

TRUE Customer Service!

Shocking Tales of TRUE Customer Delight!

I CALLED AND GOT A REAL PERSON!

BLAME IT ON COVID!

The story of a company's
FALL from mediocrity!

SHOCKING!

The flight attendant actually wrote me a
thank you note for flying with them!

**May I check
your oil?**

MVI
MULTI-VIEW INCORPORATED

15[¢]

MAY 2023

A **THRILLING** Publication



FLASHPAGE

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

MAY 2023

INSIDE

- What Customer Service?..... Page 1
- Most Nicest Contest..... Page 4
- EMR Benchmarking.....Page 5
- Inspiration Page.....Page 6
- Adventures In Self-Help.....Page 7



2 FREE Webinars
1-Hour POWER Webinars
Too Busy & Overwhelmed to Get Important Stuff Done? Let's Get that TIME back by Working Smart!

June 13th
What Price are you Paying EVERYDAY by not Solving Clinical Staffing Issues?

July 11th
The excitement starts at
1:01pm EST

FREE for MVI Clients
CLICK HERE

What Happened to Customer Service?

There is an immense OPPORTUNITY in the utter deterioration of Customer Service...

Call almost any company...especially big ones...and what do you “experience?” A seemingly endless sequence of automated systems directing you to the website so that they won’t be bothered or have to pay people to actually answer the phones, phone trees, horrid hold music, “Roger” who doesn’t speak English well who is torturous to understand...and then you get cut off... And this IS considered NORMAL today...or acceptable...

Or you can blame poor Customer Service on Covid...at least that worked for a few years...

Or can we blame and use the excuse that “millennials” or the younger generation just don’t have the same values?

HOWEVER, for the Smart Cookie, this utter deterioration in Customer Service IS the Opportunity! If most companies and organizations are poor at Customer Service or are outright BAD at it and create dissatisfaction, how easy is it to truly stand out from the Herd?! To make something AMAZING and SPECIAL regarding Customer Service! To do something GOOOD!

I don’t know quite why I am personally so emotionally impacted by Customer Service...especially poor Customer Service... Is it because I need to be pampered? – Is it because it signals “I care?” – Is it because my expectations are too high? – Am I just ol’ fashioned? Maybe it’s because I have flown too many millions of miles on airlines visiting Hospices...at the airline’s mercy...where 50% of flights have screwups...all for a high price tag... Broken planes, late crews, time-outs, poor service, gate changes, blah/de-sensitized attendants, ever-shrinking legroom... Heck, there are not even in-flight magazines anymore! The stress of flying “the friendly skies” can drive me to drink more than I already do! Ha!

the excitement continues on next page....



I suspect than you feel similar to me... WE LIKE or WOULD PREFER GRRRRREAT CUSTOMER SERVICE! It just FEELS good! And, to me, **this should be the organizing principle or idea behind most businesses and organizations**...especially in Hospice and all flavors of healthcare! We are ALL in the “people business” or “Client Delight” business!

The thing is, is that we can cultivate an organizational culture around Customer Service. For example: At MVI, we start all meetings at odd times (*Eight38* – 8:38am, *Ten01* – 10:01am, to signal “RESPECT for TIME” or “RESPECT for Life” as our profound Hospice work has taught us the importance of! And it is “dis-respectful” to be late! We can provide examples of what great Customer Service looks like! We can model World-Class organizations that are known for engineering Client Delight! There is A LOT an organization can do!

The Phone Experience is a BIG Deal!

MVI has gone as long as 4 ½ years without a *single* phone call not being answered within 3 rings. 2 years is our “average” between 3 rings over the last 26 years...and with no answering service or no voice mail... To me, all of that takes away from Client/Customer Delight! I knew when we started MVI, that most of the Client Delight would come from phone or telecommunicative interactions. We had to be great at it! And it set the tone for the MVI Culture! God help the person that doesn't get back promptly with a client or where we receive a “Gift” (a complaint)... MVI folks will tell you I go a bit “nuts” over service failures...that's when Dark Andrew appears! People HAVE to be able to depend upon us! We have to be “reliable!” So people have to take Customer Service seriously...and that only comes via the pain of holding individuals Accountable for Client Delight! So the point here is...**FOCUS ON THE PHONES AS ONE OF YOUR PRIMARY WAYS OF CREATING CLIENT DELIGHT!** MVI has tons on this topic via *Perfect Phones!* Just contact us or visit the website!

The Perfect Visit and Patient/Family Chair

The *Perfect Visit* and Patient/Family Chair are demonstrations of Customer Service or Client Delight. Both are means of creating warm and positive FEELINGS within people. The Patient/Family Chair helps us FOCUS on the FEELINGS and Emotions of those we serve. It helps us place ourselves in their position and ask intelligent questions like, “*What could we ADD to make the FEELING/HAPPINESS better? What could we augment or change to make the FEELING/HAPPINESS better? What could we DELETE and make the Patient/Family experience better?*” And let me point out one important thing, MORE quality is often created by DELETING rather than ADDING as simplification usually increases FOCUS and Quality!

The Perfect Visit is designed to create positive FEELINGS and the good FEELING of sheer predictability! It is not clinical...but is about creating FOCUS on the Emotions of human beings! The 6-Phase, 31 Visit-Step structure ensures that clinicians are trained via *System7* (the Intensive Training part of Six Sigma) to create the habits to create Client Delight! Nothing is missed, large or small, and the nuances found in the small details create the FEELING that “*someone has put a tremendous amount of thought into this...and Cared Enough...to think about me!*” THAT is exactly the FEELING you want to create! This makes people FEEL good! And this is key because the foundation of all memory and recall is in the emotional parts of the brain! [Gray-LaViolette, 1982] In addition, your CAHPS scores rocket! Like going from an average of 78% on the “Would you recommend your Hospice” question to 98% in a year! That is not an unusual result! Plus, an organization's economics are SOLVED with this intense FOCUS on *Perfect Visits* as an organization can go days, weeks and sometimes months between screw-ups! And the organization can FLATTEN Indirects as less redundancy and management are needed! Whoa! Quality creates Efficiency!

the excitement continues on next page....

Positive Eye Contact...a Smile...a Kind Word...

Positive Eye Contact, Body Language, Engaging/Endearing Language and SMILING! These are things most Hospices and Homecare entities do not even have formal programs designed to improve – these *basics*! Nor are these even part of the hiring process! Like the Ritz Carlton's hiring process where people are only hired IF they *naturally* maintain Positive Eye Contact on the interview! They just observe if candidates *naturally* do it so they don't have to do as much training on it!

Perhaps a Deeper & More Profound Reason Behind Customer Service?

But maybe there is a deeper and more profound aspect of Customer Service or creating Client Delight? Maybe it is just Love...or Goodness? To me, Goodness is an underrated and undervalued quality... It is something that is hard to explain or language...but we know it when we experience a truly “goood” person! Like in the Tyrone Power movie, *The Razor's Edge*, at the end where Larry is summed up by the writer... “*You see my dear, Goodness is the greatest force in the world, and he's (Larry) got it...*”

Picking up trash in airport restrooms to save the janitor a bit of work - letting drivers in on busy roads - commenting on some interesting or positive thing about the convenience store clerk - using your turning signals when driving – a friendly wave to people, a smile... All are part of GOODNESS...

Yes, I suspect that GOODNESS is at the core of great Customer Service!

I hope this is helpful...

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



CUSTOMER SERVICE

MVI Definition

[kuhs-tuh-mer sur-vis]

verb

The act(s) of an actual human being actually helping others (*aka - the ones that are actually paying you blood-money for service*) done with an attitude or general projection of warmth, compassion, competence and understanding.

The start of your Customer Service Cultutre starts with this...



From the Ancient MVI Scrolls...

from cave #457, scroll 67

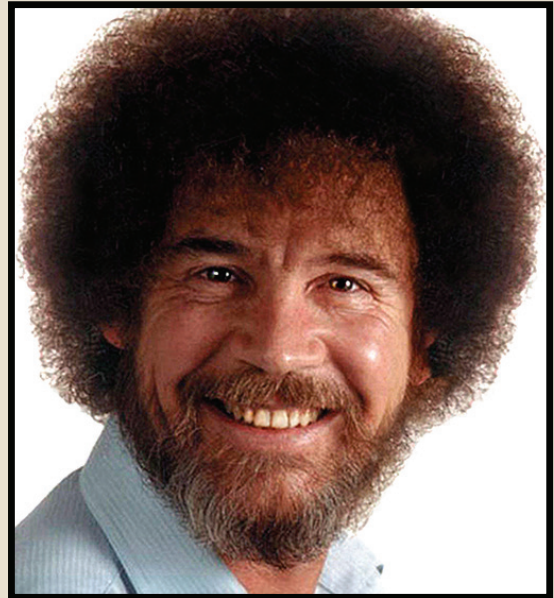
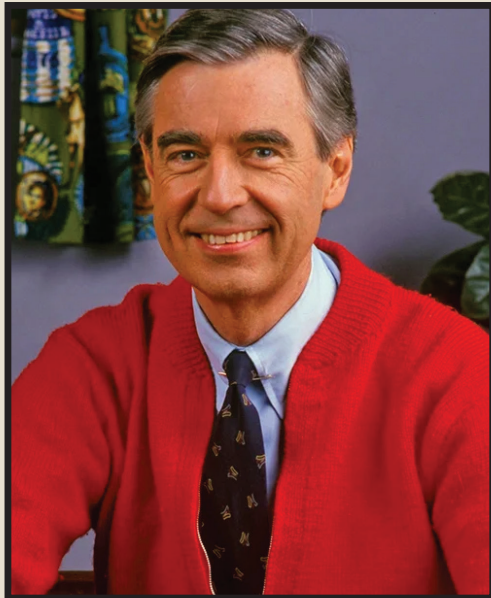
**MVI wants
to know!**

The MVI Most Nicest Contest



**Bonus!
Who Can
Compete With
These 2!?**

WHO'S THE MOST NICEST???



FRED "MR." ROGERS

"WON'T YOU BE MY NEIGHBOR"

"YOU ARE SPECIAL. YOU'RE SPECIAL TO ME.
THERE'S ONLY ONE YOU IN THIS
WONDERFUL WORLD."

"WHEN I WAS A BOY AND I WOULD SEE SCARY
THINGS IN THE NEWS, MY MOTHER WOULD SAY
TO ME, "LOOK FOR THE HELPERS. YOU WILL
ALWAYS FIND PEOPLE WHO ARE HELPING."

BOB ROSS

"LET'S PAINT A HAPPY LITTLE TREE"

"WE DON'T MAKE MISTAKES,
JUST HAPPY LITTLE ACCIDENTS."

"THERE'S NOTHING WRONG WITH
HAVING A TREE AS A FRIEND.!"



WHO DO YOU THINK IS MOST NICEST!

I THINK ROGERS IS THE MOST NICEST!

I THINK ROSS IS THE MOST NICEST!

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 LOSER'S IDENTITY WILL BE KEPT CONFIDENTIAL TO PROTECT THE LOSER!

EMRs – Based on the DATA!

MVI benchmarks not only 989 data-elements with 922 cross calculations of Hospice operations, but also what Vendors they use! With this remarkable insight, an organization can cut through hype and sales pitches and base decisions on the actual RESULTS and COSTS from Hospices that are using the Vendor! EMRs, Pharmacy, DME and other key vendor-types are in the MVI System! Whoa!

	All Hospices	Brightree	Casamba	HealthCare First
Median:	753	90	4	11
ADC	147	89	136	63
Days Cash on Hand	78	90	139	61
Days in AR	46	48	45	36
Direct Labor NPR%	42.6%	44.2%	45.1%	48.9%
Nursing	18.1%	18.6%	14.0%	20.1%
Hospice Aide	5.5%	6.4%	6.2%	7.2%
SW	4.1%	4.1%	5.5%	5.1%
Patient-Related NPR%	16.4%	16.7%	18.2%	15.8%
Indirect Costs NPR%	37.0%	41.7%	34.7%	44.2%
MIS Labor	1.3%	1.1%	0.8%	1.1%
Computer Expense	1.4%	1.5%	1.3%	2.0%
EMR System	0.8%	1.1%		
Average Visit Duration				
RN	1:07	0:52	1:20	0:55
Hospice Aide	1:04	0:57	1:26	1:06
SW	0:55	0:42	0:50	0:55

To view the Ratings you must enter your Vendor
 Please note: Patient System/EMR Vendor is
 number of hospice locations

Keep Your Eyes Out!



There's a *new* **Management Application** version on the horizon!!! With *exciting new* features and feature *updates* inspired from the many Hospices that have provided us with such valuable feedback! Added **report clarity!** New buttons throughout the MA that *add powerful functionality and customizations*. F9 users will have an even *easier time* using the F9 analyze function to find missing accounts! Those organizations that use the **Advance Business Segments** logic will be able to *reorder them* without having to go through the manual process of redoing the Controls tab! Our **Advanced Allocations** on the Account Lineup tab has even *more room!* And the most exciting update is the *reworked Drill-Down* utility! This utility debuted in version 21 and has been enhanced two-fold. It now works on many more reports, showing intimate detail of all accounts being included within a line item. Allowing you to dig into your numbers much easier and faster without even having to change tabs.



Maybe...

Perhaps we never quite know what is good or bad for us...
What is beneficial or harmful... We just don't know enough...

Life seems to be spontaneous... Like the story of the man with the horse...

Once upon a time there was a Chinese farmer whose horse ran away. That evening, all of his neighbors came around to commiserate. They said, "We are so sorry to hear your horse has run away. This is most unfortunate." The farmer said, "**MAYBE.**" The next day the horse came back bringing seven wild horses with it, and in the evening everybody came back and said, "Oh, isn't that lucky. What a great turn of events. You now have eight horses!" The farmer again said, "**MAYBE.**" The following day his son tried to break one of the horses, and while riding it, he was thrown and broke his leg. The neighbors then said, "Oh dear, that's too bad," and the farmer responded, "**MAYBE.**" The next day the conscription officers came around to conscript people into the army, and they rejected his son because he had a broken leg. Again all the neighbors came around and said, "Isn't that great!" Again, he said, "**MAYBE.**"

The whole operation of Nature is an integrated process of immense complexity, and it's really impossible to tell whether anything that happens in it is good or bad—because you never know what will be the consequence of the "event"...

This is an old "Far East" story...but I think it has a lot of merit!
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

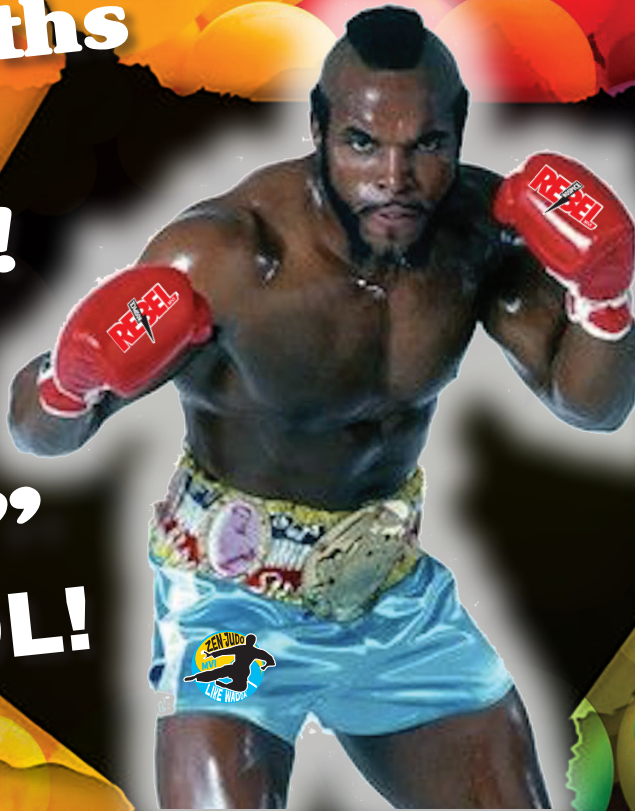
Adventures in Self-Help



From the Ancient MVI Scrolls...
from cave #34, scroll 1

WHO'S THE BEST ROCKY FOE???

Last Months
Contest
Winner!!!



“ I Pity ”
the FOOL!

MR. T “CLUBBER LANG”

WHO DO YOU THINK IS ROCKY FOE'ER?

I THINK THE RUSSIAN IS MOST FOE'ER!

I THINK APOLLO CREED IS MOST FOE'ER!

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*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!

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

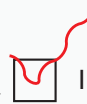
SIGN UP TODAY!



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

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Multi-View Incorporated Systems

www.multiviewinc.com

MVI Tough Training Schedule

Designing an Extraordinary People Development System

TBA | FLAT ROCK, NC - THE MVI EXECUTIVE CONFERENCE CENTER

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

The CEO Retreat

TBA | VIRTUAL

This is an Executive Retreat that helps CEOs become aware of what Outliers (the 90th percentile) are doing...because you have to see it in order to build it! This is a pragmatic program which would benefit any Executive Level person as most all Leaders come to a point where they realize the absolute need for STANDARDIZATION, SYSTEMS and STREAM-LINED PROCESSES...and that these are the solution to virtually all of an organization’s frustrations. It is a humble and open program where, as a safe group, we speak candidly and delve into the biggest challenges we face as Hospice & Homecare CEOs. We will also cover 3 Key Strategic areas – 1) Operational, 2) Positioning and 3) Growth, which includes the 21 PROVEN Ways to grow a Hospice. This will help simplify work on all levels though Standardization and understanding of Process. Many of these insights were used when we helped the only Hospice ever to win the Malcom Baldrige Award in our area. [More Info >>](#)

The Extraordinary Clinical Leader

TBA | FLAT ROCK, NC - THE MVI EXECUTIVE CONFERENCE CENTER

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

The CFO Program

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.

- 📌 [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](#)
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