



# FLASHPAGE

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## NEW Model NPR%**s!**

*MVI has Updated its Recommended Percentages to help Hospices “Proportion” their Costs and set their Cost and Surplus/Profit Standards!*

MVI has updated the Net Patient Revenue Percentages (NPR%**s**) for Hospice and Hospice Inpatient Units. These HIGH-VALUE measures provide insight into what a “typical” (50th percentile) Hospice or Hospice IPU can achieve. Realize that the 13% recommended Profit or Surplus for Hospice Homecare is what we KNOW an organization can achieve just by doing all things “a little bit better” than average! The cumulative result is a 13% Profit or Surplus! However, know that many of our clients do MUCH MUCH better with 18-25% margins just like one large NFP that recently completely turned around a -8% to +15% *in less than a year* just by doing the Model and Perfect Visits! There are many, many other examples of course. However, just knowing what is possible is often a “game-changer” as one of our Northeast clients showed us! If high costs or even losses are expected, even budgeted for, no wonder some organizations struggle! These NPR%**s** are a GREAT EXTERNAL REFERENCE to easily know *exactly where* your organization has opportunities, cutting through self-justified and often misguided beliefs about your costs in comparison with REALITY! *“But we are different,”* is the all too common excuse, and not a very sound excuse at all if costs are excessive. I mean, how can you NOT do well in Hospiceland if you use sound management practices with incredible Directional Correctness!

To access the NEW NPR Model Percentages, access your MVI Benchmarking Application (BA). You can also confirm your MVI Benchmarking Client status and we’ll get the NEW NPR Model Percentages out to you!

## THE CFO **PRO**GRAM



COME JOIN US ON THE MOUNTAIN TOP!

Flat Rock, North Carolina  
**OCTOBER 24 - 25**

More Info  
Click Here



**16**  
CPE Hours



# The MVI EMR Comparison Report is BACK!

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

In years past, MVI published an EMR/Patient-Management System Matrix that showed the pros and cons of most Hospice EMRs. MVI is bringing a new version of it back with MORE PRECISE DATA-POWER and with better “satisfaction” feedback. In the 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 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 EMR Comparison Survey Email that we will send out.

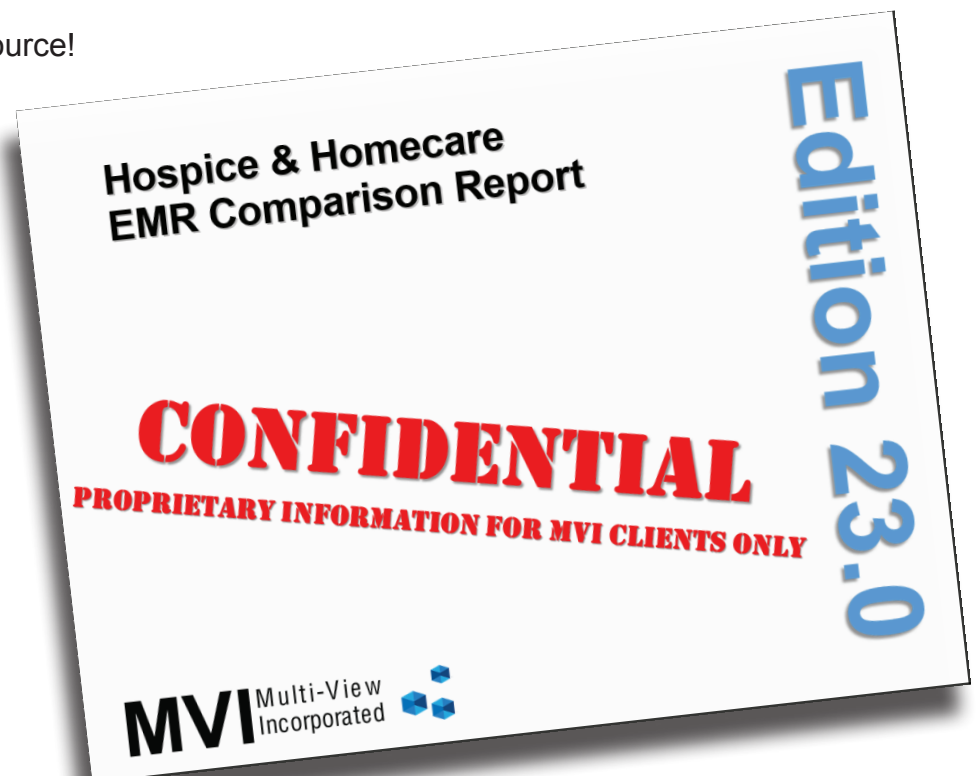
This will be a SUPER Helpful resource!

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

~ Andrew



*“Look for the  
EMR Comparison  
Survey Email  
Next Tuesday!”*



# Getting the Total Cost of Your EMR

In order to capture the *Total Cost* of your EMR in the NEW MVI 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 the 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.



# BenchPress

**MVI**Benchmarking  
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 Welch*

## The VALUE of Benchmarking Vendors...

In the ***Benchmarking Application (BA)***, there are 16 categories of vendors that tell you the two main things you want to know about vendors when making selections:

- ◆ How much does it cost?
- ◆ Are users happy with the vendor?

The ***BA*** has easy-to-see vendor graphs that indicate *MVI Market Share* and *Overall Satisfaction* scores on a 1-10 scale (1 being horrid and 10 being outstanding!). *Vendor Costs* are reflected in the normal BA reports as often a vendor's costs and data-of-interest can be in multiple places. EMRs are a good example. When querying EMRs, you are not only interested in the cost of the product and licenses/support fees, but also how long the median visit times are for clinicians as well as other things. Thus, each time you query the database for a vendor, you get ALL 898 data-points as there are relationships between data-points that are not always obvious.

Some vendors GREAT DISLIKE this feature of MVI Benchmarking. There will always be low-integrity or unconfident vendors (*"Andrew, the numbers can't be right, because we are a great vendor! Our client's accounting is screwed up!"*). However, even with some errors in client's accounting, as there is no perfect accounting, the AGGREGATE of a large statistical population tells the truth about how well actual clients perform with such vendors. The point is that MVI clients are *paying* for this information. It is what you hired us to do. It is *proprietary information* that comes directly from client General Ledgers and self-reported perception of vendors, which when aggregated, becomes extraordinarily meaningful and useful when making vendor selections. *All vendors are graded using the same exact methodology and without human intervention.* IF you don't see your vendor, contact us. There may be an ugly reason...

This feature in the system can be worth MILLIONS for most organizations depending upon the "type" of vendor! The point is that you want to work with the BEST vendors! Over time, your organization will pay vendors millions of dollars. MVI is pretty much a rounding error in comparison regarding cost and gives Hospices access to the practices of the 90<sup>th</sup> percentile (if you are a Network client). However, your Pharmacy, DME, Medical Supplies, EMR, Insurances, Telecommunications and other normal vendor categories represent GI-NORMOUS dollars!

Vendors are critical to an organization. They represent YOU! They are part of your vow or *promise*. A business is a promise. When you don't do what you say (a service failure), it is a lie or an exaggeration; and both reflect poorly upon your Integrity, which decreases your reputation. So, vendor selections should be carefully considered.

*the excitement continues on next page....*

# EMPOWERMENT HOURS

## *The Seldom Spoken Aspects of Leadership Part 3*

As we continue these High-Value messages, Leadership is always in the background of technical operational know-how...as it is the driver of initiatives...

This final 1-hour session on Leadership would be a GRRREAT quick course to expose your Executive Team and Leaders to as it covers some of the topics that are so often overlooked... things that are NOT often part common thinking about Leadership.

This isn't a "rah-rah" motivational message or anything like that, but rather it is pretty stealie-eyed REALITY about the position...and we have found that the more one aligns with the REALITY of how Life works on this planet, the better success one will have...

**Part 3 on this topic will be October 11th @1:01pm EST**

*\*FOR MVI Clients*



**CLICK** to  
**REGISTER**



**Perhaps your job is  
to “provide your gift”  
– the “Gift of YOU” -  
to the world...**

**And nothing more...**

# Compensation is the #1 Cost of an Organization!

## *Why not USE it!*

Changes in Compensation Systems have led to:

- 100% increases in Clinical Productivity
- *HUNDREDS* of Percent Reductions of Clinical Documentation Errors
- Dramatic *LOWERING* of Turnover of Productive People as well as helping to *Eliminate INEFFECTIVE* People!

The “Directional Correctness” of this is a No-Brainer! Much of the material in this program is VERY NEW as methods have been evolved by Hospices with *devastatingly effective results!*

**Sign-Up TODAY!** *NEW Pricing:* \$1,200 per organization! Whoa!

*“An organization is a system of incentives...”*



**MORE INFO CLICK HERE**

## THE 2023 Virtual Tough Training COMPENSATION & THE MODEL

November 14th, 2023  
10:01am EST

*Serving Homecare and Hospice,*  
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# THE CFO PROGRAM<sup>2023</sup>

**A HUGE** part of this program  
will **FOCUS** on the use of  
**Compensation Systems and  
Six Sigma Standardization...**  
**EMPOWERING a CFO to truly  
help MOVE THE NUMBERS!**

\*The Compensation Manual will also be provided  
as we cover this important topic in-depth!

## COME JOIN US ON THE MOUNTAIN TOP!



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



# 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

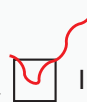
**SIGN UP TODAY!**



**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!