



FLASHPAGE

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The MVI EMR Comparison Report

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

MVI will be releasing its proprietary EMR Comparison Report at the end of November. Since it is a “give to get” situation, if you want to receive this special report, you must complete and submit the quick, quick survey.

[CLICK HERE for EMR Comparison Report Survey LINK:](#)

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

- ❖ How satisfied are your clinicians with the documentation in the EMR?
- ❖ How satisfied is management with the backend 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 update the Vendor Section of their Benchmarking Application (BA) and complete a few questions via a Quick Survey Email that we will send out.

This will be a SUPER Helpful resource!

EMPOWERMENT HOUR

“HOSPICE BY THE NUMBERS!”
THE LATEST DATA!

In this 1-Hour Empowerment session, **Andrew will review the latest Hospice benchmarks** as well as the **NEW MVI recommended Model amounts**.

November 29th

The excitement starts at
1:01pm EST



FREE for MVI Clients
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

Drill Down Feature in the Benchmarking System

Have you ever been going through your Management Application and noticed an amount that didn't look quite right? Needed to explain why an amount was so high or low?

The version 21 MA had a new feature called the Drill-Down utility and version 23 MA the Drill Down is **even more exciting!!** The Drill-Down now works throughout the system on any report with the Drill-Down button.  Simply clicking a cell within a line item's row will populate the utility with all the accounts lined up to it and a description of what should be lined up to that Sub-Type. The level of detail you'll see depends on if you clicked in the Organizational (All), single Business Segment, or all Business Segments matching the type for a Consolidated group column.

If you're curious about a specific amount – No Problem! – simply double-click it and **BAM** it will take you to the account on the Account Lineup and even highlight it for easy viewing! The Drill-Down also includes a Filter button. This automatically filters the Account Lineup to any accounts with matching Type and Sub-Types that match the item being viewed. Then the Clear Filter button on the utility, it's the same as the Clear Filter button on the Account Lineup tab. It just makes navigating through the system much easier!

It is important to understand and remember when using the Drill-Down that the amounts do not reflect allocations, either basic or if you happen to be using the advanced.



the excitement continues on next page...

The 3 Steps to Implement *Standards*

Standards are the basis of all People Development. In order to get *Standards* into a culture, 3 things are needed for each:

1. Clearly define each *Standard*.
2. Teach each *Standard* to System7.
3. Attach Uniform Accountability to each *Standard*.

1) Clearly Define Each *Standard*

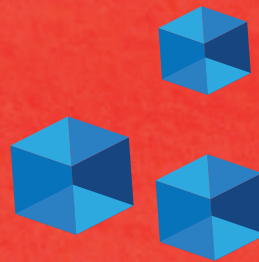
Each *Standard* must be clearly defined. But first, they must be created. I advise you to “imagine” an ideal organization. Do not look at your current operations or behaviors to create your *Standards* as these just cloud thinking. Think in terms of “ideals” and make these your *Standards*.

When creating *Standards*, I also advise giving them some “pizazz.” You want people to remember the *Standards*. Try to avoid just giving “do this” and “don’t do that” directives. You want *Standards* that you can “teach” to. Here is an example of 5 *Standards*:

An Enlightened Culture Awaits!

**IF YOU SUBSCRIBED,
YOU'D BE A LOT COOLER!**
**TONS OF CLINICIANS WANTING TO
WORK AT YOUR ORGANIZATION!**

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3) Attach Uniform Accountability to Each *Standard*

For each *Standard*, specific Accountability or “pain” should be attached for any non-Standard behavior or performance. If there is no pain attached, your *Standards* aren’t *Standards* and don’t mean very much. Call them “suggestions” rather than *Standards*. Most organizations that get less than ideal results when implementing the Model, or really any important initiative, usually have weak Accountability.

This Accountability must be uniform throughout the organization. Each Manager must apply the same method of Accountability to individuals when behavior or performance is non-Standard or your system is weakened. This is critical. You don’t want Billy Bob’s team to operate differently than Mary Sunshine’s. Both need to have similar structures

Understanding the Steps of *System7* and Why it Works

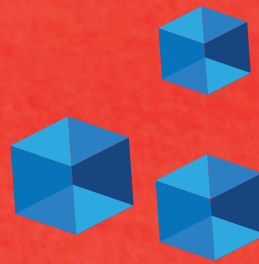
Let us break *System7* down.

1. Issue Self-Learning Modules

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4. Test

- a. Accountability is taught here.
- b. Emotion is high as there is an actual risk of failure.
- c. Testing is timed.
- d. All testing is done to Pass/Fail.
- e. If a Student can't demonstrate the material intellectually, they can't do it in actuality.
- f. The intellectual understanding (thought-patterns or habits) of the material is demonstrated under stress conditions.
- g. The FEELING of confidence is created when the Student is successful and passes the test.
- h. Self-doubt is replaced with confidence.
- i. NEVER waste lab time on a Student until they've passed 100% on the intellectual testing.

5. Practice

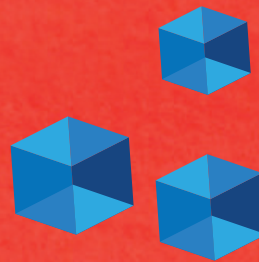
- a. Students practice what they have been taught and tested on. These are videoed.
- b. This is the PHYSICAL creation of Energy or state of Emotion. It is bio-physical, which releases the chemicals needed to support the Emotional/Energetic state.
- c. A degree of tension is created. Under stress conditions, people default to their lowest level of

An Enlightened Culture Awaits!

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EMPOWERMENT

HOUR

“HOSPICE BY THE NUMBERS!”
THE LATEST DATA!

In this 1-Hour Empowerment session, **Andrew will review the latest Hospice benchmarks** as well as the NEW MVI recommended Model amounts. The numbers tell the TRUTH...and these external references help you FOCUS your Energy and Resources with intelligence and precision! Join us!

November 29th

The excitement starts at
1:01pm EST



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Perhaps Some Helpful Advice...

1. **Relax** – Life is Process... All is Natural... It just is...and it can be Trusted... We live on one of billions of planets...a “floating” world that isn’t going anywhere really... We are just living here!
2. **Cultivate a Positive Attitude** - Perhaps the first thing is to cultivate a Positive Attitude towards Life...looking at it as benevolent and helpful...even designed Perfectly for your benefit... This Attitude gives you a Positive Vibration that impacts your Thoughts and Thinking...and this vibration will be picked up by ALL things, including Human Beings, around you... People are attracted to people with GRRREAT Attitudes!
3. **Make Good Decisions, Have a Good Life** – The results we get, come in direct proportion of our choices...
4. **Study Happiness** – There is much confusion regarding what Happiness is... Often it is confused with Fun... A real study of Happiness will quickly reveal that it is not based on congeal circumstances, but is rather an “inner state” – and is often a product of the “will” or choice... It might even be that we are all Happy all the time, but just don’t know it... Just KNOWING or being Conscious that you are Happy is such a Happy state!
5. **Discover What You are Really Interested In** – There is no straight line here...no play book... This is a Feeling that you Experience... This “Interest” provides you Energy to act. Determine to take a long period of time, maybe 5 years, to learn EVERYTHING you can about your direction. Normally with such effort, one will find themselves in the top 5% of his or her field as most people only have superficial knowledge of their work and professions.
6. **FOCUS is the KEY to Success!** – FOCUS or keeping the “thing” or Direction in your Consciousness, at the exclusion of everything else, is what makes things happen in the world... One need not look far for examples of this: Steve Jobs, Elon Musk, Sam Walton, etc. Also it is helpful to understand that Intelligence can be defined as Pattern Recognition and that the World is a “system of patterns” and that “random” does not exist... If you can align with Reality (the Patterns of the World), you will have success in the World as the ability to predict and make plans has survival and profit value.
7. **Create a Written List to Help Keep you FOCUSED!** – Not on an app, but a clipboard or yellow pad...something tangible you hold and can reference throughout the day to remind yourself what you need or want to do... This “visual control” as referred to in Six Sigma helps one maintain FOCUS as there are so many distractions, demands...

the excitement continues on next page....

and interferences that will arise everyday which can take you in a course other than the one you chose.

8. Develop Your Communication Skills – You can only advance as far as you can effectively communicate, especially in group enterprises. CEOs and Leaders for example usually have the best communication skills for example. This also includes improving your “polish” and sophistication... dress, presentation (in all its forms). Your “look” or dress, your manners or lack of manners, your vocabulary, your writing – all come into play!

9. Develop your Organization and Prioritization Skills – These are linked to your FOCUS Clipboard! I use a Word Document that I open every morning after I have relaxed into the day and considered what the highest value thing I could do today? Question... This is Intelligence at work! How to Value things in light of higher or lower Value...or what Sequence things need to be done in or avoid bottlenecks in processes.

10. See for Yourself that the Nature of the Universe is EXCITEMENT! – We live in a world of infinite color and variety...even the things of our wildest imaginations already exist! This EXCITEMENT can be linked to Surprise, Spectacle and Marketing! We love interesting people and things! Special things and people!

11. Learn to Sell! Learn to Market! – All in this world is bought and sold, nothing is given... We live in a Transactional world of forced/designed integration and interdependence...where nothing is allowed to be separate... Salespeople are the most successful and wealthy people in business... Even the inventor has to sell his or her invention or discover to others... Your skill of communication is linked to this. A Leader is always selling ideas or Direction. Marketing and learning to effectively market is critical...and is the easiest to reward. This includes making things “interesting” – “exciting” – “dramatic” – “cool” – a spectacle that ATTRACTS attention.

12. Evolve a “Reconciled Mind” that Values BOTH Positive and Negative or Opposites Equally – This is a bit of a stretch for most people, not that it is a difficult concept, but because it is foreign to us via our programming from society or common sense. It is a DEEP topic, but one that I have found to be highly valuable on many, many levels... **And it will contribute vastly to your overall Happiness!** Your “Experience of Life” largely happens within yourself...based on your “view” or general feelings about the world... Hostile or Friendly? Out to “get” you or helpful? Your MIND is key to this experience or interpretation...and you tend to become what hold in MIND...and what happens tends to be what we hold in MIND (FOCUS on). With such a “reconciled mind,” one experiences a setback or hurt and, in a way, stands off objectively and says to oneself, “*What purpose is this for?*” “*What am I to learn and grow strong from here?*” This takes the Negative and turns it into something helpful... Pain is one of the best Teachers or Motivators...and Nature uses it all the time to keep things moving! The Universe is all vibration, oscillation of up and down... Life is Pulsation...and anything “good” or pleasant implies the opposite or Negative...the contrast needed to give Life and Excitement! Nobody wants to eat the same meat loaf every meal...or watch the same movie every evening with no variation... We want change on some level...Sure we want some certainty and control...but not too much or it all would become a bore...and boredom is probably the greatest problem in the world... Thus, we need wars, politics, family fights, breakups, people with more or less to compare ourselves, etc. It is about getting “Ok” with the Rise and Decline of Life...

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



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YOU DON'T HAVE TO MERGE, **REVIVE YOUR MISSION!** WITH **BILL TAYLOR** AS YOUR INTERIM CEO

Before you merge, call in an Interim Turn-Around CEO who can keep your community in control of its quality of Hospice care.

When it all seems too much and you can't see the light at the end of the tunnel, it's easy to think: **Merge**. But mergers feel like failures . . . abandoning the local community. Before you go down that irreversible path, give us six months. MVI's Bill Taylor can help you keep your Hospice in your Community. Before you push merger button, bring in Bill. His proven track record of Hospice turnarounds can help transform your community's Hospice back into a thriving center of compassionate care.



TAKE THE MVI DETOUR

Before you merge, contact Bill@multiviewinc.com

MORE INFO CLICK HERE

BILL WILL BRING YOU:

The Model™

Long-Term Financial Sustainability

Data-Driven Management

Census

Strategic Planning

Surging CAHPS Scores



The Steve Rickert Memorial Foundation

Raising money and awareness for Pancreatic Cancer



In 2014 Steve Rickert lost his battle with Pancreatic Cancer. He was a beloved husband, father, brother, son, and uncle to the Rickert family.

MVI Employee, Kevin Rickert, wrapped up the 7th annual Steve Rickert Memorial Sporting Clay Event in Coplay, PA last month in memory of his Dad. They had 78 total participants who joined them this year!

Kevin wanted to take a moment to thank everyone on behalf of his entire family. Between the proceeds from the event, corporate donations, and contributions, they were able to raise \$11,000 for the Lustgarten Foundation. This was the second largest donation in the 7 years of the event!

"I cannot thank ya'll enough for both allowing me the ability to travel and attend the event and for your generous donations. I'm hopeful that some day we're going to beat this thing, and donations like this fuel that fight to find a cure." - Kevin Rickert



MVI Employee Kevin Rickert

From the Ancient MVI Scrolls...

from cave #132, scroll 67

MVI wants to know!

The MVI Best Batman Contest



BONUS!
OR CHOOSE
THE WORST!
THE
GEORGE CLOONEY
OPTION!

WHO'S THE BEST BATMAN?



ADAM WEST

"IN MY DAY WE DIDN'T HAVE LATEX BODY SUITS, THAT WAS ALL WEST!"

"HAND DOWN THE SHARK REPELLANT BAT SPRAY"

"GOOD GRAMMAR IS ESSENTIAL ROBIN"



MICHAEL KEATON

"SUPERMAN IS OVERRATED"

"I NEVER GOT TO TAKE ON EGGHEAD"

"IN THE BATCAVE, WE DON'T HAVE A GUANO PROBLEM"



CHRISTIAN BALE

"MY VOTE IS FOR CLOONEY AS THE WORST!"

"I WOULD HATE TO MEET WEST, IN A DARK ALLEY"

"RUBBER LIPS, HELP ME AVOID HER CHARMS"



WHO DO YOU THINK IS BEST BATMAN?

I THINK WEST IS THE BEST BATMAN!

I THINK KEATON IS THE BEST BATMAN!

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 GET GUANO CLEANUP DUTIES IN THE BATCAVE FOR THE NEXT 3 YEARS

I THINK BALE IS THE BEST BATMAN!

I THINK CLOONEY IS THE BEST BATMAN!



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 | 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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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

TBA | 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.

- 📌 [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](#)
- 📌 [February 2022 – The Clinical Manager’s Toolbox – Kent Brooks Wins Hospice Award – CHAP Operations Certifications](#)



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- [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](#)
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- [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!](#)



Balancing Purpose and Profit...

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