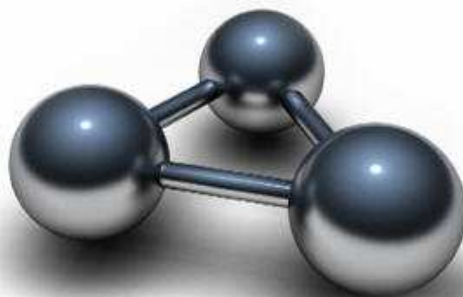


The Business of Hospice & the Model

Balancing the Ideas of
Purpose and Profit...



Workshop Purpose

The Model Workshop

The **Model Workshop** is a 3 to 4 day training system designed to help hospice leaders implement the Model approach to hospice management. The Model is an approach to operating a hospice as an integrated, coherent and coordinated system of care that improves overall quality and financial performance simultaneously. Hospice representatives will be trained to be **Model Guides** to implement and sustain this management approach. Participants are daily taken through the necessary steps to avoid common mistakes and pitfalls so that hospices can get it right the first time. Most of the workshop is devoted to hospice groups working among themselves with guidance from Andrew and Susan. In addition, there will be special breakout sessions devoted to the unique “roles” such positions as CEO, COO, CFO, Marketing and others play in the Model transition. This program is a cost-effective way to unify your team and establish long-term organizational structures for the modern hospice in a changing environment.

NASBA approved: 28 CPE hours.

Learning Objectives:

- Explain what the Model is and how it works
- Understand the role of the Model Guide
- Understand how to actually use the Model to manage
- Understand how to teach the Model to others

Who Should Attend?

One to eight representatives from each hospice such as the CEO, COO, CFO, Primary Clinical Leaders, and Top Clinicians should attend, although a single individual such as the CEO or top leader is also fine.

Pre-Workshop Preparation

The Model Workshop will be most effective if several advanced preparation is taken.

- CEO – Work on **Vision Clarity** “You have to see it before you can build it”
- CEO – **Issue Model Workbooks** to your Guides so that they can become familiar with key concepts. Suggested workbooks:
 - #2 Vision & Values
 - #3 Creating Your Model
- CEO – **Solicit input** from staff. See Workbook #1 CEO Preparation for the Model. This step is important for buy-in.



- CFO – Get **Benchmarking System aligned** (You should be using the MVI Benchmarking System).
- CFO – Have **average hourly rates** available for each major discipline.
- CFO – Using the **Model Planning Tool**, try to emulate your current NPR model as a starting point. This will save time. Use the FTE numbers as well as whole dollar amounts to help with reasonableness. Your group will be referring to this tool many times during the workshop. If you have it “ready to go” it will GREATLY facilitate progress.

What to Wear/Bring?

- Dress in **layers** and for MAXIMUM comfort in the great outdoors. Weather permitting; we will have many breakout sessions in the great outdoors. Wear rubber or soft soled footwear for less sound and better walking. Jeans, jacket, and sunglasses are all smart moves in the apparel department.
- At least 1 laptop per group (MVI will provide one if necessary)
- Input, suggestions, feedback from your hospice if possible
- Model Workbooks 1 & 2 if work has been done
- A calculator
- A great spirit and atmosphere!

Program Details

Schedule

September 12-15, 2011

Training Location

MVI Executive Retreat & Conference Center,
2362 Big Hungry Road, Flat Rock, North Carolina 28731 Phone: (No Phone)

- **Take I-26 to Exit 53**
- **Turn onto Upward Road** towards Waffle House away from the McDonalds
- **Go 1 mile and turn Right onto Big Hungry**
- **Go ½ mile and turn Left to stay on Big Hungry**
- **Go ¼ mile and turn Right to stay on Big Hungry**
- **Go approximately 3 miles(you will cross a bridge and see water falls, go up the mountain)**
- **Turn Right at the Entrance** of the Center (rock columns and large black gate)
- **Park around the Center, either in back on sides or in front**
- **Welcome!**



Multi-View Incorporated Systems
PO Box 2327
Hendersonville, NC 28793
828-698-5885 or multiviewinc.com



Transportation

We have two airports in our area. They are:

- ❖ Asheville Regional Airport; Asheville, NC
- ❖ Greenville/Spartanburg Airport; Greenville, SC
- ❖ Charlotte Airport is approximately a 2-hour drive to the center

A rental car is necessary due to the distances from either airport to the hotel and also from the hotel to our remote training facility.

Lodging

Since the program is held at the MVI Executive Retreat & Conference Center, it is suggested that attendees stay at the Mountain Lodge or Mountain Inn & Suites off of I-26 Exit 53 although attendees can choose other accommodations if desired. These accommodations are especially prepared for MVI guests and are located near the center. The Mountain Lodge* is a bit more up-scale than the Inn. Special rates are given when you mention that you are with MVI. Both places are located next to each other.

*Mountain Lodge: (828) 693-9910 – 42 McMurry Road, Flat Rock NC 28731
www.mountainlodgeflatrock.com

Mountain Inn & Suites: (828) 692-7772 – 755 Upward Road, Flat Rock 28731
www.mountaininnlodge.com

Faculty, Cost and Other Information

Faculty: Susan Balfour and Andrew Reed, CPA

Cost: :\$2,000 each or \$10,000 for groups of 6-8

Program Level: Advanced

Delivery Method: Group-Live

Prerequisites: Leadership or Clinical Experience

Advanced Preparation: Review Model Workbooks, Review input from staff

Program Registration

To register for the program, please visit our website at:

<http://multiviewinc.com/tough-training.php> to sign up, or contact toughtraining@multiviewinc.com

