

# COST REPORT WARS!!!

**007**<sup>1/2</sup>\*

\* we're just a little bit better!

**WHO WILL DO YOURS?  
IT'S EITHER US OR THEM!**

Old School  
CPA Scuba Tank

Embarrassing  
Mustard Stain

Only MVI uses **System51!**  
**MAC's & FI's**  
**LOVE IT!**

**HIGH FIDELITY**

**APR**  
**2023**  
**15¢**



A **THRILLING** Publication

# FLASHPAGE

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

APR 2023

## INSIDE

Revolutionizing Bereavement.....Page 1  
Universal/Virgin Music Deal..... Page 6  
Best Rocky Foe.....Page 7  
Hierarchy of Needs..... Page 8  
Inspiration Page.....Page 10  
Adventures In Self-Help..... Page 11

### Designing an Extraordinary People Development System

is KEY to SOLVING Clinician  
Attraction and Retention Issues!

Linking Meaning to the Work-  
place and Creating a Better  
Employment Alternative than  
any other options! And YOU  
CAN DO IT! Call or Email  
Jim Fischer about Special  
Pricing! Jim Fischer

[jim.fischer@multiviewinc.com](mailto:jim.fischer@multiviewinc.com)

## Revolutionizing Bereavement

*Are you really using the latest  
technologies and methods?*

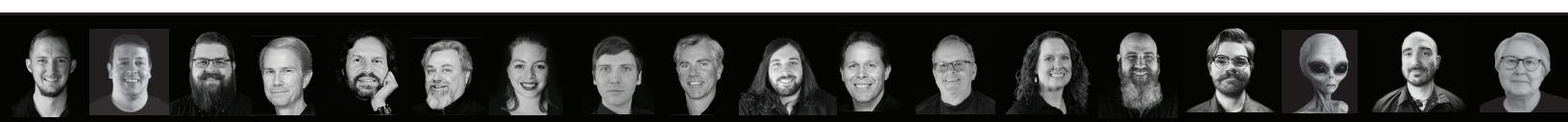
This message is for CEOs and other Hospice Executives. The adoption of revolutionary Bereavement methods and technologies normally will take your *position* and personal power. In short, it will take you “caring enough” that you will not settle for anything less than the best experience known for the patients and families you serve.

In Hospice, we are in the Death and Loss business. Please allow me to write candidly about this subject matter. We are often so close to what we do that I think we miss important things we could be doing to impact people’s lives and the lives of all we come in contact with on a regular basis. I include myself as being one that regularly overlooks important things and one that has not always taken the time to stand back, reflect and then direct Intelligence and sensitivity toward the attempt to understand really what we do. Here I will take a few steps in this direction...

Most Hospices, in my opinion, are “Clinical Models.” That is, they focus primarily on the management of the physical aspects of pain, reducing and, if possible, eliminating it. And we have become outstanding at this. If a patient is in physical pain, I advise them to be very vocal about it. After all, we are expected and paid to be professionals in this area. However, once physical pain is at the desired level for the patient’s expressed intentions of activity and interaction (although being pain-free would be an optimal goal), the alleviation or reduction of psychosocial or non-physical suffering should kick into high gear. But does it? We have a lot of resources directed toward non-physical suffering. Here I am going to focus on Bereavement.

The public assumes that we are experts in the Bereavement area. I think many Hospices believe they are as well. Based on personal and professional experience, I disagree. IF we are experts, then

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



why don't we incorporate more modern methods and technologies? 99% of our movement uses "traditional cognitive" approaches, which are good, but are limited. Why not incorporate therapy modalities and technologies used by the most advanced experts in grief, loss and PTSD? I am referring to the use of *Standard* EMDR, Core-Focused EMDR, Hemi-Sync, IADC and the exploration of REM or the Dream State. Why so much emphasis on these? Because to RESOLVE grief, a positive "*direct personal experience*" must be experienced that is based on "emotion" and not intellect, as grief is NOT intellectual. These highly emotional direct experiences can be facilitated... and it has been found that more can be done in 1-hour using these approaches than in 30 years of traditional cognitive counseling and therapies alone. Counseling is necessary, but it has to be done differently for people that are experiencing severe feelings of loss and grief. **I am advocating that counseling be augmented with new modalities, technologies and practices.** Why not use these methods and technologies if they are available and cost very little? Are we scared to challenge our Bereavement staff? I think you may be surprised how many Bereavement staff will welcome this

An Enlightened Culture Awaits!

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

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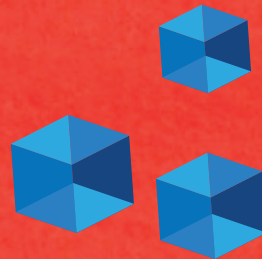
I remember praying to God earnestly that Boktin could help...and could do what the other 14 counselors couldn't. I didn't want to talk about it again...over and over and over...and re-traumatize myself only to have the counselor try to re-schedule yet another session to rip the bandage off again... Long story short, he used EMDR (Eye Movement Desensitization and Reprocessing) on me and then IADC. What does IADC stand for? I hate the name as I think the label hurts its acceptance. IADC stands for Induced After-Death Communication. The reason for this name is that when IADC is used, a high percentage (98% with PTSD/severe grief on the ward and 70% non-military in private practice) of the patients experience a "direct personal communication" with the deceased. It is a HIGHLY, HIGHLY emotional experience. It works whether you believe in it or not. It works regardless of your beliefs. It doesn't even matter if you believe that the experience was real or a construct of the mind. The power of the experience can't be forgotten and it seems to "cancel out" or resolves the grief, PTSD or deep sadness. And it only takes a SINGLE experience to do it. After that, it's over. You are OK. There are several reasons that Dr. Botkin speculates why the rate is higher for trauma patients on the VA ward, one of them being the lack of "high patient expectations." **The IADC is perhaps most effective when the**

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Here is a brief description of each of these treatment modalities and technologies. **I focus on these particular ones because they helped me, but there are many, many others!** Also, know that you can always call me directly to discuss this topic, as I feel very, very strongly that a “Revolution in Bereavement” is necessary from a Mission as well as from an economic perspective.

**EMDR (Eye Movement Desensitization and Reprocessing)** – This modality was discovered by Dr. Francine Shapiro in 1987 when she was walking in the park and she realized that eye movements appeared to decrease the negative emotion associated with her own distressing memories. She simply noticed that “*she felt better*” after she moved her eyes back and forth. This insightful observation spiked her curiosity and she ultimately developed this therapy around it. It was adopted by many VA systems, including the VA in Chicago. At first, the physicians and clinicians were skeptical. “*How can moving your eyes back and forth help?*” But positive outcomes resulted. EMDR has been described as the feeling of “moving the pain” or “making the event distant” so that it can be touched and revisited without or with much less pain. Any SW (MSW or LSW) can be certified

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If your Hospice is a Network client and you want a copy of either or both of these, please contact the MVI office and we'll get them out to you. Hemi-Sync was one of the last projects that Elizabeth Kübler-Ross was involved with and she stated that she had one of the most significant experiences of her life using it...and she wanted the Hospice world to use it as well. The Hemi-Sync project she was working on was called Going Home. It can be ordered directly from Monroe Products at (434) 263-8692. Also, I use Hemi-Sync when I want to increase my problem-solving abilities and creativity. The truth be known, most of my most significant advancements as a person and in the idea realm have come from Hemi-Sync including building the MVI Executive Conference Center, Billboard charting music, creating The Awakened Forest, GameHaus and now building a church...as well as many MVI products!

**Exploration of the Dream State** – How much comfort comes from the Dream State or REM? Is there a reason the bereaved want to sleep a lot? What about the “visitations” from the deceased in this state of consciousness? It seems that a great deal of grief is resolved in the Dream State. Yet, society discounts this state of consciousness and throws it away like trash. This modality is more difficult to “facilitate” than the others, but its comforting effect is huge. Ask any person who has had the “Dream Visit” from a departed loved one with comforting messages if they were impacted.

## Summary

What are the commonalities of all 4 of these treatment modalities and technologies? There are a few, (1) eyes (or hearing) being moved back and forth while holding a specific topic or idea in mind, (2) **highly emotional direct personal experiences** are created and (3) there is a “surrender” or “release” point where a person “let’s go” or “surrenders” and the experience happens. Perhaps the back-and-forth eye movements speed up the integration process of the brain? We can only speculate...

As I write this, I ask myself, “*Who am I to recommend this?*” I certainly am no expert. I’m just a guy that had a significant/catastrophic loss, that explored virtually everything that was readily available, dug deeper and discovered that there were things out there that really, really helped... Perhaps this will help others that are suffering too...

I hope this is helpful...

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



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# Hospice and Music???

Andrew became part of Universal Music Group as a songwriter and recording artist in 2021 after unexpectedly charting in numerous Billboard and other world charts. He has now been upgraded as a signed musical asset of Virgin Music Group under the Universal umbrella of major recording labels along with Republic, Island, EMI, Def Jam, Capital, Interscope, and other major labels. Universal Music Group (UMG) is the largest music distributor in the world. His "orders" are to get every song and musical composition he has written into the UMG system so that they can be accessed by NBC and all of Universal's companies. And there is another twist...

Universal/Virgin/WorldSound also are interested in the Hospice work, as this profound topic which has been such a big part of Andrew's life has been springing up in interviews and with music business insiders. Thus, Andrew will avail himself more to do Hospice "Life-Changing" Events which Hospices are now using to attract top-clinicians and increase volunteer engagement. Andrew wants every MVI Hospice to know that he will work with them if they want to hold such an event. Andrew will use his unique public speaking skills that he has developed over his Hospice journey and integrate it with his artistic and touching songs. Of course, if he makes the trip, he will also be happy to do some consulting! If you are interested, call Jim Fischer at 828-698-5885 or at [jim.fischer@multiviewinc.com](mailto:jim.fischer@multiviewinc.com). Jim will make it work for you!

**3 of Andrew's albums have been recently "re-released" with NEW fresh production along with a number of VEVO videos! Here are links to a couple!**

**CLICK HERE TO LISTEN!**



andrew reed & the liberation  
*As a Bird of the Air*



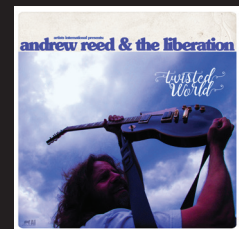
Space Apaches  
*Smokin' Voyages*



Evil Vs. Good 540  
*Demarkation*

Too Little Too Late VEVO Video  
<https://youtu.be/LFZibgHLgQY>  
Strangers VEVO Video  
<https://youtu.be/Ea6p2Ga09dg>

**If you want to rock!**  
**CLICK HERE TO HEAR**  
**Twisted World!**



Also the re-release of the album, *If All the World Were Right*, will be on April 28th!

*This is the song and album that really took off on the radio charts and that he did at the Sara McLachlan concert!*



# From the Ancient MVI Scrolls...

from cave #34, scroll 1

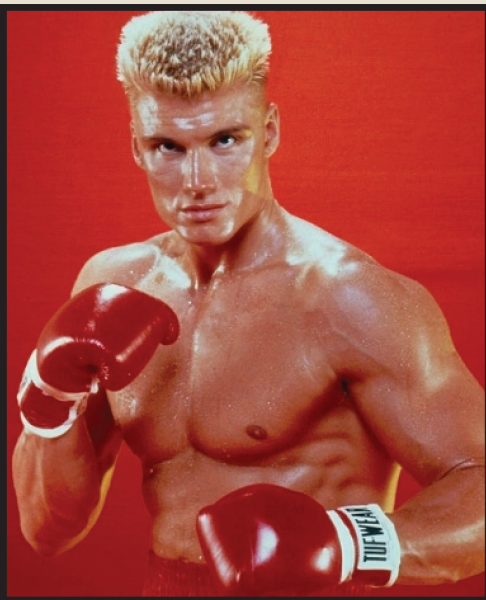
MVI wants  
to know!

The MVI Best Rocky Foe Contest



**DEEP THOUGHT  
BONUS!  
OR CHOOSE  
ROCKY HIMSELF!**

# WHO'S THE BEST ROCKY FOE??



## IVAN DRAGO

"I MUST BREAK YOU"

"YOU WILL LOSE"

"AHHHHH HAHHHHH"

"I WIN FOR ME! FOR ME!"

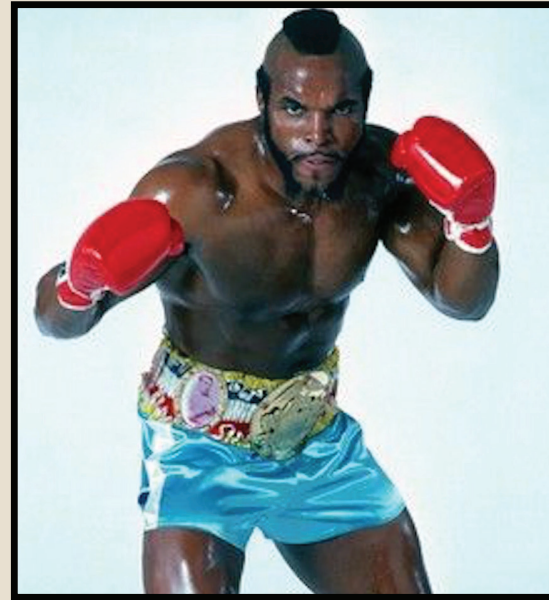


## APOLLO CREED

"ONE SECOND, THAT'S VERY HARD  
FOR A MAN OF MY INTELLIGENCE  
TO HANDLE..."

"YOU PUT THAT HEAVY BAG WITH  
EYEBALLS IN THE RING WITH ME,  
AND YOU'RE GONNA SEE THE  
MEANING OF PAIN!"

"WELL, I BEEN WITH THE BEST, AND I'VE  
BEAT THE BEST. I'VE RETIRED MORE  
MEN THAN SOCIAL SECURITY!"



## MR. T CLUBBER LANG

"NO, I DON'T HATE BALBOA,  
BUT I PITY THE FOOL"

"DEAD MEAT!"

"WHAT DO I PREDICT... PAIN"

"WITHOUT ME TH A-TEAM WOULD'VE  
BEEN THE B-TEAM?"



## WHO DO YOU THINK IS ROCKY FOE'ER?



I THINK THE RUSSIAN IS MOST FOE'ER!

I THINK APOLLO CREED IS MOST FOE'ER!

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 CAN START SMALL ITALIAN RESTAURANTS IN PHILADELPHIA OR RUSSIA!

I THINK CLUBBER IS MOST FOE'ER!

I CHOOSE ROCKY!



# The Benchmarking Hierarchy of Needs

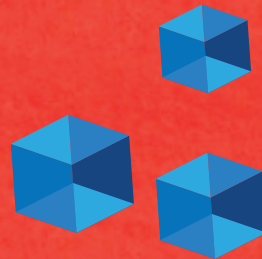
If you have attended one of Andrew's awesome Tough Trainings you may have heard him talk about Maslow's Hierarchy of Needs. While most of us are familiar with this powerful dynamic and it is very beneficial for leaders to revisit this from time to time. Anything worth building needs a solid foundation and a degree of awareness as to how a thing grows!

The illustration is based on the pyramid. A pretty solid idea, given some of our most ancient structures still stand strong! With the foundation being the starting point, each successive level can only be reached when the level below it has been stabilized to build from. This reminds me of playing Jenga with those super-fun adult sized blocks. The higher you go is dependent on a solid and balanced foundation. If you take too much away from the lower areas in an effort to grow quickly, it all may come crashing down.

*An Enlightened Culture Awaits!*

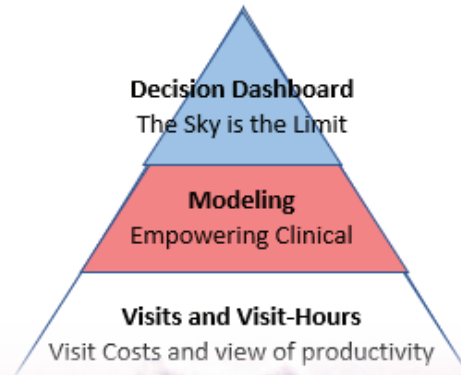
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3. White – The Visit is what makes Hospice a Hospice! Since we have solid financial data from our Yellow level, we can now easily add in the number of Visits and Visit-Hours by discipline. This provides incredibly meaningful information on Cost of the Visit, Estimated Visits by Patient, Visit Durations... This is where looking at the Benchmarking Application (BA) for comparisons to others can be eye opening.  
[https://mvib.net/real-views/fma\\_productivity.html](https://mvib.net/real-views/fma_productivity.html)
4. Red – Modeling is the hot level! Now with solid financial and statistics, a Hospice can start to Model their Visit. IE, we know what we have been doing



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## I Try to Avoid These Words...

- ❖ Never...
- ❖ Always...
- ❖ Should...
- ❖ Must...

## I prefer words or phrases such as...

- ❖ Perhaps...
- ❖ Often...
- ❖ Normally...
- ❖ I suspect...
- ❖ It seems...
- ❖ Probably...

To be “too” dogmatic...in belief or mind...is perhaps a bit arrogant...as no one has the whole enchilada... We are a creature made of protoplasm with 5 senses (6 IF you stretch it) to interpret and understand the world... How could we assume that we have the answer? And know ultimate “truth?”

However, to give people a little “space” or “gap” that there could be an exception or some aspect of something that has not been considered is, to me, a bit more honest...and real...and probably closer to the “truth”...

Often, I read my own writings and listen to my recordings and cringe! How arrogant of me! How ignorant! How could I be that full of myself? This pain or discomfort is GOOD! As it signals that perhaps I am learning a bit...and that there is hope, after all for me...

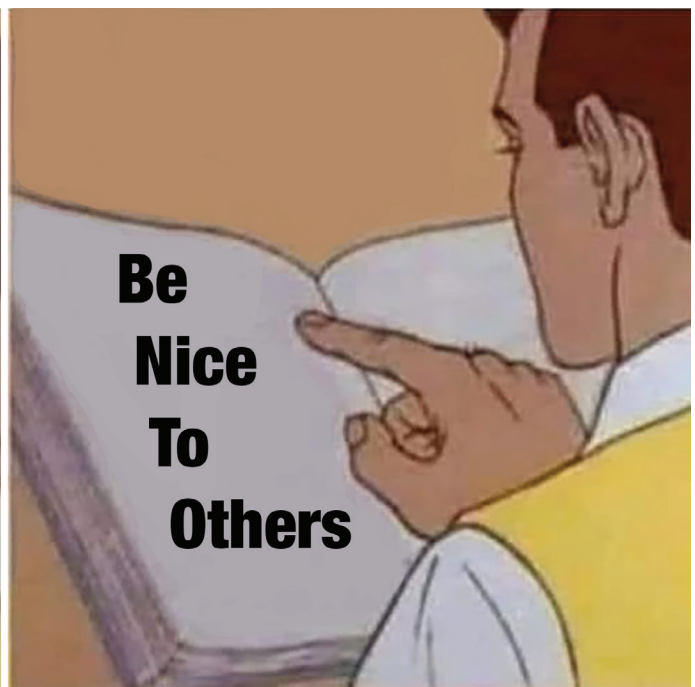
I hope this is helpful...

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



*From the Ancient MVI Scrolls...*  
*from cave #51, scroll 2*

# Adventures in Self-Help



# Cost Reports... IT'S A CRAZY TIME!

**COST REPORT DEADLINE TO MAC, MAY 31<sup>ST</sup>, 2023**

\*For December Fiscal Year-End Clients



**CHOOSE WHICH TROY YOU WANT TO DEAL WITH!**

You can face the "Regular Troy" or "**EL TROY**", the baddest cost report hombre in the Hospice O.K. Corral!

Cost Reports are processed in order of information received:  
A **HUGE** Benefit to **EARLY SUBMITTERS!**



"Regular Troy"



# 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

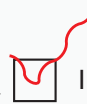
**SIGN UP TODAY!**



**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...

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

P: 828.698.5885 ■ Fax: 828.698.5884 ■ Email: [mvi@multiviewinc.com](mailto:mvi@multiviewinc.com)

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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

**May 9th - 10th | 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>>](#)



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.

- 📌 [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](#)
- 📌 [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](#)



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- 📌 [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 Organization 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!](#)
- 📌 [August 2020 - Hospice Groups for Medicare Advantage and Other Purposes – Client Testimonial from Northern Illinois Hospice – Sign-up for The CEO Virtual Retreat now! A massive value at only \\$500!!!](#)
- 📌 [July 2020 - Hospice Turnover: “Your work is far too important for poor performance” – Hospice of the North Coast and COVID-19 & MVI – Compensation is Part of the People Attraction and People Retention Processes – It’s 2020! Don’t do a Traditional Budget!](#)
- 📌 [June 2020 - Hospice Operational Comparisons by ADC – Cedar Valley Hospice Wins National Gallup Exceptional Workplace Award – MVI Webinar: The Simple Way to Manage a Hospice on a Month to Month Basis for TOP Re-sults! – June 23 @ 1pm – Register Now](#)