

GUBER

A little cheaper ride...

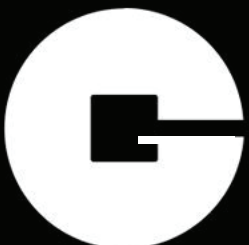
*If you don't mind a little gum on the seat
or a few old french fries on the floorboard...*

GUBER WILL GET YOU THERE!

Most of the time!



AUG 2024



A **THRILLING** Publication

**Yugo Upgrade Option Available*



FLASHPAGE

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“We Don't Have Enough Time...”

to implement Best Known Practices...

We have so many things we're trying to do now...”

This is an UPDATED version of this important article. Why? Because we need to be reminded and things need to be reiterated as much as we need NEW learning... Too many Hospices and Post-Acute companies that MVI serves get tied up in their underwear, squandering the TREMENDOUS opportunities of this age and time in Hospiceland! The HIGHEST SURPLUS/PROFITS/ECONOMICS as well as QUALITY are happening NOW! Hospice operations are better than at any time in the history of our Movement! This is largely due to superior management practices! The numbers don't lie! And, your NUMBERS tell you the TRUTH of where you are! If you are not experiencing the Highest and Best Numbers in our history, then it's a call to get serious about implementing Best-Known Success Patterns, the patterns of the 90th percentile!

“We don't have enough time” is the most common “type” of comment organizations use to explain or justify why they can't get great operational practices into place. But this type of thinking or comment, unbeknownst to the sayer, usually is a flat-out giveaway, in flashing neon lights, that they are not efficient and suspect that they are wasting time and resources. **Best-Known Success Patterns/Practices ARE your competitive advantage.** Understand...I am not trying to be critical or humble anyone or organization here. I don't want anyone to feel bad as we all have been there, with screw-ups, poor decisions and dangerous mediocrity if we have been leading an organization for some time. It is unrealistic and silly to think an organization is always going UP! So if it is OK, I'll be a bit candid and plain-spoken... I'd like to be smooth, ivy-league bromine and velvet eloquent, but I don't know that language... I'm middle-class, corn-county Iowa, and we just call the sky blue if it is blue and sometimes know to step out of the rain...usually...

the excitement continues on next page....

TRUTH:

ALL of your quality comes from your



PEOPLE
DEVELOPMENT
SYSTEM!



**This is one of MVI's most impactful programs!*

CREATING AN EXTRAORDINARY
PEOPLE DEVELOPMENT SYSTEM



October 1 & 2
Flat Rock, NC

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An organization that is using Best-Known Success Patterns/Practices has TIME...as they are *efficient and effective!* Organizations that don't, don't perceive they have time... It is really that simple. TIME is one of the things that is REDEEMED when organizations work SMART and have common sense. Core operations must be efficient...and efficiencies come from "how you actually do your work." Yes, OPERATIONS. With such efficiencies, there is time to think...to contemplate, to take surer steps, to be proactive rather than reactive... In addition, initiatives get done, often rapidly...whereas the sloppily run organization is SLOW, and changes are implemented at the speed of molasses at subzero temperatures running uphill... In most organizations with anything new, the management "buzz" word/practice or program-of-the-month is started with great fanfare... only to fade quickly if a molehill is encountered or if something else that is "new and shiny" comes along...

Time is redeemed when organizations work smart...

Here is the point: **FOCUS on Operations**, increase quality, and it will GIVE you TIME. You will never go wrong doing this. Tight Operations is the prerequisite for long-term Growth¹ and Positioning² strategies. Both of these are dependent upon the *quality* of the organization. High-Quality, in this case, being defined perhaps as –

- 🔵 Going days and weeks without complaints/ service failures – Current record is 4,222
- 🔵 Virtually all documentation to Standard and defendable to Medicare
- 🔵 The need for few meetings (Many Hospices are in "Meeting Hell" as they are so frequent)
- 🔵 200% Higher Operational Surpluses/Profits than median
- 🔵 Less than 10% turnover
- 🔵 5-Star CAHPS scores

REALITY CHECK: The *quantified facts* of your business, the numbers, tell the TRUTH about your operations. You don't want to be delusional about the reality of your quality. Quality is what is needed in the Medicare Advantage world as bonuses are based on quality as well as even getting "in" on MA deals. Your numbers are your truth. It takes honesty and guts to look at them sometimes... It takes Intelligence and Energy to seek out better practices than you currently have in place AND to follow-through and actually IMPLEMENT them. (*Growth, Positioning and Operational Strategy are covered in the CEO Retreat. The BEST Hospice Strategy NOW! is a webinar on the MVI Website for easy access if you want to explore this further!*)

What Practices Andrew?

Let's look at a "few" just to get our minds in gear! As a CEO, I would expect each Department/Area to be actively seeking efficiencies/competitive advantage on a routine basis. This distributes the work and keeps everyone sharp! However, in our experience over 27 years of MVI, it normally takes a CEO DEMANDING that each department seek and implement Best-Known Success Patterns/Practices as it is human nature to cling to the "familiar & comfortable." It is also a CEO's job to have a "familiarity" with the Best-Known Patterns/Practices so he or she can evaluate the progress...so he or she knows "what" they are looking at and for!

Clinical Operations

- 🔵 All Clinicians trained via *System7* in:
 - *Perfect Visits with Perfect Documentation*
 - *Perfect TeleHospice/Perfect Phone Interactions*
- 🔵 Accountability tied directly to Compensation every pay cycle to "Do Accountability for You"
 - *Immediately* without needlessly burdening Managers with this unappealing task that nobody wants to do as timely as it should be done

the excitement continues on next page....

- 🔵 Accountability taught/modelled by Clinical Leaders to heighten “Meaning & Purpose” of Hospice work, especially by using The 3 Questions to begin every IDT
 - 🔵 Time Freed Up for Clinical Leaders to Teach & Coach and do Ride-Alongs every 60-Days minimum
 - Remove Need to Monitor Documentation
 - Remove Need to Monitor Productivity
 - Remove Need for Annual Evaluations (Except for JACHO and CHAP)
 - Remove Need to Fire People
- These are done by “systems” and Indirect/Support Staff*

Call Center/Triage

- 🔵 Perfect Phone Interactions, designed for “Customer Delight”
 - Staff trained on all common scenarios using System7
- 🔵 Use of an Internal System for 100% follow-through/follow-ups and to avoid asking silly/repetitious questions we should already know
- 🔵 Accountability is tied directly to Compensation every pay cycle (*this is done for all areas*)

Admissions

- 🔵 Leader fits the Hiring Profile
- 🔵 Have specialized Admissions teams
- 🔵 Separate Admissions from regular Clinical Operations physically
- 🔵 Do quick, non-comprehensive Admission visits and get the remaining assessment information later through normal clinical staff

On-Call

- 🔵 Through increased Quality of the Perfect Visit, 50-70% of normal On-Call activity disappears – CAHPS scores surge
- 🔵 On-Call is expertly trained in Admissions
- 🔵 On-Call becomes the “eyes & ears” of Compliance. On-Call reports to Compliance and NOT to Clinical Teams
- 🔵 On-Call helps with Documentation Review

HR

- 🔵 Website does most of the screening of candidates through 3 separate stages
- 🔵 Hires according to a Hiring Profile based on the characteristics of top performers in each position of the organizational chart
- 🔵 Self-Confidence is determined through the Compensation System as the bulk of Compensation is based on performance and adherence to Standards
- 🔵 HR does dismissals for Managers (Non-Voluntary Separations) with relative ease because of the “systematic written documentation” of non-standard performance

Finance

- 🔵 Budgets are NOT used for management of On-Going Operations. Instead, the organization uses Percentages of Net Patient Revenue (NPR%’s) that provide “dynamic” economic feedback based on Efficiency Variances without the clouding Volume Variances
- 🔵 Use only 3 Standard reports to manage operations – There are no individual financial reports that create silos and weaken Accountability
- 🔵 Use Unit/Memo Accounts to fuse operational statistics to financials automatically and drastically reduce manual data entry
- 🔵 Benchmarks on a national basis – Both Monthly and YTD – to help grow True Professional Clinical Leaders especially!
- 🔵 Administration of the Compensation System for accurate, timely and delivered Financials to “Delight the Customer” (*out by the 3rd week*)
- 🔵 Managed Care Costing for Medicare Advantage work by diagnosis, referral sources, physician, team and other demographic

the excitement continues on next page....

Compliance

- 🔵 Audits Charts, using a statistical sample by *employee*, and provides objective and *immediate feedback* to clinicians and Clinical Leaders via Non-Wounding Emails
- 🔵 Perfect Sample Charts are used to train clinicians how to document slow-decline of the most anxiety-ridden diagnosis groups to the organization's Documentation Standards
- 🔵 Teaches Documentation Standards using *System7* so that knowledge deficits are impossible
- 🔵 Documentation Quick Guides are employed to save clinicians TIME and drastically improve documentation
- 🔵 Teach using Master Teaching methods

Marketing/Sales

- 🔵 Relationship marketing augmented with quality data resulting from Extraordinary People Development methods – Referral Sources are made aware of such methods
- 🔵 Economic Impact Data obtained using MVI costing for facility/practice/health system negotiations/impressions such as diagnosis costs/savings – Made possible by the Managed Care work of Finance (*the hard work of this is already being calculated by MVI via benchmarking and updating of the Activity Codes in your EMR/Relational Database*)

IT

- 🔵 Creates “Exception Reports” to quickly identify Non-Standard performance for Clinical Leaders - Monitors productivity of clinical operations
- 🔵 Website does most of the screening of candidates through 3 separate stages
- 🔵 MVI MagicViews extractions from the EMR to create an easily reviewed dashboard for Clinical Leaders to create operational FOCUS

Volunteer

- 🔵 Volunteer Leadership is elevated to Executive Management as this key position is responsible for such an enormous workforce – Skills of 1) Recruitment, 2) Training, 3) Organizing and 4) Motivating hundreds, even thousands of Volunteers
- 🔵 Model Percentages of NPR are increased by 100% from the 50th percentile
- 🔵 Volunteer Coordinators are hired according to a *specific* skill set
- 🔵 Compensation is primarily based on the Number of Volunteer-Hours - unlimited
- 🔵 Get from 20-30% of all labor done through Volunteers

Spiritual Care

- 🔵 Augments and expands capacity through the teaching of spiritual care to volunteer groups and to help advocates get comfortable “reaching across the pew”

Bereavement

- 🔵 Uses EMDR, IADC, Hemi-Sync, SAM and other advanced methods and technologies to augment traditional cognitive counseling

These are just a “few” – there are 94 specific Action Steps, but please don't get overwhelmed! Most practices follow similar logic such as the use of Compensation to do the bulk of Accountability and the use of *System7* to make sure everyone is trained well so that knowledge deficits are eliminated! EACH practice will FREE UP TIME (and money of course) and GIVE you competitive advantage! Some practices will save departments MONTHS of time (i.e. No Budget Process) and some will free up EONS of time and frustration for the entire organization (i.e. – Perfect Visits with Perfect Documentation). And the world doesn't have to be changed overnight! One *sustainable* step at a time! (Ha! for each department)! And in a shorter-than-expected period of time, you will be FAR beyond where you are now! Knowing that with QUALITY, you will always win...and you will build great karma to boot!

I hope this helps...

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

~ Andrew



Special MVI Webinar

THE UNSPOKEN ASPECTS OF LEADERSHIP

This webinar “evolved” pretty organically over the last year as it was originally planned to be a 1-hour presentation and morphed into a 3-part series. The positive feedback was incredible! Thus, it seems to be a good idea to formalize it a bit more. In this webinar, we will do the entire presentation in one session. We estimate that the time required to cover the material will be about 2-3 hours as we don’t want to skimp on any important details or insights. We want this message to be captured in its entirety for the training of future Leaders.

Why is this important? Easy! An organization cannot grow beyond the capabilities of its Leaders! The Leader is the Lid! In addition, for the growing Hospice or Post-Acute entity, you can’t add new sites effectively! Example: We *painfully* found this out when we got to our 10th new location with one Hospice we have...with 20 more to go! Our ability to expand was drastically truncated until we learned to “keep the Leadership pipeline” full! Always having a #1 as well as a #2 Leader trained and ready to go! Redundancy in Leadership, with capable and competent people, is a GOOOOD thing!

October
8th

12:01PM EST

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THE MOST IMPORTANT ^{“And Easy”} **COMPENSATION SURVEY** IN HOSPICE & HOMECARE HISTORY!

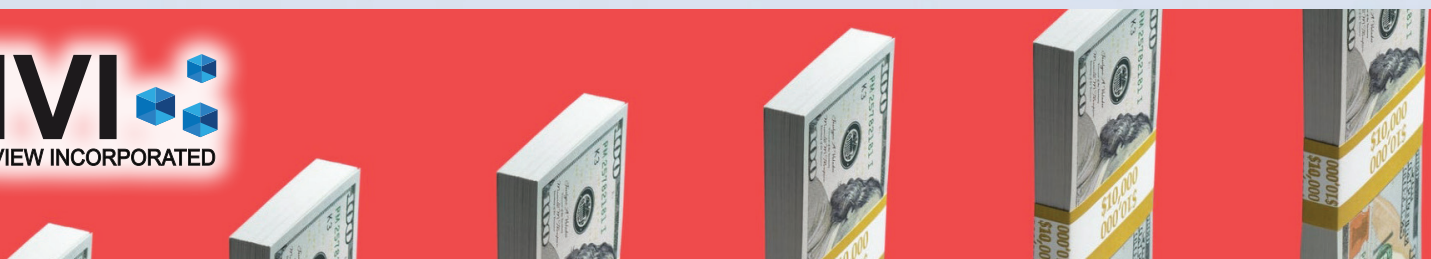


*With Our
Easy-To-Use
Tool You'll
See The
Results On
11/1/24!*

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**Take The
Survey NOW!**
Deadline 10/15!

MVI 
MULTI-VIEW INCORPORATED



BenchPress



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

We are pleased to announce the release of the Benchmarking Application (BA) Version 24!

We would like to thank the many Hospices that have provided us with such valuable feedback to make this a better system for all! You are amazing!

Some of the notable modifications to the BA are:

- **New** Top Cost Savings report section on the Executive Dashboard tab
- **New** Cost Savings report section on the Direct and Indirect comparison report tabs
- **Enhanced** Usability:
- **Combined** all the NPR% and Patient-Day reports – now called the Direct tab
"Combined the three different segment reports into one"
- **Updated** all graphs to make them easier to read
- **Redesigned** the Education tab
- **Updated** tab coloring to better organize reports
- **Added** Estimated \$ columns on the Direct and Indirect reports
- **Separated** Home Health amounts from Palliative Care under the Service Line heading
- **Moved** all Quality Score comparisons to the Quality Analysis tab
- **Increased** Organizational namespace on reports
- **Security Enhancements**

the excitement continues on next page....

To update the Benchmarking Application (BA):

Download the new version from our website by going to <https://mvib.net/download-ba.html>.

- Click the "Download Version 24" button.
- Once the download has completed, click "BA_Install_24.exe" from the downloads section of your browser.
- Follow the installation instructions leaving all defaults. If you have a previous version of the BA installed, it should uninstall itself in the background.

While the new version of the BA will work with Version 17/21 of the Management Application (MA), we encourage our clients to update their MA to version 23 if they haven't done so already.

To update the Management Application (MA) to version 23 there are two options:

Option 1: This version allows our clients to convert their MA to Version 23 MA on their own.

- Just ask us for the file and we will send it to you.
- Follow the Instructions on the Instructions sheet for converting and you are all set!

Option 2: We are still more than happy to perform the conversion for you.

- E-mail your most recent MA to benchmark@mvib.net.
- We will update your MA to the new version and e-mail your updated MA back to you.

Thank you again for your contribution to the Benchmarking System!

**If You Don't Already Have it,
What Are You Waiting For?**

**MVIB**Benchmarking
Make informed decisions based on PRECISE data!

**THERE'S A REASON OVER 800+ HOSPICES
USE MVI BENCHMARKING... IT WORKS!**



FREE for MVI Clients
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EMPOWERMENT HOUR

BUDGET/MODEL SEASON INSIGHTS!



PLANT YOUR 2025 FINANCIAL SEEDS NOW!



September 17th

The excitement starts:

1:01pm EST

Presenter:

Nancy Mueller

MVI Model Magician

FREE for MVI Clients
CLICK HERE

From the Ancient MVI Scrolls...

cave #99, scroll 66

Ancient Saying from the Prairie...

(passed down over the generations around the sacred fire... However, at MVI we updated it so it would rhyme better!)

Whoever you are...
Whatever you do...
Always paddle your own ~~canoe~~...

BOAT



Inspiration Page



The Mind...

We do not exactly know what the Mind is...as it seems that it is something beyond the brain as demonstrated when people have a “near-death” experience and such. With this qualification, the Mind is an extraordinary thing. In fact, it is the primary creative means we have...

The Mind seems to work in “pictures” and whatever is held in Mind is what tends to manifest if conditions are supportive. Example: If I say the word shoe, the Mind pictures a shoe. If I say, the word table, the Mind sees a *table*. It DOES NOT recognize the words “no shoe” or “no table” – as it would again see a shoe or a table and not the absence of the object. So the Mind tends to be “affirmative.”

If we had sufficient Energy behind these “images” like a purpose or goal, we would make or find/note these objects. Thus, we have to be careful what we dwell on and put Energy behind (via Emotions) the things/objectives we want! Napoleon Hill’s Think and Grow Rich and Earl Nightingale’s The Strangest Secret are classics about this phenomenon.

The GRRREAT thing about the Mind being a “creative mechanism” is that it gives a person a great deal of power over his or her Life...as the Mind literally “shapes” our Experience of Life! If a person can FOCUS on something, in most cases, it can be created. If you can see it, normally you can build it. The creativity of the Mind seems to apply to most parts of our lives from our material surroundings, to finances, to work and even to our physical health as perhaps the #1 aspect of health is your Thoughts and Attitude!

We live in our Minds it seems... How we experience the world is done via our Minds... And it is a choice... The fact that we can choose our Attitude in any given situation, as Victor Frankel pointed out from his experience in Nazi concentration camps, is a liberating idea!

The Mind is an efficiency-seeking, problem-solving machine... It automatically seeks the best way of doing things and living. The Mind tends to try to fix or improve things... The Mind is always moving towards progress and growth... It automatically scans the environment to see if there are harmful or threatening things...It seeks benefit... And thus, it is a natural problem-solver! This implies that when the Mind is presented with a constraint or limitation, it will become extremely resourceful to solve the puzzle! This is why the constraints of time, money, resources, space, energy and such FUEL creativity rather than stifle or truncate it! For a CEO or Manager, this is useful information! The Leader can USE your constraints to create and innovate rather than let them discourage!

The Mind is as infinite as space and the universe... It is beyond our understanding... It is with the Mind that we perceive that a great Intelligence is behind all that is...

I hope this helps...

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

~ Andrew





Get Us Your
Data In QUICKLY!

ONLY YOU
CAN PREVENT COST REPORT FIRES!

TRUTH:

ALL of your quality comes from your People Development System.

**This is one of MVI's most impactful programs!*

CREATING AN EXTRAORDINARY PEOPLE DEVELOPMENT SYSTEM

OCTOBER 1 & 2

THE **2024** CFO PROGRAM

Sharing the Insights from
the MEGA-HOSPICES!

NOVEMBER 13 - 14



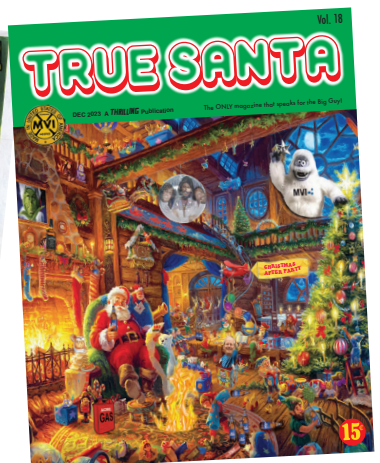
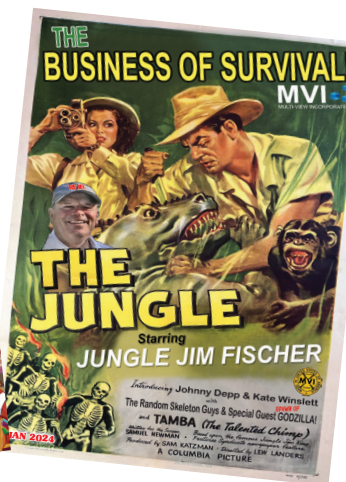
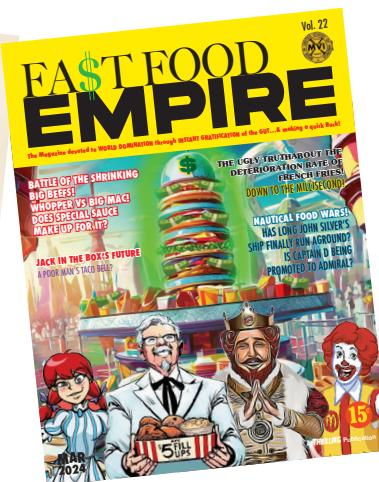
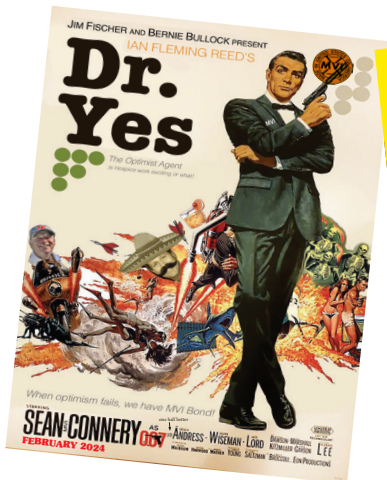
MVI CONFERENCE CENTER

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Flat Rock, NC 28731



CHER SAYS SHARE!

the MVI Flashpage with all your “Sonny” Day friends!
And Gypsies, Tramps and Thieves!



More & More Hospices & Homecare folks are waking up to the Transformative VALUE of MVI, and our good clean fun!

ABOUT MVI...



What is MVI in 173 Words...

Perhaps no other organization has meticulously considered and cared enough about the Hospice and Homecare experience to breakdown and systematize everything from phone interactions to clinical visits to revolutionary bereavement to enormous utilization of volunteers to the economic welfare of the mission. After working with over 1,300 Hospices and Homecare entities, MVI starts with Benchmarking for professional perspective (quantification) and guides an organization all the way through the Model with its establishment of 1) Clear, 2) Impressive and 3) Sustainable Standards. Then via extraordinary People Development, an organization with near-flawless quality is created, where it can go days, sometimes weeks, and even “thousands of visits” between complaints, service failures or documentation errors. Economic results are often 200%-400% above average and are a natural byproduct of radically increased quality as organizations can easily flatten. This is the reality in the Hospice and Homecare world IF the practices of the 90th are adopted. In a healthcare world that is falling apart, there can be something that actually works... This can and should be your organization!

Common Questions:

All the Standardization and changing so many ways we are operating seems like a lot of work! It seems overwhelming.

At first that might appear so. However, one must recognize that with each “Smart Move” your organization 1) REDEEMS time and 2) reduces WASTE. We normally help an organization prioritize those operational moves that redeem time first, as that frees up human capacity for each subsequent move!

Do we have to do “all” of the Model? Can’t we just do parts of it?

You bet! The search for Best Known Practices is continual...and no single organization has the whole enchilada! In fact, there are not too many Hospices or Homecare entities that do the entire Model. Most all are “in process” or select the practices they think that would be most beneficial or easy to do. Heck, anytime you replace an inferior practice with a better one, you’re ahead!

Subscribing to MVI doesn’t cost much, especially for larger organizations. How can we really be getting value for so little? How can you even throw in doing our Medicare Cost Report?

Ha! We have actually applied the practices we recommend and these moves radically decrease costs and increase efficiencies! The fact that MVI hasn’t increased rates on any existing Network or Benchmarking client in 26 years says something... Its unheard of and is almost unbelievable! And all phone calls are answered within 3 rings by a real, live, competent person! SERVICE is King to us as old fashioned as that sounds! We also have learned how to spread our costs over hundreds and hundreds of organizations. This helps us keep our prices low.

Though Network and Benchmarking services are budget dust, Magic costs are actually a percentage of Net Patient Revenue. That seems like a lot of money!

It does until you really think about it... Look at it this way. If we help to implement Your Model and it increases Quality to the point that your Net Income is 200%, 300%, even 400% greater than what you are getting now...to us, that is good business! And what does it really cost you? NOTHING! The MVI costs are built into these economic results! It’s like “paying for profit” or hiring a really, really super talented FTE! That super talent FTE creates so much value! This is really just a matter of looking at it differently! Almost like fees you pay for a super broker that makes you money with your investments in all market conditions, up or down! You STILL WIN!

YOU GET:

With Network:

- UNLIMITED Technical Support (all calls answered within 3 rings)
- Access to the E-Normous Library of Best Known Practices, Templates, Tools, Financials, Operational and Training Manuals, Videos, Audio Files, Perfect Visit IRMs and other cool products!
- THE PRACTICES!
 - o Compensation Systems
 - o Perfect Visits with Perfect Documentation
 - o Perfect Phone Interactions
 - o Creating Extraordinary Clinical Leaders
 - o People Development Systems (System7)
 - o Perfect Financials
 - o How HR, IT, Education, Compliance are structured and work to truly support the front-lines of care and FLATTEN the organization like a pancake!
- Medicare Cost Report Preparation (1 Provider Number included with Network Services)

With Benchmarking:

- UNLIMITED support like Network...BUT you get the NUMBERS! Extracted on a monthly basis! So that you can precisely direct 1) Energy and 2) Resources! This is KEY to on-going, month-to-month management as it tells you precisely where to go to work!

With Magic!

- This is where MVI partners with you with “feet on the ground” and helps you implement Your Model and continually makes sure your organization is using Best Known Practices for the highest ideas known to humankind. Cultures are changed, lives are improved, Quality & Financials SURGE and it is great fun in the process!

The **Resources for KEY FRUSTRATIONS PDF**. This high-value 56-page booklet provides insight into obliterating or greatly alleviating the main frustrations of creating and running a Hospice or Homecare organization.

CLICK HERE!

MVI Tough Training Schedule

The Proprietary Model Workshop

SCHEDULED BY INDIVIDUAL HOSPICES

The Proprietary Model Workshop is a 2-day transformational program where Andrew guides an individual Hospice or Healthcare system through the design of its proprietary Model. The Model is an approach to operating a Hospice as an integrated, coherent and coordinated "system of care" that creates a high-quality, predictable experience that is financially balanced. Andrew's role in this unique program is to keep a Hospice's team FOCUSED, clock management and to introduce insights gained from experience with hundreds of Hospices. Andrew will press to make sure the team walks out with the key Model parameters and Accountability established. This program is a cost-effective way to unify your team and establish long-term organizational structures that have helped Hospices set the benchmarks in quality as well as economic performance. NASBA approved: 16 CPE hours. [More Info>>](#)

NEW! Virtual Training Program OPTION for Individual Hospices!

Scheduled by Individual Hospices or Hospice Groups

Choose YOUR TOPICS! Upon request, Andrew will conduct Virtual trainings for individual or specific Hospice groups!

During these times, we must be flexible and provide OPTIONS to EMPOWER Hospice Leaders and Clinicians with Best Known Practices (Patterns)! We will cover ALL topics of interest by the Hospice or group with fluid and open exchange between your team and Andrew. [More Info>>](#)

Inpatient Units & The Model Training

TBA

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

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

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Multi-View Incorporated Systems

www.multiviewinc.com

MVI Tough Training Schedule

Designing an Extraordinary People Development System

October 1 - 2 | FLAT ROCK, NC - THE MVI EXECUTIVE CONFERENCE CENTER

This entire workshop will focus on creating a world-class training system for your organization where the paradigm of the Hospice changes to that of a "teaching organization": first and foremost. In this fascinating program, we will explore the teaching practices of master-class teachers in-depth and how these practices translate to a Hospice organization. How to Teach Visit Structures and Phone Interactions will receive extreme emphasis. The workshop is directed toward anyone that either instructs or coordinates training at a Hospice program. People Development IS the center of your Hospice universe as the mission is only accomplished through people.

[More Info>>](#)

The CEO Retreat

TBA

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 through 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

The Extraordinary Clinical Leader Program is a LIFE-CHANGING and rigorous 2-day program with laser-beam FOCUS on the Leadership and Management skillset needed to be a TRUE Professional Hospice Leader. There is nothing else like it. If a Clinical Leader masters this material, they can literally "Write their own ticket in Hospiceland" This program is designed to instill the mindset and advanced technical competencies into motivated individuals that want to be TOP Hospice Clinical Leaders. This program is a crash course about the BUSINESS of Hospice. [More Info>>](#)

The CFO Program

November 13 - 14 | FLAT ROCK, NC - THE MVI EXECUTIVE CONFERENCE CENTER

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

The CFO Program has proven to be an EFFECTIVE advancement system for CFOs. The CFO is armed with some of the most persuasive information in the organization, the quantified facts of the business...data! The underlying reality is that the economic model MUST work. To be effective, the CFO must accurately quantify the current state of the organization, interpret the situation with predictive insight, formulate strategies, and influence others to execute positive action. The EVIDENCE of an effective CFO is in the numbers! An effective CFO can help a Hospice be radically successful. A poor CFO can help a Hospice out of business. Participants undergo a sequence of testing, training, and retesting until the subject matter is mastered. Participants will have 6 opportunities to score 100% in order to pass the 300 question exam which includes Hospice scenarios, best practices, and measurements. [More Info>>](#)



Balancing Purpose and Profit...

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FLASHPAGE Reference

Here is a list of past Flashpages by topic over the past 2 years for reference, plus a few of particular significance. Normally, Flashpages cover material on a high level, so it is *highly* recommended that more comprehensive Best Known Practice information (manuals, PDFs, financial tools, templates, videos and audio messages) be obtained by accessing the MVI Website and/or by contacting the MVI offices for unlimited support. All calls are answered within 3 rings.

- 📌 [JULY 2024 – CEO2CEO EMPOWERMENT HOUR – SHOW ME THE INCENTIVE – BENCHMARKING APPLICATION VERSION 24 – TRANSACTIONAL WORLD OF BALANCE](#)
- 📌 [JUNE 2024 – HOW TO BECOME A FIVE – STAR HOSPICE – WHEN DO THINGS HAPPEN IN AN ORGANIZATION – BENCHMARKING APPLICATION VERSION 24](#)
- 📌 [MAY 2024 – INSIGHTS FOR GROWTH FROM MEGA HOSPICES – QUICK SUMMARY OF MEGA HOSPICE POINTS – GETTING THROUGH TOUGH TIMES – BEST IRWIN ALLEN TV SHOW CONTEST](#)
- 📌 [APRIL 2024 – CLINICAL LEADERS – 70%ERS! – KENT BROOKS MAGICLITE – LABOR BREAKOUTS BENCHMARKING](#)
- 📌 [MARCH 2024 – OPERATIONALIZING YOUR MODEL – CEO AFTERPARTY 2024 – MOVING FORWARD WITH BENCHMARKING – BEST FOODIE MEGASTAR CONTEST](#)
- 📌 [FEBRUARY 2024 – CEO RETREAT 2024 – LEADERSHIP & THE CEO – THE VALUE OF BENCHMARKING – BEST BOND CONTEST](#)
- 📌 [JANUARY 2024 – TROY GEHRKE CAP VIDEOS – EMR COMPARISON REPORT](#)
- 📌 [DECEMBER 2023 - SUCCESS STRATEGY – EMR COMPARISON REPORT](#)
- 📌 [NOVEMBER 2023 – EMR COMPARISON REPORT-BENCHMARKING DRILL DOWN FEATURE - IMPLEMENTING STANDARDS-HOSPICE BY THE NUMBERS](#)
- 📌 [OCTOBER 2023 – NEW MODEL NPR% – EMR REPORT IS BACK – THE TOTAL COST OF YOUR EMR – BENCHPRESS](#)
- 📌 [AUGUST 2023 – LEADERSHIP – PART 1 – RAISES & PROMOTIONS – MOST SOFTEST CONTEST](#)
- 📌 [JULY 2023 – EMPOWERMENT HOUR VIDEO – CHANTAL REED 1998-2023 – MOST NICEST CONTEST](#)
- 📌 [JUNE 2023 – WHERE DO WE START – SELF LEARNING MODULES – 3 AND A HALF HABITS HIGHLY EFFECTIVE PEOPLE](#)
- 📌 [MAY 2023 - What Happened to Customer Service - Most Nicest Contest - EMR Benchmarking -Inspiration Page - Adventures In Self-Help](#)
- 📌 [APRIL 2023 – COST REPORT WARS – REVOLUTIONIZING BEREAVEMENT – UNIVERSAL VIRGIN MUSIC DEAL – BEST ROCKY FOE – HIERARCHY OF NEEDS – ADVENTURES IN SELF-HELP](#)
- 📌 [MARCH 2023 – SAFETY FIRST-GROWTH CAPABLE LEADERS – BEST BEE GEE CONTEST – THE BENCHMARKING SYSTEM – ADVENTURES IN SELF HELP – MVI MOVIE REVIEW](#)
- 📌 [FEBRUARY 2023 – TRUE SCIENCE – DOUBLE SHOT VIDEO LINKS – GROWTH CREATING A SELLING SYSTEM – SKILL OF HAPPINESS – ADVENTURES IN SELF HELP – WHATS REAL-ER CONTEST](#)
- 📌 [January 2023 – Modern Scarelines – Tough Training Schedule 2023 – Your Compensation System Is Your Best Teacher – Ask Andrew Webinar – Wanted 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](#)



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- 📁 [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](#)
- 📁 [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](#)



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