



# FLASHPAGE

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## Perfect Meetings!

### Addressing One of the BIGGEST Frustrations in Healthcare!

MVI Magic/Model Implementor, Kent Brooks, did an Empowerment Hour on *The Perfect Meeting* this month and it is a great session for new Leaders as well as seasoned Leaders! Meetings, especially in healthcare, are among **the most frustrating things** as so much time is spent in them, and seemingly and so often, little gets done. In fact, it often feels like our “lives are literally just being frittered away” moment-by-moment as everyone gets their opinions in, concessions are made, and so often, the results are less than spectacular. This is a Leadership issue! It is a training issue and the question is, “*Has your organization really trained its Leaders HOW to conduct meetings?*”

In this 27-minute short video, Kent covers great points and reminders. **If you are a CEO, it might be a good idea to have all your Leaders review this!**

**ADD or UPDATE your EMR and Pharmacy Vendor in your Management Application!**

MVI is issuing SPECIAL REPORTS for clients by key vendors! If you can take 2 minutes to do this it would be super cool and appreciated!

**CLICK HERE**



# The MVI EMR Comparison Report

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

MVI will be again releasing its proprietary **EMR Comparison Report** in July. All data is FRESH! Of course, new data and user comments are continually being added as this is an ongoing and natural part of MVI with our Benchmarking and work with hundreds of Hospice & Homecare entities. Since it is a “give to get” situation, if you want to receive this special report, you must submit the quick and easy survey.

In the EMR Comparison Report, **we list EACH EMR along with KEY metrics taken from our monthly MVI Benchmarking of hundreds of Hospices! Total EMR Cost, Average Visit Durations by Clinical Discipline, and Profitability, to name a few**, as well as Rankings of:

- How satisfied are your clinicians with the documentation in the EMR?
- How satisfied is management with the backend information and reporting?
- How well does the EMR do billing?
- How satisfied are you with the EMR’s customer support?

Those 4 “titanic” questions will help MVI clients make more informed decisions regarding the seemingly never-ending pursuit of a better EMR for your organization. What we like is that this type of information and data cuts through all the sales “hype” and “glitter” with direct feedback and quantified RESULTS from actual users of the EMRs. The numbers don’t lie!

**You have to GIVE TO GET!**

This is a “give to get” deal, similar to our annual Compensation Survey. Hospices need to update the Vendor Section of their Benchmarking Application (BA) and complete a few questions via a Quick Survey Email that we send out.

This will be a SUPER Helpful resource!

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

~ Andrew



# PODCASTS! Develop Your Leaders “On the GO!”

In a world of busy, busy, busy (much of which can be remedied via implementation of Best-Known Success Patterns as they save TIME), the Podcasts are proving successful and are being lauded by CEOs who are serious about improving the management of their respective organizations.

**Creating the Perfect Company** - The NEW MVI Podcast (on all the major platforms) allow a CEO to incorporate these “talent development tools” into your Standardized Leadership & Manager Development Program. This is a World-Class move as an organization can only grow to the extent that it has capable and effective Leaders!

**These Podcasts are designed to be listened to while on commutes to and from the office and “REDEEM WINDSHIELD TIME”** - just like we advise when using MVI’s audio programs to get the Perfect Visit DEEP within clinicians while they are driving between visits! **(If you don’t do this, you may want to carefully re-examine your Perfect Visit training!**

CEOs – We strongly advise making these “Required Listening” – especially Episodes 5-8 on the ***Seldom Spoken Aspects of Leadership***, as this message has proved spectacularly impactful for seasoned as well as those new to Leadership! This move alone will help mature Leaders and help them gain clarity of what Leadership and Management are about! NEVER assume your Leaders already know this...for if they did, you should be ALREADY getting the World-Class (90th percentile) results or numbers evidenced in your Benchmarking, CAPHS scores and other measurements compared with the external world and your competitors.

Here are the released episodes for both Podcasts:

## **CREATING THE PERFECT COMPANY!**

- Ep. 1: Designing the Perfect Company (Foundational Message)
- Ep. 2: Outliers & Best-Known Success Patterns
- Ep. 3: Operating as a Coherent, Integrated System of Mutual Reliance
- Ep. 4: The Value of a Vision to Create FOCUS
- Ep. 5: The Seldom Spoken Aspects of Leadership (1 of 4)
- Ep. 6: The Seldom Spoken Aspects of Leadership (2 of 4)
- Ep. 7: The Seldom Spoken Aspects of Leadership (3 of 4)
- Ep. 8: The Seldom Spoken Aspects of Leadership (4 of 4)
- Ep. 9: People Development: The 3 Questions
- Ep. 10: People Development: The Foundation of Your Success!

## **Ep. 11: Designing an Effective People System: 1) Talent Attraction & 2) Selection Processes**

These are HIGH-VALUE messages! And the exposure to these ideas WILL change and improve a person’s Experience of Life!



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

~ Andrew





# BenchPress

**MVIBenchmarking**  
Make informed decisions based on PRECISE data!



*Gain Organizational Strength through Comparison with Reality and the Toughest Competitors in the Business! It is via the regular/frequent comparison with the External References that provides perhaps the most insight into an organization's actual performance.*

*"So what if you're hitting your own marks in a vacuum... ~ Jack Welch*

## Know what you are doing, love what you are doing, and believe in what you are doing! - Will Rogers

How is it possible for us to Love, let alone Believe in what you are doing if you never take the time to truly Know what you are doing? One of the Special Report projects MVI creates is on EMR Vendors... a powerful report for perspective! It is the information everyone wants but so very often does not Know!

"How do you feel about your EMR system?" a common question when consulting clients often returns an ambiguous answer. And yet, it is THE SYSTEM trusted to support our patients, clinicians, billing... However, it is understandable as it seems all systems have both strengths and weaknesses and what may work for a Mom and Pop Hospice may not do so well for a large corporation. This is one of the areas that I truly LOVE about Benchmarking! We have added so incredibly many areas beyond basic benchmarking that much of our value can simply be overlooked.

So how can we have real comparison for areas like our EMR? **Firstly**, are you breaking out your EMR line-item accurately on your financial statements? An EMR is never "chump-change" and is one of the controllable cost areas. **Secondly**, please take a minute to update the Management Application (MA) Vendor Ratings area located on the Setup tab. Recommendations on who at the organization typically would rate the vendor are included in the notes. Easy-peasy and shucks if your opinion changes... update the MA for your latest perspective!

Perhaps this is also Balanced Perspective! No one wants to purchase a new TV if you don't know the cost of it and no one cares to but a TV for a huge discount if it is broke! Is your EMR system broke? So please update the EMR financials as well as the Rating and **you are on your way to Knowing... Doing... and yes – Believing in the valuable work you provide for your community!**

Details on updating the Vendor Ratings in the MA is below and if the financials are not broken out for the EMR... it is a wonderful time to start!

*the excitement continues on next page...*

1 – Open the Management Application (MA) and go to the **Setup Tab** where you will find the **Vendor Section**. Please update each vendor using the drop-down option. You will notice “Other” is an option if your vendor is not on the list. If you don’t see your vendor, please email us at [benchmark@mvi.net](mailto:benchmark@mvi.net) with a request to add them and we will add them to the system!

Vendors		Rating
Pharmacy Vendor	Wise Hospice Options	10
DME Vendor	Optum	6
Medical Supplies Vendor	Outcome Resources	5
Payroll Vendor	Own Pharmacy	
EMR/Patient System	Palliative Drug Care	
Accounting System	ProCare	10
Donor System	Wise Hospice Options	8
	Local Vendors	
	Other	10
Mobile Phone Service	Verizon	5
Landline Phone Service/System	AT&T	3
Health Insurance	BC/BS	4
Retirement Insurance	State Farm	5
Business Insurance	Local Vendor	6
Business Consulting	None	7
Clinical Documentation Consulting	Weatherbee Resources	10
Hiring/People Evaluation System	Myers Briggs	6
Billing Consulting Services	None	8
CAHPS Survey Vendor		
MVI Overall - All Companies		10
Tough Training Programs - MVI		10
Accounting Operations Support - MVIS		10
Cost Reporting - MVIS		10
Magic - MVI		10
Benchmarking - MVI		10

2 – Update the Rating for each Vendor just like the Pepsi-Challenge where 10 is best and 1 is poor. Each Vendor Rating comment (mouse over the red corner box) will remind you of the scale as well as provide the generally best department to get their valued opinion.

Vendors		Rating
Pharmacy Vendor	Wise Hospice Options	10
DME Vendor	Local Vendor	3
Medical Supplies Vendor	Other	4
Payroll Vendor		5
EMR/Patient System		6
Accounting System	Suncoast	7
Donor System	CYMA	8
Mobile Phone Service	Donor Express	9
Landline Phone Service/System	Verizon	10
	AT&T	5
		3

How would you rate your overall satisfaction with the vendor?  
 Recommended rater is Clinical Management.

10 (Best) represents no outstanding issues and complete satisfaction.  
 5 to 6 (Average) is a typical satisfaction level and would be your standard option.  
 1 (Poor) is a proper choice if promises and expectations are not being met.

This is an overall evaluation based on the general opinion of those most in contact with the vendor. Many factors such as cost, longevity and levels of support impact satisfaction levels and should be considered when providing the overall rating.

Only Hospices that update these fields will be able to see the Median Vendor Ratings on the Benchmarking Application reports.

Thank You!



## SLOW DOWN...Relax... Why Rush Through Life...?

Life is a *process*... Thus, “The Process of Life!”

If we are always rushing around, racing against the clock, juggling, trying to keep all the plates in the air, “Are we really tasting our food at lunch?”

When we take a walk, are we taking a walk or trying to get somewhere? Or both?

When we are washing the dishes or doing ordinary tasks...are we thinking about how wonderful it is to feel the warm water and smell the Lemon Scented Joy or Dawn?

When we take the clothes or sheets out of the dryer...are we warmed by their softness and how wonderful they feel when our skin touches them? Are we in love with the smell and look of a fresh-cut lawn?

Are we using AI to do a lot of our work for us, for the sake of “productivity” so we can be even “more productive” and are perhaps being robbed of the experience of writing the report or book, making the artwork or learning something new for ourselves? Perhaps learning to find your “own voice” and style in the process?

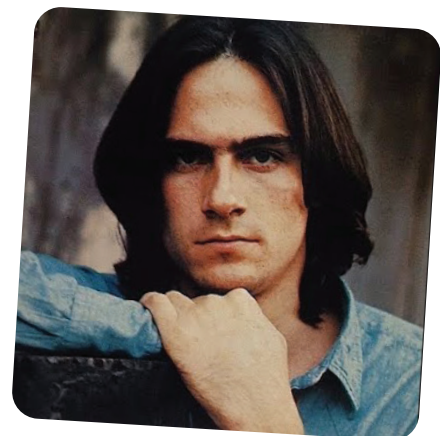
In our attempts at “productivity” are we sacrificing the gaining of truly NEW skills and knowledge?

Perhaps James Taylor had a very good idea when he sang,  
*The Secret of Life!*

I hope this helps...

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

~ Andrew



# ARE YOU CURRENTLY OVER CAP?

## DEADLINE is September 30th!

**CAP Year Ends 9/30/2025** — *Is Your Organization Over Aggregate CAP?*  
Click the link below to help estimate whether you're currently Under, or Over, Total Aggregate CAP. IF your Organization is Over CAP there's still time to make adjustments in your Admissions process to reduce, or eliminate CAP Overage entirely!

Use our MVI Aggregate CAP Test Tool to determine your Current Aggregate CAP and to estimate what your Aggregate CAP will be as of 9/30/2025; your actual Aggregate CAP Total will vary, especially if your CAP Calculation method is Patient by Patient Proportional, but this tool will help determine if you are currently Under/Over your allotted Aggregate CAP Total so you can plan accordingly before the CAP Fiscal Year End.



[CLICK HERE](#)



The Average Hospice IPU in the United States loses **over 19%!**  
**UNNECESSARILY! WHY NOT JUST SOLVE IT!**

## Inpatient Units & The Model Webinar

If you compound a \$200,000 loss per year over a decade you're talking about \$2 million which could've been used to compensate staff or build reserves!



*This program will convey the Best-Known Practices to-date regarding the management of Hospice IPUs so that they can be financially viable & even GREAT.*



**August 21st, 2025 10:01 am - 5:01 pm**  
**VIRTUAL WEBINAR**

*Serving Homecare and Hospice,*

**The MVI Team**

828.698.5885 • [www.multiviewinc.com](http://www.multiviewinc.com)

**CLICK HERE**

**BECOME**  
**EXTRAORDINARY**  
**WITH MVI!**



*at the...*

**EXTRAORDINARY**  
**CLINICAL LEADER**  
**PROGRAM**

**In-Person Training**

September 17-18, 2025

8:01AM EST

*For more information  
or To Register*

**CLICK HERE**

Andrew will be covering some **NEW**, truly *breakthrough* territory in this Tough Training, that will make the position of the **Extraordinary Clinical Leader** so much more...Transformative and a **NEW** Way of doing it! Whoa!!!

*Serving Homecare and Hospice,*

**The MVI Team**

828.698.5885 • mvi@multiviewinc.com • www.multiviewinc.com

**MVI**   
MULTI-VIEW INCORPORATED

# THE CEO RETREAT

*It's about getting the entire organization to work as an integrated, coherent whole... where each part is doing its function superbly via "systems" and tools to leverage ordinary people to do EXTRAORDINARY WORK!*

***Becoming More AWARE of Best-Known Success Patterns/Practices!***

- ◆ *The Seldom Spoken aspects of Leadership*
- ◆ *The "System" IS the Solution!*
- ◆ *GROWTH! Lots of NEW material on growing ADC*
- ◆ *Positioning Strategy including doing Managed Care Deals*
- ◆ *Operational Strategy*

**CLICK HERE**

*\*actual MVI Japan House*

**October 22-23, 2025 at 8:31 am - 5:01 pm**  
**@ The MVI Conference Japan House - Flat Rock, North Carolina**

*Serving Homecare and Hospice,*  
**The MVI Team**

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# 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

### **August 21 | 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

**TBA**  
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

**October 22- 23 | FLAT ROCK, NC - THE GameHaus/Japan House**

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

**September 17- 18 | FLAT ROCK, NC - THE GameHaus/Japan House**

The Extraordinary Clinical Leader Program is a LIFE-CHANGING and rigorous 2-day program with laser-beam FOCUS on the Leadership and Management skillsset 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

**TBA**  
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.

- 📌 [JUNE 2025 – EMR COMPARISON REPORT – DEVELOP YOUR LEADERS](#)
- 📌 [MAY 2025 – HOW TO USE THE NEW MVI PODCASTS TO HELP DEVELOP YOUR LEADERS & MANAGERS! – SYSTEMATIZE YOUR BENCHMARKING](#)
- 📌 [APRIL 2025 – NEW EPIC MVI PODCASTS! – WHAT ARE THE PODCASTS ABOUT?](#)
- 📌 [MARCH 2025 – BLACK COVE/BIG HUNGRY FIRE – NBC NEWS W/ LESTER HOLT INTERVIEWS ANDREW](#)
- 📌 [FEBRUARY 2025 – BEST-KNOWN SUCCESS PATTERNS/PRACTICES – TONE FROM THE TOP](#)
- 📌 [JANUARY 2025 – MVI COURSES ON STANDARDIZATION – TONE FROM THE TOP](#)
- 📌 [DECEMBER 2024 – MAKE 2025 EPIC – ADVANCED BUSINESS SEGMENTS](#)
- 📌 [NOVEMBER 2024 – THE MVI “SIMPLE COMPENSATION PLAN” THAT WILL CHANGE YOUR HOSPICE – A GRRREAT WAY TO QUICKLY SIZE-UP CLINICAL LEADERS](#)
- 📌 [OCTOBER 2024 – HELENE – LESSONS & EXPERIENCES](#)
- 📌 [SEPTEMBER 2024 - QUALITY & GROWTH - WHAT'S IT ALL ABOUT](#)
- 📌 [AUGUST 2024 – WE DON'T HAVE ENOUGH TIME – GETTING SOME EDGE!](#)
- 📌 [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](#)
- 📌 [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](#)
- 📌 [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](#)
- 📌 [AUGUST 2023 – LEADERSHIP – PART 1 – RAISES & PROMOTIONS – MOST SOFTEST CONTEST](#)
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- 📌 [JUNE 2023 – WHERE DO WE START – SELF LEARNING MODULES – 3 & 1/2 HABITS HIGHLY EFFECTIVE PEOPLE](#)
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- 📌 [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](#)
- 📌 [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](#)



Balancing Purpose and Profit...

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- [December 2022 – YOUR NUMBERS ARE YOUR TRUTH – STARTING POINT OF SUCCESS – CLASSIC](#)  
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- [November 2022 - Just Go Ahead & Stop Your Inpatient Unit Losses - You Should Care About What People Think](#)
- [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 Healthcare - 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 – Clinical Manager's Toolbox – Kent Brooks Wins Hospice Award](#)
- [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!](#)



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