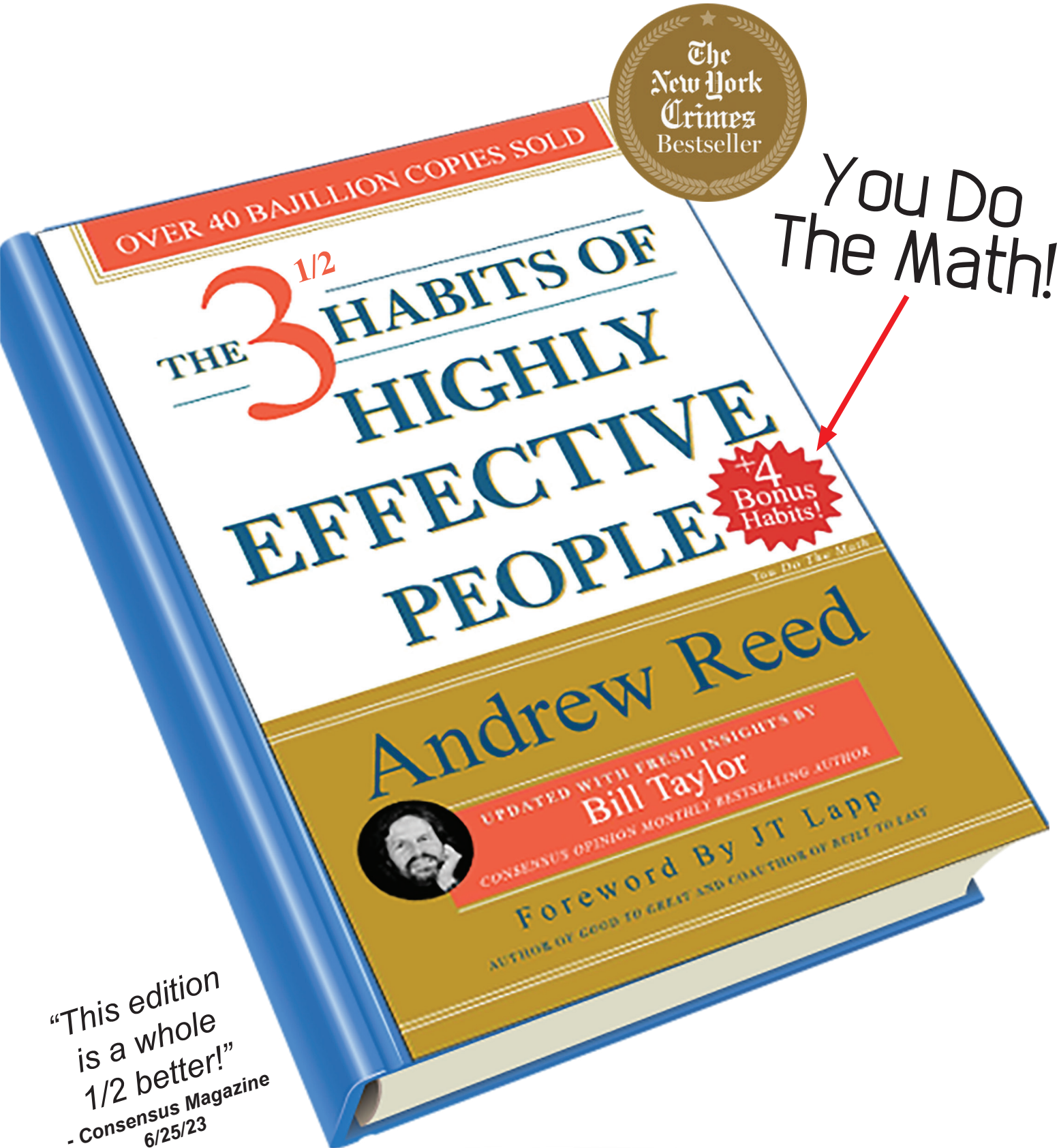
~ The MVI Benchmarking Team!



From the Ancient MVI Scrolls...  
from cave #47, scroll 7



You Do  
The Math!



"This edition  
is a whole  
1/2 better!"  
- Consensus Magazine  
6/25/23



## The Topic of VALUE

The topic of Value...is "Valuable!" Why? Because Value or the Pursuit of Value runs our Lives! It guides our actions! It is a type of motivator...and creates movement and Energy! Yet, Value is an idea... We tend to move towards Value...

Put bluntly, Value is a projection... Or we can say that we "place value" on things... Consider the Crown Jewels... In economic value, people are willing to pay millions, hundreds of millions, maybe more for these sparkly objects... Yet, if given to a child, he or she might play with them for a few minutes, and then they'd be playing with a cardboard box... Value is a projection or an opinion...

What is the formal definition of Value?

*noun*

1. the regard that something is held to deserve; the importance, worth, or usefulness of something.  
"your support is of great value"

Similar: merit worth usefulness use utility practicality advantage

2. a person's principles or standards of behavior; one's judgment of what is important in life.  
"they internalize their parents' rules and values"

Similar: principles moral principles ethics moral code morals

*verb*

1. estimate the monetary worth of (something).  
"his estate was valued at \$45,000"

Similar: evaluate assess estimate appraise assay rate price

2. consider (someone or something) to be important or beneficial; have a high opinion of.  
"she had come to value her privacy and independence"

Similar: appreciate rate (highly) esteem hold in high esteem

So Value in scrawny language is both a noun and a verb...a thing and an action.

## 6 Categories of Value

1. **Survival Value**
2. **Utility Value – Makes Life Easier/Productivity – Use Value**
3. **Economic/Money Value**
4. **Entertainment Value – Excitement**
5. **Aesthetic Value – Beauty & Art**
6. **Happiness Value – Deep Satisfaction**

Here is a list of at least 6 possible categories of Value. Some lines can blur, but it's a good start! Take anything and put it against this list! What a person will likely find is that things like Gold and money don't tick off that many categories. Things like a home or food do! Throw in Mom's Meatloaf or Art or Beauty...and we're talking DEEP about Value...a motivator for so much of our lives!

*We hope this helps!*

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

*~ Andrew*





# Too BUSY....Whoa!

By: Kent Brooks

One of the things that we are hearing from the partners that we serve is that they are busy....too busy, and overwhelmed! Sometimes we even hear that they are too busy to reap the benefits that come from being a Multi-View Inc. partner. As a former Hospice CEO and Operations Manager, I certainly remember that feeling. Stressed, stretched too far, short on time. The real question is: "How do you break the cycle?". On the one hand are the day to day "fires" that arise and need immediate attention or otherwise they will spread. Staffing issues, census issues, fiscal issues.... on and on the list goes. On the other hand, is the desire, the need, the responsibility as health care executives to advance the overall health and success of the organization that we lead. Often, we gravitate toward the fire instead of preventing the fires in the first place. How do we break this cycle. I would like to suggest that when we are tempted to opt for firefighting because we are TOO BUSY and can't afford to do otherwise that we should consider FIRE PREVENTION! Imagine an organization where staffing issues require significantly less attention because staff hold themselves accountable, requiring much less supervision and management, and therefore, fewer supervisors and managers. Imagine an organization where staffing shortages are a thing of the past. One where staff don't leave and potential new staff are seeking employment with your organization. Imagine an organization where the financial bottom line is positive and worries about what bills to pay and when to pay them just disappear because you are showing significant profits, cash on hand, your bills are paid in 21 days or less AND you are getting paid in 45 days or less for ALL ACCOUNTS. I have fantastic news for you.... you don't need to imagine it....it is possible! How is all this possible? In a word...SYSTEMS. The systems that MVI has created and formalized in what we call the MODEL are the answer to your frustrations of being too busy, overwhelmed and dealing with perpetual staffing issues. I would further like to suggest to you that you can't afford NOT to take the time to avail yourself of the resources that are available to you as an MVI partner. It's a question of return on investment. Just like making a decision to spend some money in the short term because it will save you money or make you money in the long term, investing the time now will save you time, in fact give you time, in the long term. The great news is that as an MVI partner it won't cost you a cent! You are already paying for it and we can help you. It's only a phone call away and making this call can put you on the road to breaking the firefighting cycle and beginning the fire prevention cycle!



## How can you get started?



1. Take a look at my CEO2CEO video for a more in-depth explanation of the MODEL. [CLICK HERE](#)
2. Give us a call to learn more about taking your first steps.
3. Begin taking time to make your organization WORLD CLASS!  
As someone else once said, "you can do it, we can help!"  
You are too busy NOT to take the time to break the perpetual cycle of firefighting. Why not focus on fire prevention and buy back the time that you are losing? **Give us a call!**

# IT'S THAT TIME AGAIN!

# **COMPENSATION SURVEY**

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## 2023 EDITION!



**CLICK HERE**

**MVI**   
MULTI-VIEW INCORPORATED

# UPCOMING EVENTS!



## INPATIENT UNITS & THE MODEL

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

**August 15** **Virtual Tough Training**



## THE CFO PROGRAM!

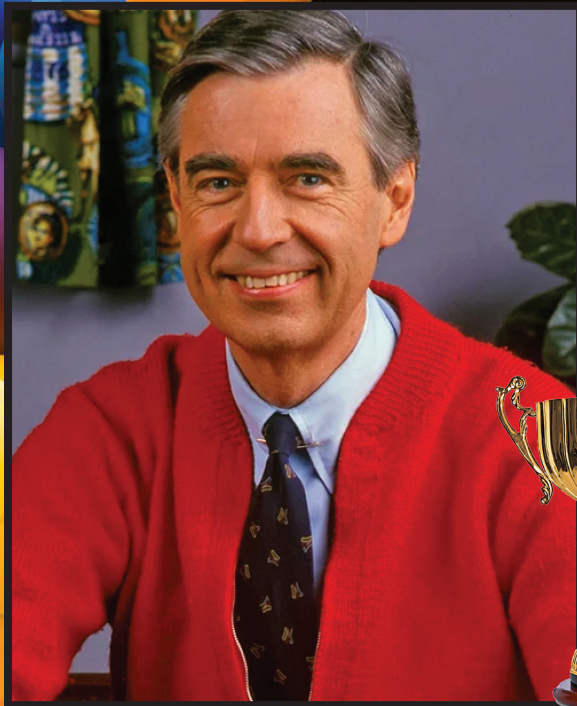
A TOP RUNG CFO is essential to the success of an organization as REALITY has to be quantified and effectively communicated. This program will teach the technical skills and mindset for dramatic IMPACT on operational RESULTS.

**GET 16 CPE HOURS!**

**October 24 - 25**  
**Flat Rock, NC**

*From the Ancient MVI Scrolls...*  
*from cave #4, scroll 18*

**Our First Ever Tie!!!**



**THE CHOICE WAS TOO TOUGH!**

**WHO DO YOU THINK IS MOST NICEST!**



**I THINK ROGERS IS THE MOST NICEST!**



**I THINK ROSS IS THE 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 TO PROTECT **THE LOSER!**

# 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

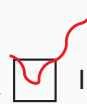
**SIGN UP TODAY!**



**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...

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

# 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.

- [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 El 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](#)



Balancing Purpose and Profit...

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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!](#)