

SAFETY FIRST

Quarterly

The Magazine For The Super Cautious Consumer



THE FUTURE OF AVIATION!
The Ultra-Fast, Ultra-Safe, ZEPPELIN!

BREAKTHROUGH HOME TECHNOLOGY!
Lead Paint Sticks Better to Walls!

FINALLY A HEALTHY CIGARETTE!
Smoke All You Want With NEW Filtered Cigarettes!

NEW SCIENTIFIC INSULATION!
Cut Your Energy Bills in Half with Asbestos!

Ahhhh, my old-fashioned!

15¢

MARCH 2023

A THRILLING Publication

FLASHPAGE

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

MAR 2023

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The 2023 EXTRAORDINARY Clinical Leader Program!

70% of YOUR QUALITY will come from THIS POSITION!
The 70%er - The Clinical Leader!
They must be EXTRAORDINARY!

April 4 - 5, 2023



GROWTH! You can ONLY Grow to the Extent that you have Talented & Capable Clinical Leaders

Assessing Leadership...

It is one thing to lead, it is another thing to be able to accurately “assess” Leadership talent. *No organization can grow beyond the capabilities of the Leader and no Leader can build anything of scale without the help of others...* In this statement, is both a challenge to the CEO as well as the Reality that you will need the assistance, talent and know-how of others. This hit us in the face, at one of the early Hospice and Homecare organizations that we helped create and operate. We discovered quickly that we couldn’t increase the number of sites we had (which was 19 locations at the time) as we had run out of trained, competent – Extraordinary - Site Leaders! The solution to this is that we really FOCUSED on 1) identifying TALENTED PEOPLE *already* within our organization and then 2) training them in our PROPRIETARY SYSTEM of operations! But the crux of this is that “*You have to know what you are looking for!*” With this said, and with all the years and *thousands* of Clinical Leaders and CEOs I’ve worked with...I STILL MISS it, but it’s rarer now. But to balance that out...most calls are pretty good bets...and some payoff “spectacularly! So here is my 2 cents worth! I have written similar lists over the last few decades...all seem to have similar themes. However, when I DON’T USE THIS TYPE OF LIST (a Visual Control) is when I tend to make mistakes and overlook a quality that I need!

the excitement continues on next page....



What to look for when Assessing a Person for a Leadership Position:

🔵 **Intelligence/Capability/Horsepower** – It's hard for people to get behind someone they perceive that is dumber than a rock! If people don't BELIEVE that they are working *with* a WINNER, you have the wrong person.

o Clues here include the

- Talent of Communication – 1) Public Speaking, 2) Written
- Talent of Organization & Prioritization

🔵 **A GRRREAT Attitude/A “CAN-DO” Attitude!** – Attitude has a lot to do with Team *motivation* and creating an *electric* work atmosphere. Without it, you have failed before you even start. Notice that it is a GRRREAT Attitude and not an average or less-than-average Attitude. There is some juice in this Attitude!

🔵 **ENERGY/AMBITION DRIVE** - These people get things DONE. Not “can” get things done, but GET THINGS DONE! CHECKED OFF! If something is not getting done on time (and they tend to be “time-conscious”), they jump in and create MOVEMENT and ACTION and RESULTS!

🔵 **Decisiveness!** – People are not *inspired* by “weak-kneed” Leaders or those that can't make quick decisions or that need to overly “study” matters. People also will respect a Leader that makes a decision and then reverses it when their Intelligence signals that they made a bad call! People respect the well-intentioned Leader, even if the original decision was incorrect or a misstep. INDECISIVENESS can signal a lack of Self-Confidence. Failure to reverse course when a decision is flawed also displays a lack of Self-Confidence.

🔵 **A PROFOUND Understanding of Accountability** – IF they can't own their lives without blaming others and circumstances, they are not ready to LEAD as they probably still have childish ideas about how this world works and how growth and strength are attained.

🔵 **An Interest in Standardization!** – This is a more subtle point, but an Intelligent person usually recognizes without much effort the utter need for Standardization if an organization is going to have any real claim of being a World-Class operation!

🔵 **A WILLINGNESS to “BET” on Themselves AND the Organization via a large portion of their Compensation based on Performance** – This is the “Acid Test” of a Leader! This move “smokes out” weaklings and those that LACK CONFIDENCE! And an Unconfident Leader is POISON to a team or organization as he or she will reproduce unconfident employees. Sometimes a person, especially with a person that hasn't had any or much experience in a Leadership role, will have a perceived deficit in an area or quality. If they are the best you have, you have to ask yourself if it is something you can “coach-up” or develop with some intense FOCUS. We all have to start somewhere! And all of us that have been doing this for a while know that we know a bit more now than when we started!

No organization can grow beyond the capabilities of the Leader and no Leader can build anything of any scale without the help of others...

So you NEED other Leaders!

A smart organization will always be developing Leadership Talent so that it never runs out of trained, certified and competent Leaders! Having a Leadership Development program is a MUST, and MVI provides this! And your Clinical Leaders are your 70%ers! They will solve 70% of your frustrations & issues.

We hope this helps!

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



Why **FOCUS** on Clinical Leaders?

70%

of an organizations **frustrations** & **issues** are SOLVED when Clinical Leaders learn how to be EFFECTIVE!

- ◆ **Single Digit Turnover** ◆ **Great Economics** ◆ **IPUs full of GIP!**
- ◆ **CAHPS Scores surged via Perfect Visits** ◆ **Happy Productive Cultures**

ALL RESULT from Laser-Beam FOCUS on this KEY position!
There is no substitute for this type of orchestrated TOUGH TRAINING!
It can't be done virtually!

Register TODAY! ONLY 13 more days!

The 2023
EXTRAORDINARY
Clinical Leader Program!

CLICK HERE

APRIL 4 – 5 • 2023 FLAT ROCK, NC



The Benchmarking System Management Application (MA) Version 21

Advanced Business Segments

One of the more empowering parts of the Management Application (MA) is the super-cool **Advanced Business Segments** (Business Segments for Short)! It was designed to meet quite a few different needs for Hospice organizations and since its implementation in Version 21, many have taken advantage of this flexible logic. Business Segments can be easily setup to create detail reports for geographic Locations, Clinical Teams, Departments, Multiple IP Units, Palliative Care and Home Health programs... **As long as you have the detail in your Accounting and EMR systems, it is a snap!** It was more of a challenge to pull off than we anticipated. Greg led our development team and was like an Olympic Hurdler... but after burning an abundance of midnight oil, and really pulled it off!

Benchmarking is designed to be flexible... like a rubber yogi in a hot tub! Many Hospices use Benchmarking for a vast number of decisions... almost daily. Others sincerely struggle to get a realistic Trial Balance out of accounting. Hey, no judgements... in a world of new startup programs, audits, ADR nightmares, setting up new EMR and Accounting software, staying above the financial black line... and trying to sleep at night... it is understandable. That's why the MVI Network, Magic! and Tough Trainings are also here to help get you on track!

In the data grid below, we see some illustrations for the Median of the most impactful area of Hospice... Labor! While it is good to have a general idea with basic Benchmarking, a professional **must** have accurate breakouts between RN, On-Call, Admissions; setup a Model; and start holding accountability. No one likes working with a hazy-lazy type that gets paid the same for doing less!

	ADC Range									
	All	0-30	31-60	61-90	91-120	121-150	151-200	201-300	Over 300	Over 500
	Number of Hospice Locations Reporting									
Count	762	17	35	63	39	42	54	96	414	307
ADC	148	23	45	74	99	125	169	225	505	749
Direct Labor NPR%	42.7%	43.8%	47.7%	44.4%	40.7%	39.1%	41.9%	42.3%	41.8%	42.1%
Indirect Labor NPR%	36.8%	44.2%	38.9%	37.6%	37.5%	34.1%	41.2%	36.1%	35.6%	34.7%

The MA has provided breakouts for Hospice Homecare, IP Units, Palliative Care and Home Health for many years. Shucks, how can you manage an organization if you muddle your IP Unit amounts in with Homecare? Throwing a dart at the board just won't cut it! But what about moving forward and looking at your individual Business Segments? As we illustrate in this helpful Real-View Video Training (https://mvib.net/real-views/fma_Advanced_Business_Segments.html) the MA can handle this complexity... No Problem!

In the MA, meander over to the Company Information of the Setup Tab... say Yes to Advanced Segments and select how many. You can have up to 15, mixing Homecare, IP Unit, Pall Care and Home Health. Wowzers... that is a lot! That also is why there is an ON/OFF switch to not overwhelm the basic user. Flexibility rocks!

The screenshot shows the 'Company Setup' window with the following details:

- Company:** Sunny Day Hospice
- Multi-View Client ID Number:** 8888
- Hospice Locations:** 3
- Your State:** FL
- Service Area Population:** 125,000
- Fiscal Year End:** December
- Tax Status:** Not for Profit
- Agency Type:** Free Standing
- Primary Service Area:** Mixed
- Open Access:** Moderate
- Ownership:** Free-Standing
- Are you using F9?:** No
- F9 - Company Identifier:** SDH
- F9 - All Account Mask:** *.*.*.*
- F9 - Income Statement Account Mask:** *.*-3000..8999-*
- Are you using a Statistical Company?:** No
- ID of your Statistical Company:** SDH
- Type - Budget or Transactions:** Transactions
- Account Lineup Allocation (Advanced):** No
- Advanced Segments:** Yes (highlighted in red)
- Advanced Segments - Segment Total:** 9 (highlighted in red)
- Allocate to Other Programs:** Yes
- Import Tab Lineup:**
 - Account Number Column: Column.B
 - Description Column: Column.B
 - Amount Column: Column.A
 - Credit Amount Column: Column.E

Navigation buttons at the bottom include: Education, Type Logic, Printing, Setup (selected), Controls, Account Lineup.

the excitement continues on next page....

Now on the Controls tab, name each Business Segment and select its Business Type: Hospice Homecare, IP Unit, Palliative Care or Home Health. The order you set them up in will be the order you see on your detail reports AND the system will still Consolidate each Business Type (Hospice, IP Unit...) keeping Hospice and IP Units separate. **The Consolidated amounts are what load up into our Benchmarking System for your Benchmarking**

Net Income Control Calculated from this System 0.00 BE and CM Report Total 0.00 Trial Balance Net Income -184,432.26 Difference in System and Trial Balance -184,432.26 F9 Calculation 0.00 Trial Balance Control Does the System Trial Balance Net to Zero? -184,432.26 Does your F9 Trial Balance Net to Zero? 0.00	Salary & Benefits Salaries Per Trial Balance \$ 3,158,166.00 Salaries Per System \$ 935,738.12 Benefits Per Trial Balance \$ 935,738.12 Benefits Per System \$ 935,738.12 Benefits % 0.00% NPR % 0.00% Salary NPR % 0.00% Benefits NPR % 0.00%	Model Key Life Indicators Item (Selectable) Amount / Model MVI Model Days Cash on Hand 180 Days in AR 0 / ----- 45 Net Operational Income 0.0% / -43.4% 12.5% Indirect Costs NPR% 0.0% / 44.8% 33.0% Hospice NPR% 0.0% / 1.5% 12.5% Breakeven ADC 0 / ----- Volunteers % 6.0% / ----- 15.0%
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Application (BA) queries. You will want to replace the original yellow cell "Hospice" title with a more accurate name. All amounts both Visits and Financial need to follow the billable Patient-Day for each Segment flavor. This is key! Some clients may find they thought they had accurate accounting detail only to find they are lacking in some areas. If this is the case, we encourage to use the Business Segments to help identify these areas and work on breakouts in your Accounting General Ledger. However, while it is always best to have all detail in accounting, the MA has the Basic and Advanced Allocations features to help move forward. This logic saved the day for a lot of our clients! (https://mvib.net/real-views/fma_allocation.html)

After updating the new Business Segment names, the Controls will turn red and that is because we are dropping the generic "Hospice" for "North", "South"... but let's quickly remedy that. On the Account Lineup we do a quick replace of the old generic Category of "Hospice" and use the new Business Segment name (North, South...). This is a snap to do with the filters if you have a good Chart of Accounts (COA)! **If you don't, you likely also don't have the detail needed to**

breakout your Business Segments and will want to contact our amazing MVIS Network support team to get on the MVI COA!

8	Trial Balance Amount	Account	Description	Origin	Category	Type	Sub-Type	Seg 1	Seg 2	Seg 3	Seg 4
672	\$ (2,877,804.10)	4-60-3000-10	MCR-Ben-Routine	PL	Hospice	Revenue	Medicare	4	60	3000	10
673	\$ (56,461.77)	4-60-3000-30	MCR-Continuous Care	PL	North	Revenue	Commercial FFS	4	60	3000	30
674	\$ (186,240.65)	4-60-3010-10	MCD Ben-Routine	PL	South	Revenue	Medicaid	4	60	3010	10
675	\$ (145,664.00)	4-60-3020-10	Commercial Ben-Routine	PL	East	Revenue	Commercial Benefit	4	60	3020	10
676	\$ (1,655.00)	4-60-3040-10	Self Pay Routine Home Care	PL	West	Revenue	Self-Pay	4	60	3040	10
677	\$ (175.00)	4-60-3490-00	Indigent/Charity Income	PL	Hospice	Revenue	Other/Charity	4	60	3490	00
678	\$ 152,036.52	4-60-3500-00	Contractual Allowance-MCR Ben	PL	Hospice	Adjustments	Contractual Allowances	4	60	3500	00
679	\$ 7,725.00	4-60-3550-00	Bad Debt	PL	Hospice	Adjustments	Bad Debt	4	60	3550	00
680	\$ 8,249.35	4-60-3800-00	Indigent/Charity Expense	PL	Hospice	Adjustments	Other/Charity	4	60	3800	00
681	\$ 37,444.57	4-60-4000-00	Salaries - Office Nurse	PL	Hospice	Indirect Costs	Clinical.Mgt.Salaries	4	60	4000	00

Now you can see the new Location/Teams on the various reports by clicking the **Business Segment/Consolidated** buttons!

Net Patient Revenue - NPR% Sunny Day Hospice YTD December 2021	Business Segment Line Sub-Types	Organization Total Total NPR%	Actual Net Patient Revenue% (NPR%) North South East West Hospice Hospice Hospice Hospice	Model Net Patient Revenue% (NPR%) North South East West Hospice Hospice Hospice Hospice	Actual Patient Days Consolidated Hospice Allocation Benefits Actual Amount					
Gross Patient Revenue	4,583,780	110.9%	103.4%	114.3%	102.0%	-	-	-	-	4,748,030.83
Revenue Adjustments	(449,659)	-10.9%	-5.4%	-14.5%	-62.6%	-	-	-	-	291,540.65
Net Revenue	4,134,121	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	169,288.00
Service Labor										66,724.97
RN	749,779	18.1%	17.5%	27.3%	-	18.8%	5.8%	33.4%	-	13,215.00
LPN	178,881	4.3%	3.5%	9.4%	-	14.8%	0.9%	2.7%	-	4,265.25
HHA/CNA	12,539	0.3%	-	-	4.6%	3.1%	2.2%	8.6%	-	5,293,064.70
SW	176,978	4.3%	3.6%	-	24.1%	2.7%	0.9%	12.4%	-	412,477.89
Spiritual Care	216,231	5.2%	-	12.2%	45.2%	3.4%	2.5%	5.5%	-	28,888.72
Physician/NP	95,288	2.3%	2.4%	1.9%	2.7%	1.7%	1.0%	1.1%	-	28,888.72
On-Call	261,550	6.3%	5.0%	-	38.6%	1.8%	0.9%	6.5%	-	120,066.62

Using Benchmarking on a monthly basis always helps to illustrate what area a Hospice needs to be working on! From breaking out important labor areas, fine tuning the accounting practice, implementing Best Known Practices, Modeling financial and visit amounts, performance pay, vendor reviews... or breaking out the MA into Business Segments for accurate accountability. The only way to manage by Multiple Locations/Teams/Departments is by using accurate data to guide the way. The MA with Advanced Business Segments is your handy GPS to keep you on the safe path. So, while there may be some work needed to use this level of detail, it is worth it... is available at no extra charge... is built right into your MA... AND you have unlimited support with MVI Benchmarking and we are always happy to help! Please reach out to us today if you would like help setting up Business Segments or even still need to still upgrade to the MA Version 21!

Benchmark@mvi.net

772-569-9811



ADC COMPARISON - CASH/AR/DIRECT LABOR FROM MVI MONTHLY BENCHMARKING OF 796 HOSPICES

The number of Hospices being formed is still growing significantly, **up 18.3% since 2014** with 201 being added in the last published year count. Most all measures of central tendency converge at the 50% percentile in a normally distributed Bell-Curve (presented below). However, a Hospice or Homecare organization should be progressively moving most measurements to the 75th or even 90th percentiles though the *effective* implementation of practices that have ALREADY proven to lead to such quantified results.

Run Date/Time: March 31, 2022 11:31am EST

Median (50th Percentile):	All	ADC Range								
		0-30	31-60	61-90	91-120	121-150	151-200	201-300	Over 300	Over 500
ADC	134	21	45	71	99	132	168	229	485	778
Days Cash On Hand	84	113	89	83	68	64	74	105	89	72
Days in AR	47	49	43	48	47	49	52	48	47	47
Direct Labor NPR%	41.6%	39.0%	41.4%	44.6%	40.3%	39.6%	39.0%	41.5%	41.5%	42.6%

n = 796 from a total population (N) of 4,840a

Statistical Confidence Interval = 99.8%

Total Automated Monthly Data Extracted from each Hospice: 989 Data-Elements with 922 Cross-Calculations

a - NHPCO Facts & Figures – 2021 Edition

The MVI simple recommendation is:

- 1) **measure/quantify your current reality** and so you can *precisely* direct Energy and Resources to the highest value areas,
- 2) **expose your Leaders to the best practices known to-date** (with written documentation of each practice for World-Class Standardization), and
- 3) **effective implementation of the specific practice(s)** through a system that makes it impossible to have knowledge defects and where the Standards are understood.

The Solution for Most Frustrations will come from **STANDARDIZATION, SYSTEMS** and **EXTRAORDINARY PEOPLE DEVELOPMENT METHODS.**

This is how TALENT is Liberated!

SUBSCRIBE TODAY! (It's budget dust!)

There is NO RISK! There are NO long-term contracts! Cancel anytime. We have enough confidence after 26 years that we don't hide behind long-term deals! Unlimited technical support with all calls answered within 3 rings.



Inspiration Page



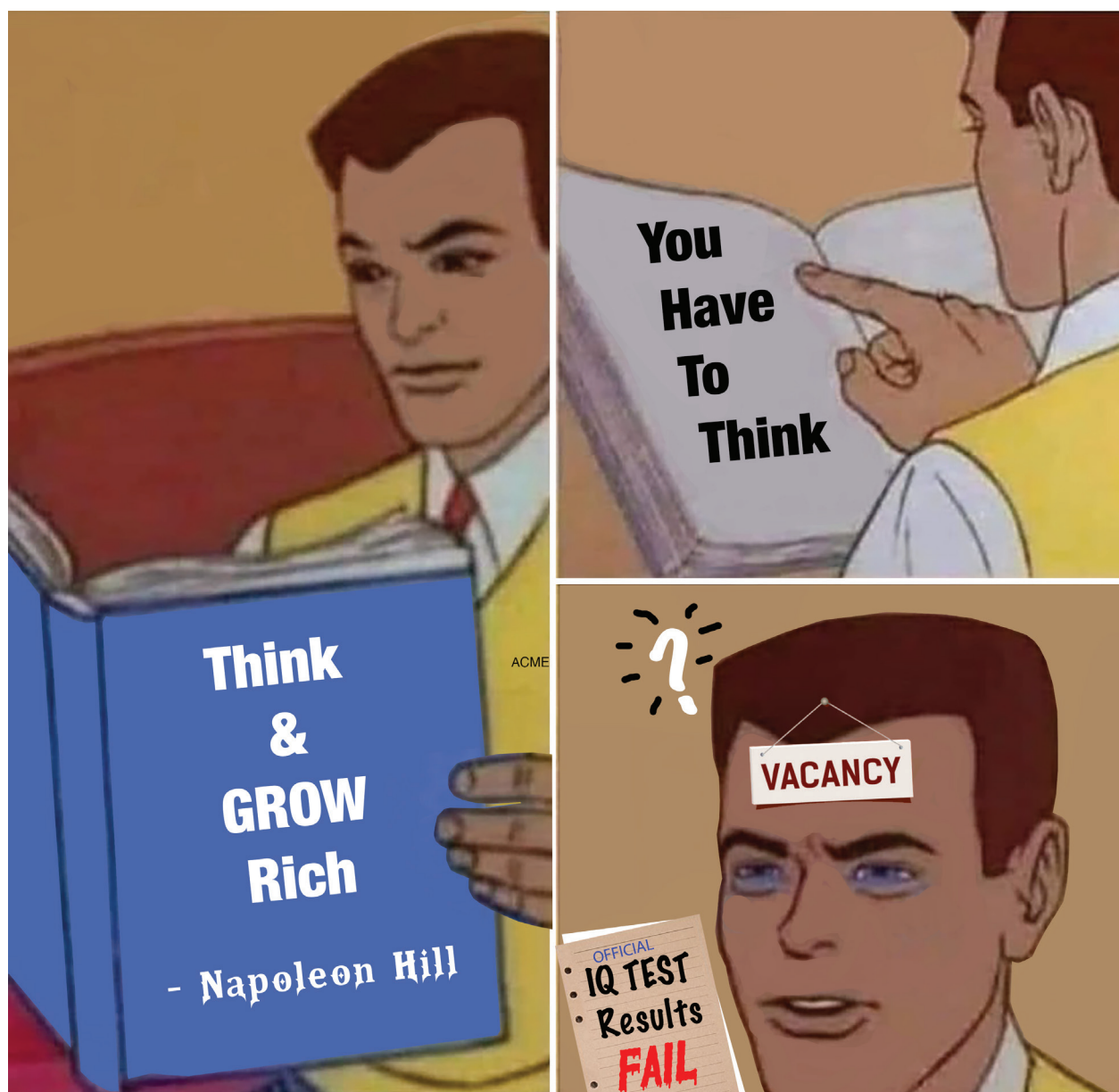
This Month, Be Your Own Inspiration!



From the Ancient MVI Scrolls...

from cave #41, scroll 12

Adventures in Self-Help



From the Ancient MVI Scrolls...

from cave #57, scroll 12

**MVI wants
to know!**

The MVI Best Bee Gee Contest



**BONUS BONUS!
OR CHOOSE
ANDY GIBB!**

WHO'S THE BEST BEE GEE??



MAURICE GIBB

“HIGH PITCHED FALSETTO”

“OOOOOOHHHHHHHHHH”

“AHHHHH HANHHHH”

“IIIIIIIIHHHHHHHH”

BARRY GIBB

“YOU SHOULD BE DANCING, YEAH”

“CUS WE'RE LIVIN' IN A
WORLD OF FOOLS”

“AH, HA, HA, HA, STAYIN' ALIVE,
STAYIN' ALIVE”

ROBIN GIBB

“TO LOVE SOMEBODY,
THE WAY I LOVE YOU”

“YOU DON'T KNOW WHAT IT'S LIKE”

“NOBODY GETS TOO MUCH
HEAVEN NO MORE”



WHO DO YOU THINK IS BEE GEE'ER?

I THINK BARRY GIBB IS MOST BEE GEE'ER!

I THINK ROBIN GIBB IS MOST BEE GEE'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 IDENTITY OF THE LOSER WILL BE KEPT CONFIDENTIAL!

I THINK MAURICE GIBB IS MOST BEE GEE'ER!

I CHOOSE ANDY!

MVI MOVIE REVIEWS

This Month: **The DEEPEST MOVIE EVER MADE....**

RoadHouse

Zen, Fighting...and Patrick Swayze!
What more does a movie need!



"Perhaps no other movie in HISTORY has transformed people so dramatically...where they came and walked out COMPLETELY changed! Doing Karate chops, wearing white Egyptian pants, wrecking Mercedes, finding inner peace in a bar brawl, getting stitches without being numbed... the entire gamut of consciousness covered in a single move!"

Contributors - Siskel, Ebert and Pope Francis

NEW! HIGH-IMPACT Tough Training Programs in 2023!

2023 will be a **REVOLUTIONARY** year for many MVI Hospices! There are BREAKTHROUGH innovations and NEW Best-Known Success Patterns to share that SIMPLIFY things and get Top-Rung Results much faster and with less effort! But know that ALL major advancements require change and doing things differently! **There will be fewer Tough Training events in 2023** just to conserve Andrew a bit as he is working so closely with various “flagship” Hospices that we have partnered with them to help implement the latest Best-Known Success Patterns (*which any MVI client do if it wants!*). However, any Hospice or organization can schedule its own proprietary training event just as we have done for the last few decades! Here are the dates!

UPCOMING MVI EVENTS! PLAN & REGISTER TODAY!

The Extraordinary Clinical Leader Program
(on the Mountaintop!) - April 4 & 5

Creating an Extraordinary People Development System
(on the Mountaintop!) May 9 & 10

Inpatient Units & the Model
(Virtual) - August 15

The CFO Program
(on the Mountaintop!)
October 24 & 25

MORE INFO CLICK HERE



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!



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!

MVI Tough Training Schedule

The Proprietary Model Workshop

SCHEDULED BY INDIVIDUAL HOSPICES

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

NEW! Virtual Training Program OPTION for Individual Hospices!

Scheduled by Individual Hospices or Hospice Groups

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

Inpatient Units & The Model Training

August 15th | VIRTUAL

This program covers the 8 BIG MOVES an IPU needs to make to be financially successful and increase quality! In addition, 58 other Best Known Practices to-date will be shared regarding the management of Hospice IPUs so it can be financially viable. This insight is based on our work with 200+ IPUs that MVI has helped construct as well as hundreds of others. This program also has direct application to Continuous Care programs. If a Hospice has even an annual \$100,000 loss over a decade, this translates to a MILLION DOLLARS that COULD HAVE been used to compensate staff better or build much needed financial reserves! One of the large units Andrew managed had a 108% occupancy rate and double digit profits! Time to STOP the LOSSES! Bring a laptop with Microsoft Excel, the reports you currently use to manage your IPU, Medicare rates (GIP, Routine, CC), average hourly rate by discipline and cost information regarding your Hospice’s current IPU operations. This is a 1 day program. [More Info>>](#)

Compensation & The Model

TBA | VIRTUAL

Compensation is your LARGEST cost. Yet most organizations use traditional methods and get traditional results. Compensation is the most POWERFUL STRUCTURAL tool a Manager has to create a happy and productive work atmosphere with ultra-strong Accountability. This workshop is for the most forward-thinking Hospices. 100% of Hospices that operate in the 90th percentile have great compensation systems. Yes, 100%! A Hospice’s most dramatic advances in quality and profits will come from movements of Talent and the compensation of that Talent. A great compensation system makes management VASTLY easier. Compensation systems also directly impact an organization’s People Attraction and Retention system. Talent must be retained over the long-term as the turnover of Talent is the biggest destroyer of quality. A great compensation system is a key! Get rid of the “poverty mindset” regarding how you reward staff! Why not pay better than the hospital or other healthcare entities! Compensation is the fastest way out of financial troubles, as well as one of the most effective structural means to create a healthy Hospice culture. You will need a laptop with Microsoft Excel. Compensation was the beginning of MVI and where we started as a company. MVI only holds the Compensation & the Model Workshop annually. This is a 1 day program. [More Info>>](#)



Balancing Purpose and Profit...

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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

April 4th - 5th | FLAT ROCK, NC - THE MVI EXECUTIVE CONFERENCE CENTER

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

The CFO Program

October 24th - 25th | FLAT ROCK, NC - THE MVI EXECUTIVE CONFERENCE CENTER

A TOP RUNG CFO is essential to the success of an organization as REALITY has to be quantified and effectively

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



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FLASHPAGE Reference

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

- 📌 [FLASHPAGE 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](#)
- 📌 [August 2021 – CEO2CEO – Retention of clinicians issues – Virtual Extraordinary Clinical Leader Program](#)



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- [July 2021 - Part 2 Turnover - Why do people come to work at a hospice - how do we take care of people - How do we take care of our people](#)
- [June 2021 - Creating the Inspiring-Electric- Life-Changing” Work Atmosphere- Culture with Meaning & Purpose - Turnover Nursing Shortage - tough trainings at MVI conference center](#)
- [May 2021 – The Model and Home Health – Extracurricular Programs – NEW LIVE Tough Trainings at the MVI Conference Center! – Andrew and Label Signed with Universal Music Group!](#)
- [April 2021 – Reduce Turnover to 5% and attract TOP Talent! – Download and Use – The MVI Clinical Manager Scenarios in Front of your Team to “Model” the “Mature Employee” – The Extraordinary Clinical Manager Tough Training – May 4th – Download and Use – The Modular Visit-Step Approach to Creating Your Perfect Visit Videos](#)
- [March 2021 – No Budgets and Unit Accounts – The Extraordinary Clinical Leader Program In this issue: No Budgets and Unit Accounts. The Extraordinary Clinical Leader Program – May 4th](#)
- [February 2021 – Productivity and Efficiency are Overrated! – HospiceASpiritual Business](#)
- [January 2021 – 3 Evidences of Best Known Practices – Develop Perhaps the Most Essential Skills in Your Clinicians](#)
- [December 2020 – DOWNLOAD Perfect Visit Step Modules & Videos for Your Relias or other LMS – Life-Chang-ing PDFs on the MVI Website – NEW 2021 Tough Training Dates](#)
- [November 2020 - Medicare Advantage Power Point: The Emphasis on Quality - Becoming a Teaching Organiza-tion is a Strategic Decision - Can We Sell the Idea that People Development is Important? - Registration is open for the Designing an Extraordinary People Development System Virtual Event on December 7th! | Hospice & Homecare Consulting | Hospice & Medicare Cost Report | Multi-View Inc](#)
- [October 2020 - Understanding the Nature of Best Known Practices and Human Behavior – Intelligence can be Defined as Pattern Recognition – The Outlier – Benchmarking – Managing Well – Sign-up for The CFO Program Virtual Event now!](#)
- [September 2020 - “We Don’t Have Enough Time to Implement Best Known Practices. We have so many things we’re trying to do now...” – Sign-up for The The Extraordinary Clinical Manager Virtual Tough Training now!](#)
- [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](#)
- [May 2020 - Hindsight is 20/20 – Benchmarking System Vendor Updates – MVI Webinar: How Hospices have De-created Turnover to 5% and Attract Top Talent! With Covid-19 showing us a Few Things – May 12 @ 1pm – Reg-ister Now – Dramatically Raise your ROI](#)