

# CALM MONTHLY

Vol. 4



THE ONLY MAGAZINE THE  
RUGGED SOCIAL WORKER NEEDS

SEP  
2024

**EXPOSED!**

**SHE COULD TURN CHAOS  
INTO HARMONY!**

BUT THIS TIME, SHE MAY HAVE BITTEN  
OFF MORE THAN SHE COULD CHEW!

**I WENT INTO THE CEO'S  
OFFICE AND UNLOADED!  
AND GOT PROMOTED!**



**THE FAMILY DYNAMICS  
WERE RIGHT OUT OF  
LIFETIME TV!**

SO I SOLD THE STORY TO HBO!

A **THRILLING** Publication

**IN THIS ISSUE!**  
**WHAT TO DO!**  
IN CAFETERIA BRAWLS!

**10¢**





# FLASHPAGE

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## TRUTH:

ALL of your quality  
comes from your



**PEOPLE  
DEVELOPMENT  
SYSTEM!**



**CREATING AN EXTRAORDINARY  
PEOPLE DEVELOPMENT SYSTEM**



**October 1 & 2**  
Flat Rock, NC

**CLICK HERE**

## Your QUALITY and GROWTH are Married to the Quality of Your People Development System!

*With the People Development & the Model  
program coming upon us October 1st and  
2nd, the utter importance of this topic  
can't be understated.*

A World-Class organization should be continually and purposely exposing its Executive Leadership as well as Leaders of People Development (Education) to the best ways of creating a workforce that is competent as well as creating an upbeat, electric work culture! However, in addition to this, and what most people miss, is the LINKAGE between People Development and GROWTH!

**The Marketing of Quality** is paramount in the modern healthcare world...and to WIN people over, QUALITY is what referral sources and key influencers want to hear! Of course, Quality comes out in the numbers! In your Benchmarking! The number of Hospices MVI has helped move to 5-Star is impressive! It normally takes an organization about a year to move from a 3 Star to 5 IF the structures to support 5-Star quality are in place! Yes, it is STRUCTURAL! That is, we are "set up" for average, poor or World-Class quality results via the methods, structures and processes we have operationalized. To think otherwise is silly.

Think about it... 18 of the questions on CAHPS survey pertain to the ability to TEACH. Teaching or "Empowering" all forms of caregivers is what we are being paid to do! Therefore, logically, we need to be training our clinicians with the very best techniques!

*the excitement continues on next page....*



## What is the payoff? TOP Quality Hospices:

- Have 5-Star CAHPS scores
- On-Call is not a headache! On-Call is less than 3% of NPR because unnecessary On-Call visits are rare!
- Clinician Turnover is less than 12%
- The Hospices that take People Development seriously start going days and weeks without complaints/ service failures – The current record is 4,222
- Virtually all documentation is to Standard and are defendable to Medicare
- 200% Higher Operational Surpluses/Profits than median

## Why Expose, Not Only Your Staff, but Your Executive Leadership to People Development?

Simple... People Development is the #1 Strategic Direction because virtually everything hinges on it! If your Executive Leadership doesn't know "what" specific techniques and methods to look for when reviewing operations, they are ignorant and will allow "average" or "below-average" methods to remain. Also, I would recommend this program to your BEST TEACHERS regardless of their current position or educational background. I am shocked at how much TALENT exists in most organizations that get overlooked. To get the best ROI from your Talent, they should be deployed in replication positions (i.e. Educators, Managers, Marketers)!

People Development explains why so many Hospices MVI serves ROCKET their census as well as financials! This is the KEY LINK!

I hope this helps...

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

~ Andrew



# TRUTH:

ALL of your quality comes from your People Development System

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

CLICK HERE



OCTOBER 1 & 2

**CREATING AN EXTRAORDINARY PEOPLE DEVELOPMENT SYSTEM**

# “What’s it All About?”

This is an important question...a profound question... A question that comes to people *often* in our work... our Hospice work...where people, faced with Death, the “Great Certainty,” the Great Transition...when they evaluate and make an estimation of their Life...And QUESTION the Purpose of LIFE... “What’s it All About?”

Most want to FEEL that their life MATTERED... That it was GOOD... That they ENJOYED it!

This is *precisely* the DRIVER of creating Extraordinary People Development Systems!

**With your CREATIVE POWERS,  
MAKE SOMETHING SO SPECIAL,  
SO DIFFERENT, THAT IT  
ATTRACTS TALENTED AND  
PROFOUND PEOPLE!**

But the catch is this...

YOU have to be a TALENTED, PROFOUND and INSPIRING person, as you can’t give what you don’t have *within* you. Yes, that is the PRICE of being able to do this! AND being Humble, without intellectual pride (calibration 190), is the only way to really LEARN! To imitate, copy, “rip off” (Ha!), the BESTEST ideas and methods you know or that are in or PART of your consciousness.

You may review the People Development manual for years... Knowing that it evolved over YEARS after an initial trip to Asia...studying what is KNOWN, what has proven to work...from sincere attempts to learn from the greatest\* Teachers that have walked on the planet, and the greatest\* organizations that have existed...

\* Note: “Great” is, of course, subjective, but is seriously considered!

We are humans, in human organizations, serving humans... We have to “get human” to be effective...based on the Realities of Human Behavior... AND be willing to set aside ANY predispositions or beliefs...to make space for something NEW! Or to, at least, consider alternative ideas! But the bottom line is...what people want to know... “What’s it All about?”

I hope this helps...

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

~ Andrew







# *Special MVI Webinar*

## ***THE UNSPOKEN ASPECTS OF LEADERSHIP***

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

October  
**8th**

**FREE for MVI Clients**  
**CLICK HERE**



# THE MOST IMPORTANT <sup>“And Easy”</sup> **COMPENSATION SURVEY** IN HOSPICE & HOMECARE HISTORY!

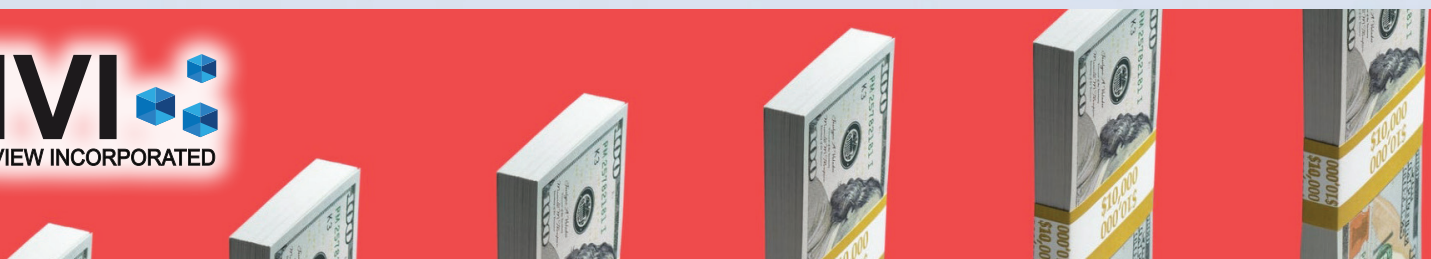


*With Our  
Easy-To-Use  
Tool You'll  
See The  
Results On  
11/1/24!*

**CLICK HERE**

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

**MVI**   
MULTI-VIEW INCORPORATED







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# EMPOWERMENT HOUR

**BUDGET/MODEL SEASON INSIGHTS!**



**PLANT YOUR 2025 FINANCIAL SEEDS NOW!**



**September 17th**

The excitement starts:

**1:01pm EST**

Presenter:

**Nancy Mueller**

*MVI Model Magician*

FREE for MVI Clients  
**CLICK HERE**



## Perhaps Some Advice to Help with the Awkwardness of a Death & Loss...

I write this based on my own catastrophic losses... In addition, since we are in the Loss Business, presumed “experts at loss”, this could be helpful for Hospice people too...

### 1. **Show Up...** Your physical presence MEANS A LOT to those who are grieving...

This act of respect goes a long way...and the loved ones remember who came...

### 2. **Say “Of Course...”** ALOT... Try not to give advice or act as if you have some secret wisdom... *“God needed another Angel” – “Time will Heal” – “There are 5 stages of grief...” – “They are in a better place now” – “I know how you feel” – “It happens to all of us...”* Virtually everything said to people in hyper-emotionally-sensitive and vulnerable states takes on HUGE emotional proportions... Every word and act is noticed and is analyzed through the lens of suffering and the attempt to integrate the loss... *“Of course...”* is a voice of understanding...allowing the person to feel and express whatever they are going through... Lose all the silly platitudes, interpretations, judgments and such unless asked... Just be there...and listen...leaving your “belief system” behind...no matter how badly you want to impress others with your divine or worldly “insight”...

### 3. **Help Out with Practical Things...** Wash dishes, clean up, cook, help organize...

The “Administration of a Death” is a big job... It is often an overwhelming job...

It can be exhausting... Again, the bereaved notice who is pitching in, in practical ways...

Also, by contrast, they notice those who did not do much...

I hope this helps...

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

~ Andrew





**MVI**

**JUST DON'T NOT DO IT.**



# TRUTH:

ALL of your quality comes from your People Development System.

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

**CREATING AN EXTRAORDINARY PEOPLE DEVELOPMENT SYSTEM**

**OCTOBER 1 & 2**

## THE **2024** CFO PROGRAM

Sharing the Insights from  
the MEGA-HOSPICES!  
**NOVEMBER 13 - 14**



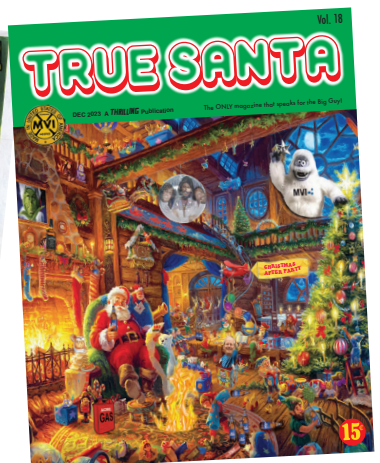
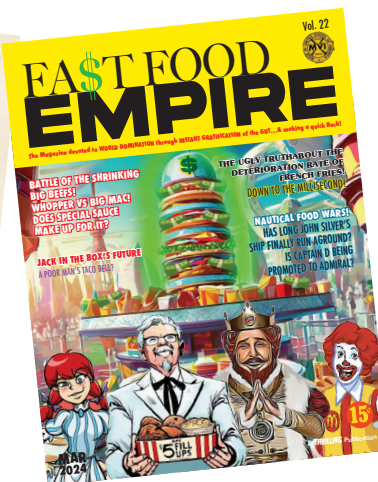
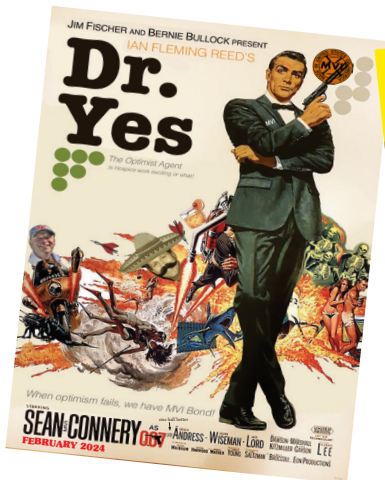
**MVI CONFERENCE CENTER**  
2362 Big Hungry Road  
Flat Rock, NC 28731





# CHER SAYS SHARE!

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



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

# ABOUT MVI...



## What is MVI in 173 Words...

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

## Common Questions:

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

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

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

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

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

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

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

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

## YOU GET:

### With Network:

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

### With Benchmarking:

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

### With Magic!

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

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

**CLICK HERE!**



# MVI Tough Training Schedule

## The Proprietary Model Workshop

### **SCHEDULED BY INDIVIDUAL HOSPICES**

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

## NEW! Virtual Training Program OPTION for Individual Hospices!

### **Scheduled by Individual Hospices or Hospice Groups**

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

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

## Inpatient Units & The Model Training

### **TBA**

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

## Compensation & The Model

### **TBA**

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



Balancing Purpose and Profit...

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# MVI Tough Training Schedule

## Designing an Extraordinary People Development System

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

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

[More Info>>](#)

## The CEO Retreat

**TBA**

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

## The Extraordinary Clinical Leader

**TBA**

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

## The CFO Program

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

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

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



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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.

- 📌 [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 BENCHMARKING](#)
- 📌 [MARCH 2024 – OPERATIONALIZING YOUR MODEL – CEO AFTERPARTY 2024 – MOVING FORWARD WITH BENCHMARKING – BEST FOODIE MEGASTAR CONTEST](#)
- 📌 [FEBRUARY 2024 – CEO RETREAT 2024 – LEADERSHIP & THE CEO – THE VALUE OF BENCHMARKING – BEST BOND CONTEST](#)
- 📌 [JANUARY 2024 – TROY GEHRKE CAP VIDEOS – EMR COMPARISON REPORT](#)
- 📌 [DECEMBER 2023 - SUCCESS STRATEGY – EMR COMPARISON REPORT](#)
- 📌 [NOVEMBER 2023 – EMR COMPARISON REPORT-BENCHMARKING DRILL DOWN FEATURE - IMPLEMENTING STANDARDS-HOSPICE BY THE NUMBERS](#)
- 📌 [OCTOBER 2023 – NEW MODEL NPR% – EMR REPORT IS BACK – THE TOTAL COST OF YOUR EMR – BENCHPRESS](#)
- 📌 [AUGUST 2023 – LEADERSHIP – PART 1 – RAISES & PROMOTIONS – MOST SOFTEST CONTEST](#)
- 📌 [JULY 2023 – EMPOWERMENT HOUR VIDEO – CHANTAL REED 1998-2023 – MOST NICEST CONTEST](#)
- 📌 [JUNE 2023 – WHERE DO WE START – SELF LEARNING MODULES – 3 AND A HALF HABITS HIGHLY EFFECTIVE PEOPLE](#)
- 📌 [MAY 2023 - What Happened to Customer Service - Most Nicest Contest - EMR Benchmarking -Inspiration Page - Adventures In Self-Help](#)
- 📌 [APRIL 2023 – COST REPORT WARS – REVOLUTIONIZING BEREAVEMENT – UNIVERSAL VIRGIN MUSIC DEAL – BEST ROCKY FOE – HIERARCHY OF NEEDS – ADVENTURES IN SELF-HELP](#)
- 📌 [MARCH 2023 – SAFETY FIRST-GROWTH CAPABLE LEADERS – BEST BEE GEE CONTEST – THE BENCHMARKING SYSTEM – ADVENTURES IN SELF HELP – MVI MOVIE REVIEW](#)
- 📌 [FEBRUARY 2023 – TRUE SCIENCE – DOUBLE SHOT VIDEO LINKS – GROWTH CREATING A SELLING SYSTEM – SKILL OF HAPPINESS – ADVENTURES IN SELF HELP – WHATS REAL-ER CONTEST](#)
- 📌 [January 2023 – Modern Scarelines – Tough Training Schedule 2023 – Your Compensation System Is Your Best Teacher – Ask Andrew Webinar – Wanted El Troy – The New MVI Look](#)
- 📌 [December 2022 – YOUR NUMBERS ARE YOUR TRUTH – STARTING POINT OF SUCCESS – CLASSIC ALBUM COVERS – ADVENTURES IN SELF HELP – REALITY = NATURE](#)
- 📌 [November 2022 - Just Go Ahead And Stop Your Inpatient Unit Losses - You Should Care About What People Think About You - The Importance of a Peer Group](#)
- 📌 [October 2022 – Where Do We Start - Self Learning Modules - 3 and a Half Habits Highly Effective People](#)



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- 📁 [September 2022 - Financial Models - What Is F9 - Remedy Out of Balance](#)
- 📁 [August 2022 - Percentages of NPR & Not Budgets - Baldest Man Contest - Map of Consciousness](#)
- 📁 [July 2022 - Action Accountant - Getting Clear About Financial Statements - Accounting Centerfold-How To Transform Yourself - Clients](#)
- 📁 [June 2022 - Modern Hellthcare - Value of Standardization Pt2 - New Benchmarking Decision Dashboard-CEO Attitude About Money - Best Mullet](#)
- 📁 [May 2022 - True Job - Value of Standardization - New Benchmarking Decision Dashboard - CHAP Operations Certification](#)
- 📁 [April 2022 - Real Work - Disappearing Nurses Webinar - What You Want From 70ers - Least Worst Healthcare - CHAP Operations Certification](#)
- 📁 [March 2022 - Resources For Key Frustrations - Most Exciting Time In Hospice - Cost Report Wars](#)
- 📁 [February 2022 – The Clinical Manager's Toolbox – Kent Brooks Wins Hospice Award – CHAP Operations Certifications](#)
- 📁 [January 2022 - Hospices Grow Census w/Covid - Why Not Pay People Well?-CHAP Operations Certifications](#)
- 📁 [December 2021 - Make 2022 the Best Operational Year Ever - We Don't Have Enough Time - What Practices Andrew](#)
- 📁 [November 2021 - Managing on a Month to Month Basis - The Magic Formula is the FOCUS of these 2 areas - Where are a Homecare and Hospice Biggest Economic Opportunities - Universal Music Release - Tough Training Schedule 2022](#)
- 📁 [October 2021 - New Benchmarking Version21 - Why Benchmark](#)
- 📁 [September 2021 Pre-save-Twisted-World-Universal-Music-Selling-Your-Culture-How-to-be-successful-in-this-world](#)
- 📁 [August 2021 – CEO2CEO – Retention of clinicians issues – Virtual Extraordinary Clinical Leader Program](#)
- 📁 [July 2021 - Part 2 Turnover - Why do people come to work at a hospice - how do we take care of people - How do we take care of our people](#)
- 📁 [June 2021 - Creating the Inspiring-Electric- Life-Changing” Work Atmosphere- Culture with Meaning & Purpose - Turnover Nursing Shortage - tough trainings at MVI conference center](#)
- 📁 [May 2021 – The Model and Home Health – Extracurricular Programs – NEW LIVE Tough Trainings at the MVI Conference Center! – Andrew and Label Signed with Universal Music Group!](#)
- 📁 [April 2021 – Reduce Turnover to 5% and attract TOP Talent! – Download and Use – The MVI Clinical Manager Scenarios in Front of your Team to “Model” the “Mature Employee” – The Extraordinary Clinical Manager Tough Training – May 4th – Download and Use – The Modular Visit-Step Approach to Creating Your Perfect Visit Videos](#)
- 📁 [March 2021 – No Budgets and Unit Accounts – The Extraordinary Clinical Leader Program In this issue: No Budgets and Unit Accounts. The Extraordinary Clinical Leader Program – May 4th](#)