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PART TWO

EMPOWERMENT HOUR

The
**PERFECT
Visit**



November 18th

The excitement starts:

1:01pm EST

Presenter:

Nancy Mueller

Model Magician

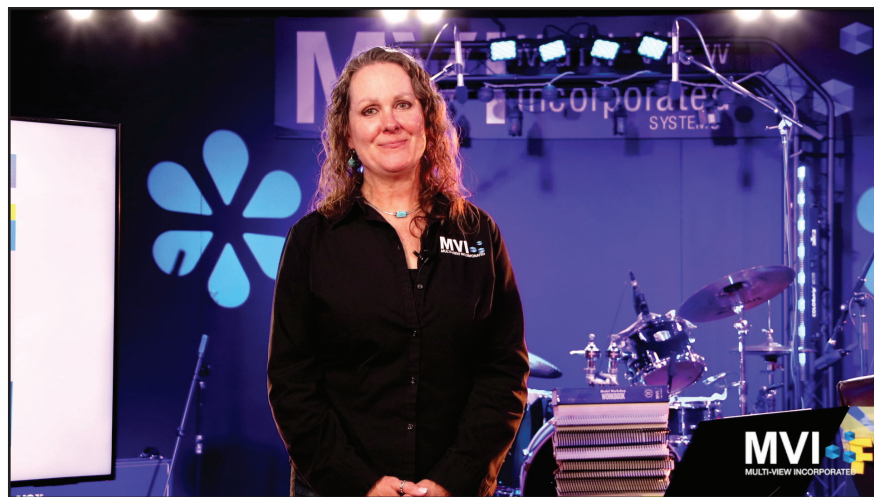
FREE for MVI Clients
CLICK HERE

The Perfect Visit Empowerment Hours WEBINAR!

Part 1 of 3 with Nancy Mueller

Our own lovely Nancy Mueller is doing a wonderful 3-part series on the *Perfect Visit!* The *Perfect Visit* or a “visit” structure is an integral part of doing World-Class Hospice care.

Nancy does a superb job of explaining the “whys” and “hows” of getting your training and talent development in alignment with Best-Known Success Patterns/Practices of the 90th percentile. This is a GREAT series for any Hospice Clinical Leader or Manager to watch! Episode #2 will be on 11/18 at 1:01 EST. Episode #2 will cover the NEW MVI Labs APP!



CLICK HERE to Watch!



MVI LABS APP!

For Perfect Visit & Perfect Phones training!



The Power of the Labs in the Palm of Your Hand!

At Multi-View Incorporated, we've always believed that **People Development is the #1 Strategic Direction** for any organization seeking to become World-Class.

But there's a big difference between teaching people what to do and helping them develop the skills and confidence to actually do it in the real world and under stress conditions. That's why we created the **MVI Labs App**.

For years, we've encouraged organizations to use hands-on training labs to practice the skills necessary to deliver an Extraordinary Patient and Family Experience.

This has been incredibly successful but now we are making it easier! The challenge has always been making these labs easy to prepare, organize and conduct on a regular basis.

The MVI Labs App was designed to make that process simpler. Using a smartphone, tablet or computer, teachers can play pre-recorded scenarios while students practice responding to realistic situations. No memorized scripts or actors are required.

The teacher can run the scenario, provide feedback and repeat the exercise as needed.

The App includes:

- 9 **Perfect Visit Scenarios** to practice patient and family visits.
- 6 **Perfect Phones Scenarios** to develop telephone communication skills.
- 8 **Perfect Documentation Scenarios** to practice descriptive clinical documentation.
- EmPOWERment Resources** featuring MVI's Best-Known Success Patterns/Practices.
- Flashcard Games** to reinforce *the Perfect Visit* through practice.

And you don't need to spend hours on set-up, because the App does a lot of it for you. With a few simple props, an office, conference room or classroom can become a place where employees practice and improve their skills.

We wanted to remove some of the obstacles that prevent organizations from conducting hands-on training more frequently. The easier it is to conduct a lab, the more opportunities employees have to practice, receive feedback and improve.

Our hope is that the MVI Labs App will help make People Development a regular part of an organization's culture rather than an occasional training event.

The MVI Labs App are available ONLY to MVI Network clients.

It's our gift to the people and organizations working every day to provide Extraordinary care.

You can access the app [here](#).



PERFECT PHONES ARE THE FRONT DOOR OF YOUR HOSPICE



We can't wait to show you how **PERFECT PHONES** from **MVI** can be used to **SOLVE** so many common Hospice frustrations and problems!



CLICK HERE



EMPOWERMENT HOUR

This webinar will be focused on teaching the **Perfect Visit** with **System7!**

The PERFECT Visit™

SUNNY DAY PERFECT VISIT STRUCTURE

The Goal of Your Visit is to "Make the Caregiver the Hero!" Every Visit is a Performance, Energy Up!

The ONLY thing caregivers will REMEMBER is how we made them FEEL!

1 BACKSTAGE Time Est. 5 minutes	2 ENTRANCE Time Est. 5 minutes	3 PROFESSIONAL JUDGEMENT Time Est. 7-10 minutes	4 DOCUMENT FOR COMFORT Time Est. 10 minutes	5 EXIT Time Est. 5 minutes	6 OFF STAGE Time Est. 10 minutes
1.1 Clean Behind The Scenes Q10 Dashboard 100	2.1 Pleasant Greeting Q10 Q11 Car Seat	3.1 Hands On Q15 Q16 Q17 Q18 Q19 Q20 Q21 Q22 Laptop/Device Dashboard	4.1 French Fries Laptop/Device Dashboard	5.1 The emotional goal you are doing and... Q10 Q11	6.1 "I've Just Got to Get a Message to You" Dashboard 100
1.2 Ask for Divine Help (900) Dashboard 100	2.2 Persuade Car Seat	3.2 Music, Books & McKesson Laptop/Device Dashboard	4.2 Tell Me How Great It is! Laptop/Device Dashboard	5.2 "You have everything this moment" Car Seat	6.2 Facility Connections Dashboard 100
1.3 Drive Way Manners Dashboard 100	2.3 Bug Me - One Detail Car Seat	3.3 Rock the Doc Laptop/Device Dashboard	4.3 Verify Visit Frequency Laptop/Device Dashboard	5.3 "No more anything and I can help with 2 more items" Q10 Q11	6.3 Let's Go Dashboard 100
1.4 One Detail Q10 Dashboard 100	2.4 Sanitize Car Seat	3.4 Crystal Ball Laptop/Device Dashboard	4.4 Record One-Details Laptop/Device Dashboard	5.4 Zen Listening Car Seat	6.4 You have just made a difference in the world!!! Dashboard 100
1.5 Vibrate On! Car Seat	2.5 Request Concern Q10 Q11	3.5 Touch Patient's Arm Laptop/Device Dashboard	4.5 Blue Ink Laptop/Device Dashboard	5.5 Writing & Mark Q10 Q11 Q12 Q13	6.5 The 4 Rs Relax Refuel Refuel Refuel
1.6 "Breathe" I am a Teacher... Car Seat	2.6 Wink & Nod Q10 Q11 Q12 Q13	3.6 Teach Patient's Arm Laptop/Device Dashboard	4.6 Number in View Manage Expectations Q10 Q11	5.6 Number in View Manage Expectations Q10 Q11	
1.7 Take Everything I Need Car Seat	2.7 Zen Listening Q10 Q11 Q12 Q13 Q14 Q15	3.7 Teach Patient's Arm Laptop/Device Dashboard	4.7 Expert Guidance Laptop/Device Dashboard	5.7 Expert Guidance Laptop/Device Dashboard	
	2.8 Manage Expectations Q10 Q11 Q12	3.8 Teach Patient's Arm Laptop/Device Dashboard	4.8 Number in View Manage Expectations Q10 Q11	5.8 Number in View Manage Expectations Q10 Q11	
	2.9 Introducing Mr. Gates Laptop/Device Dashboard	3.9 Teach Patient's Arm Laptop/Device Dashboard	4.9 Number in View Manage Expectations Q10 Q11	5.9 Number in View Manage Expectations Q10 Q11	

TOTAL DIRECT TIME (Including Perfect Documentation)
60 Minutes
[Travel Time Excluded]

We do a Visit Structure because we care enough! The Visit Structure is about creating a FEELING!

"The Visit is the patient's experience and the family's memory."

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PART TWO



November 18th @1:01pm EST

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Model Magician

FREE for MVI Clients

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BenchPress



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

One of the questions we are asked from time to time here at the Bench Desk is: "What does the number of **Locations** in the **Benchmarking Application (BA)** reports represent?"

Executive Dashboard		Locations: 679 Count: 303		MVI Multi-View Incorporated BENCHMARKING	
Version: 24.0.1 Indicator					
Organizational Statistics					
Days in Accounts Receivable	Your Data	Median	MVI Model	Your Rank	
		44.5	45.0		
Net Org Operational Income \$ (Thousands)	Your Data	Median	MVI Model	Your Rank	
	\$	(260)			

Locations are self-reported by each participating Hospice program. The primary method used is to report the total:

- Separate CMS Certification Numbers (aka "CCN" ... what was formerly known as your "Provider Number")
- And/or Medicare-approved Multiple Locations (Branches) which are Benchmarked as one entity in their Upload.

For example, if Sunny Day Hospice has 3 Medicare-approved Multiple Locations whose information is included in their Benchmarking Upload, they'd enter Hospice Locations = 3 on the **[Setup Tab]** of their **Management Application (MA)**:

Management Application - Setup

The BOLD lines indicate available query fields when running the Benchmarking Application (BA).

Company Setup		
Company Information		Extracurricular Name
Company	Sunny Day Hospice	Grants - Program
Multi-View Client ID Number	8888	Kids Camp
Hospice Locations	3	Pediatric
Your State	FL	Thrift Store
Service Area Population	125,000	Bake Sale
Fiscal Year End	December	Bike-A-Thon
Tax Status	Not for Profit	Butterfly Release

Since Hospice programs change and grow over time, your number may not have been updated to reflect any changes. So, we encourage you to review the Hospice Locations number entered in your MA and update it As Soon As Practical. We know everyone will appreciate seeing the most current numbers!

Inspiration Page



BEING NICE IS PUNK ROCK

My teenage son and I have a weekly tradition of grabbing coffee together. During a recent trip, we pulled up to the drive-through window and were greeted by a barista with vibrant, bright green hair.

As a guy quickly closing in on 50 years old, it's wild to look back on now, but in the mid-1990s, I was a punk rock skater. That was another lifetime ago entirely. Just days earlier, I had unearthed an old photo of myself rocking a similar shade of green hair. Looking at my current state, decidedly "plain" self, I told my son I was going to show her the picture to see if I could get a laugh.

"Don't be weird, Dad," he muttered. I ignored him and pushed ahead anyway. I told her I really liked her hair and asked, "Can I show you a picture of what my hair looked like 30 years ago?"

"Yes, of course!" she said, leaning forward.

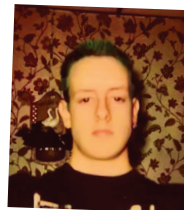
When I turned my phone around, her face completely transformed. The connection was instant. She laughed so hard and said "There is no way that's you!" We had a good laugh. She then went on to tell us that the vivid green hair was a gift to herself. She explained that she is currently living with stage 4 cancer that is in remission, and is managing it through a long-term maintenance plan. Her hair had only recently grown back, and she wanted to celebrate her survival by doing something wild and fun. It was cool to see someone so happy to be alive!

We spent the next few minutes sharing laughs and swapping stories, only cutting the conversation short when the next car pulled up behind us. I wished her the best and we drove away.

As we grow older, it is incredibly easy to let subconscious assumptions take over and judge a book by its cover. But that brief window reminded me of a simple truth: being kind, breaking down barriers, and connecting with people will always be the most punk rock way to live. Punk rock was always about going against society. And in our world where it's almost accepted that people can be so cruel to each other, I can think of nothing more punk rock than being nice.

I hope this helps!

~ Bernie



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...

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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

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 though Standardization and understanding of Process. Many of these insights were used when we helped the only Hospice ever to win the Malcom Baldrige Award in our area. [More Info >>](#)

The Extraordinary Clinical Leader

TBA

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>>](#)



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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.

- 📦 [SEPTEMBER 2026 – INTEGROUS HOSPICE MANAGEMENT – FINDING OUR WAY](#)
- 📦 [AUGUST 2026 – FINANCIAL MANAGEMENT – FINDING OUR WAY](#)
- 📦 [JULY 2026 – ADMISSIONS REIMAGINING – 4 DAY WORK WEEK](#)
- 📦 [MAY 2026 – ADMISSIONS REIMAGINING FROM THE PATIENT CHAIR – 4 DAY WORK WEEK](#)
- 📦 [APRIL 2026 – COMPENSATION & THE MODEL TOUGH TRAINING – “HOW DO YOU PROVE QUALITY”](#)
- 📦 [MARCH 2026 – QUALITY & LEADERSHIP – HOW DO YOU PROVE QUALITY](#)
- 📦 [JANUARY 2026 – THE HOSPICE AGGREGATE CAP – MVI CAP SERVICES](#)
- 📦 [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”](#)
- 📦 [AUGUST 2025 - 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 MVI PODCASTS TO HELP DEVELOP YOUR LEADERS & MANAGERS!](#)
- 📦 [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](#)
- 📦 [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](#)
- 📦 [JUNE 2024 – HOW TO BECOME A FIVE – STAR HOSPICE – WHEN DO THINGS HAPPEN](#)
- 📦 [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](#)



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- 📖 [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](#)
- 📖 [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 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 – 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](#)



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