



FLASHPAGE

INSIDE

- Quality & Leadership..... Page 1
- Proving Quality..... Page 2
- More HOPE for Hospice..... Page 3
- MVI CAP Services..... Page 5
- Inspiration Page - Think Different.. Page 6

Understanding CAP & How To Manage It!

HOSPICE CAP
FOR *smart people!*
~~DUMBIES~~



CLICK HERE
Watch Anytime!

Episode 23: Quality, Leadership and Personal Growth Interviewed by Chris Comeaux

Great Interview that would Benefit ALL Hospice Leaders!

*Here is an interview which turned out exceptionally well!
It covered A LOT of points relating to:*

- Quality Comes from “Within”
- Perfect Visits and Perfect Phones
- Good Profits vs Bad Profits
- Use of Net Patient Revenue to Manage
- Sustainable rather than Optimal Standards

Enjoy! It gives “a hint” at the Big National Move towards Quality that is coming!

[CLICK HERE to Listen!](#)





EMPOWERMENT HOUR

FREE for MVI Clients
[CLICK HERE](#)

*With all the SCRUTINY,
NEGATIVE PRESS and FRAUD...*

How Do You PROVE

QUALITY

*We will show you specific
steps to deal with the OIG!*



April 14th

The excitement starts:

1:01pm EST

Presenter:

Andrew Reed

MVI CEO

FREE for MVI Clients
[CLICK HERE](#)

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 Welsh

More HOPE for Hospice!

Following up on our prior article on HOPE for Hospice (link below):

https://mviwpmedialibrary.s3.amazonaws.com/wp-content/uploads/Flashpage_January_2026-The_Hospice_Aggregate_CAP-MVI_CAP_Services.pdf

Why is there more HOPE? Simply because the communication is much more better than we had in the early days between Hospice and CMS! Limited or bad communication when we were first required to have quality data initiatives was a very tough pill to swallow! In that spirit below are a few references and links to CMS that are providing information in a more timely manner.

Who knows... maybe all this data collection can be a win-win after all? So many leaders in Hospice fought uphill battles just to get us recognized as a professional industry. We needed that spirit so we could keep reimbursement at a fair level. We are recognized and funded enough for our mission... now let our Data continue to prove that we are the best end of life care option for America!

Onward and Upward,

David (with thanks to Melissa for the awesome articles showing FY 2028!)

the excitement continues on next page....

2. IMPLEMENTATION OF TWO PROCESS QUALITY MEASURES BASED ON PROPOSED HOPE DATA



COLLECTION

Section 1814(i)(5) of the Act requires the Secretary to establish and maintain a quality reporting program for hospices, develop and implement quality measures, and publicly report quality measures. In this final rule, we are finalizing the addition of two process measures no sooner than FY 2028 to the HQRP calculated from data collected from HOPE: **Timely Follow-Up for Pain Impact** and **Timely Follow-Up for Non-Pain Symptom Impact**. We will use the data collected from HOPE (see section III.D.3 on the proposal to implement HOPE and associated PRA), which a nurse would assess at multiple time points during a hospice stay to collect data related to patients' symptoms during those assessments. These two measures will determine whether a follow-up visit occurs within two (2) days of an initial assessment of moderate or severe symptom impact.

<https://www.federalregister.gov/d/2024-16910/p-211>

The screenshot shows the CMS website page for HOPE. The browser address bar displays <https://www.cms.gov/medicare/quality/hospice/hope>. The page has a breadcrumb trail: Medicare > Quality > Hospice Quality Reporting Program > HOPE. On the left, a sidebar menu lists various topics under the 'Hospice Quality Reporting Program' heading, with 'HOPE' and 'HOPE Technical Information' highlighted. The main content area features the title 'HOPE' and the following sections:

- About this Page**: This page provides information and resources specific to Hospice Outcomes and Patient Evaluation (HOPE), the new assessment tool for hospices. On this page are direct links to the HOPE tool item sets, the HOPE Guidance Manual, and related materials. News related to HOPE activities (such as OMB approval) is also posted here.
- Background of HOPE**: The Centers for Medicare & Medicaid Services (CMS) developed the new patient assessment tool to replace the Hospice item Set (HIS) as part of the HQRP. HOPE was finalized in the in the FY 2025 Hospice Wage Index Final Rule (CMS-1810-F). To access the FY2025 Hospice Final Rule, use this link: [Hospice Final Rule: Hospice Regulations and Notices | CMS](#).
- Objectives of HOPE**: CMS finalized two HOPE-based quality measures. Additional quality measures may be developed in the future based on data elements added to future versions of the tool. More information about the development of quality measures can be found on the [Quality Measure Development](#) webpage.

HOPE is expected to provide hospices with information to help them identify opportunities to adjust their practices and improve patient- and agency-level decisions about the care they provide. Furthermore, patients and their families will be more informed about the hospice they choose based on potential public reporting of the HOPE assessment-based quality measures.

<https://www.cms.gov/medicare/quality/hospice/hope>

MVI CAP Services

Because the Hospice Aggregate CAP is becoming an INCREASINGLY BIGGER issue with so many Hospices, with 24-25% expected to EXCEED CAP in the next year or so, and in thinking how we could be helpful, we're thrilled to introduce a New **MVI CAP Service** - designed to help Hospices committed to delivering outstanding patient care while staying financially strong and compliant.

Medicare's Aggregate Cap can pose real challenges, with the annual Self-Determined CAP filing, due by the last day of February. Exceeding the CAP risks significant repayment liabilities, but proactive management makes all the difference! CAP can "creep up" and "hit you" when you think you are safe!

With MVI CAP Services, MVI will:

- Handle your **Self-Determined Aggregate CAP** processing and submissions accurately and on time.
- Provide ongoing monitoring, data analysis, and personalized consulting to track your CAP position throughout the year.
- Help identify risks *early* and implement strategies to keep you around your "Cap Target" and comfortably, but not overly, under the Annual CAP limit.
- If you are FAR UNDER CAP, MVI can help make recommendations to increase your LOS to get CLOSER TO the CAP LIMIT and thus provide a BETTER care experience due to increased time with the patient! It also makes *radical* financial sense as you can increase ADC *without* any additional admissions! YAY!

This specialized service is an **additional charge**, tailored to your needs, but know that *pricing is flexible and varies based on the level of support requested*—from straightforward CAP filing assistance to comprehensive, year-round monitoring and strategic guidance. Stay ahead of CAP pressures and focus on what matters most: Exceptional End-of-Life Care!

We currently have capacity to support a **limited number** of clients in this area, so don't hesitate to reach out if interested!

Contact Troy or Jim at 828-698-5885 or email us at info@multiviewinc.com!





THINK MORE DIFFERENT.

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

Adventures in Self-Help



ABOUT MVI...



What is MVI in 173 Words...

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

Common Questions:

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

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

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

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

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

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

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

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

YOU GET:

With **Network:**

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

With **Benchmarking:**

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

With **Magic!**

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

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

[CLICK HERE!](#)

MVI Tough Training Schedule

The Proprietary Model Workshop

SCHEDULED BY INDIVIDUAL HOSPICES

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

NEW! Virtual Training Program OPTION for Individual Hospices!

Scheduled by Individual Hospices or Hospice Groups

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

Inpatient Units & The Model Training

TBA | Virtual

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

Compensation & The Model

TBA | Virtual

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



Balancing Purpose and Profit...

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

P: 828.698.5885 ■ Fax: 828.698.5884 ■ Email: mvi@multiviewinc.com

©Copyright 2023

Multi-View Incorporated Systems

www.multiviewinc.com

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

TBA

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

The Extraordinary Clinical Leader

TBA

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

The CFO Program

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...

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

P: 828.698.5885 ■ Fax: 828.698.5884 ■ Email: mvi@multiviewinc.com

©Copyright 2023

Multi-View Incorporated Systems

www.multiviewinc.com

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.

- 📌 [DECEMBER 2025 – HOSPICE SUCCESS STRATEGY – EMPOWERMENT HOUR: HOSPICE CAP](#)
- 📌 [NOVEMBER 2025 – WE DON'T HAVE ENOUGH TIME – EMPOWERMENT HOUR: HOSPICE CAP](#)
- 📌 [OCTOBER 2025 – DIRECTIONAL CORRECTNESS FOR THE ASPIRATIONAL HOSPICE, WITH JIM!](#)
- 📌 [SEPTEMBER 2025 – WHERE SHOULD CFOS SPEND THEIR TIME? – “LESS IS MORE” – BUDGETING](#)
- 📌 [AUGUST 2025 – USING PRODUCTS AS IRMS WEBINAR – EMR COMPARISON REPORT IS OUT!](#)
- 📌 [JULY 2025 – PERFECT MEETINGS EMPOWERMENT HOUR – EMR COMPARISON REPORT](#)
- 📌 [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](#)
- 📌 [APRIL 2024 – CLINICAL LEADERS – 70%ERS! – KENT BROOKS MAGICLITE – LABOR BREAKOUTS](#)
- 📌 [MARCH 2024 – OPERATIONALIZING YOUR MODEL – CEO AFTERPARTY 2024](#)
- 📌 [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 -](#)
- 📌 [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](#)
- 📌 [JULY 2023 – EMPOWERMENT HOUR VIDEO – CHANTAL REED 1998-2023 – MOST NICEST CONTEST](#)
- 📌 [JUNE 2023 – WHERE DO WE START – SELF LEARNING MODULES – 3 & 1/2 HABITS HIGHLY EFFECTIVE PEOPLE](#)
- 📌 [MAY 2023 - What Happened to Customer Service - Most Nicest Contest - EMR Benchmarking](#)
- 📌 [APRIL 2023 – COST REPORT WARS – REVOLUTIONARY BEREAVEMENT – VIRGIN MUSIC DEAL](#)
- 📌 [MARCH 2023 – SAFETY FIRST-GROWTH CAPABLE LEADERS – BEST BEE GEE CONTEST](#)
- 📌 [FEBRUARY 2023 – TRUE SCIENCE – DOUBLE SHOT VIDEO LINKS – GROWTH](#)



Balancing Purpose and Profit...

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

P: 828.698.5885 ■ Fax: 828.698.5884 ■ Email: mvi@multiviewinc.com

©Copyright 2023

Multi-View Incorporated Systems

www.multiviewinc.com

- 📖 [January 2023 – Modern Scarelines – Tough Training Schedule 2023 – Your Compensation System](#)
- 📖 [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 & 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!](#)



Balancing Purpose and Profit...

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

P: 828.698.5885 ■ Fax: 828.698.5884 ■ Email: mvi@multiviewinc.com

©Copyright 2023

Multi-View Incorporated Systems

www.multiviewinc.com