

Are These Cool or U What!



No "Members Only" Jackets Allowed!

**Jan.
2022
15¢**



A *THRILLING* Publication

FLASHPAGE

A Monthly Consolidation of the
Practices of the 90th Percentile!

JAN 2022

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NEW VIRTUAL TRAINING OPTION for Individual Hospices!!!

Upon request, Andrew will conduct
Virtual trainings for INDIVIDUAL
Hospices! During these times, we must
be flexible and provide OPTIONS and
give our BESTEST through
EMPOWERED Clinicians!!!
We will cover ALL topics of interest by the
Hospice with fluid and open exchange
between your team and Andrew.

Contact MVI if this is your cup of tea!



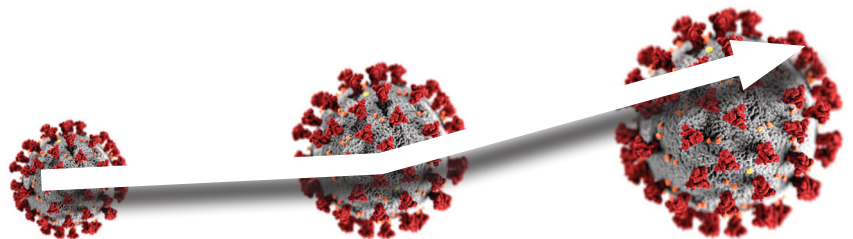
CLICK HERE

Hospices that used COVID to GROW CENSUS!

When COVID came upon our Hospice world, Hospices responded in many ways... Some limited Hospice Homecare and IPU admissions. Others found themselves shut out of nursing homes and other facilities. Others **GREW** as COVID turned out to be a fantastic opportunity to show their communities their quality services! Giving HOPE that something is working in a seemingly broken world!

One very well managed Hospice in the Mid-South we have the privilege of working with approached COVID differently. This Hospice has an IPU as well. The world zigged. They zagged. They were thinking about **how best** to bring light and hope to patients and families. Rather than limit their admissions like so many Hospices, they kept admitting...and an unexpected thing happened. They grew. And they entrenched! **They solidified their bond with their community and their referral sources as they did the opposite of the other Hospices in the area.** Word got out that this Hospice was still liberally taking patients! Their IPU was a huge asset!

When Covid began, people were dying alone in hospitals. Alone. *"This is how we protect our population,"* leaders argued. But this Hospice flipped that prevailing notion. They raised their commitment to ensure that their patients died a good death . . . **with their loved-ones present.** It wasn't easy. Not at all. It was hard, scary . . . exhausting. There was PPE to find and manage. There were protocols to put in place. There were staffing issues to navigate. But they did. **Their referral sources quickly noticed . . . and responded.** Their reputation grew as well as the census! This Hospice used the power of love, goodness and common-sense to demonstrate to their community the high level of care they provide. They built even stronger relationships with existing referral sources and they added many more!



Another Hospice did a similar thing and added over 200 patients to their ADC! And filled their IPUs! Again, rather than limit their admissions, they did what they thought was best for patients and families and liberally admitted. And through these admissions, TRAINED THEIR COMMUNITIES about their readiness to admit.

Another Hospice had a field-day serving nursing homes and ALFs! Why? Because the facilities TRUSTED the Hospice's clinicians and the Hospice. This Hospice had *specific clinicians* dedicated to those facilities! And the facilities knew it! The clinicians weren't circulating around to other facilities or care settings and therefore posed nearly the same risk as their own staff! Virtually all of the nursing homes and ALFs wouldn't let other Hospices visit except this Hospice! The point is, there are opportunities!

Hospice work is profound work. We are in the dying business. If there was ever a time that Hospice was needed, it is during COVID. With this said, COVID isn't over... Therefore the opportunity is still here! And you can use it to endear your community to your Hospice!

We hope this helps!

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

~ Nancy Mueller & Andrew

NO MASK NEEDED!
V I R T U A L E V E N T
PRESENTING...THE
**BEST HOSPICE COMPENSATION
METHODS WEBINAR!!!**
*The most effective compensation practices
yet discovered and the FASTEST way out
of quality & financial troubles!*

**TOUGH
TRAINING
MVI**

February 22, 2022 -10:01am
Serving Homecare and Hospice,
The MVI Team
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Why Not Pay Your People Well?

Just think about it for a moment... Do talented and highly productive people like to be paid what they feel they are worth? What happens if the talented and productive clinicians notice the less productive are paid about the same as they are? Are talented people attracted to unproductive and unconfident people? If you pay well, doesn't it make it easier to take talent away from competitors and leave them with the less talented?

*And perhaps the BEST question... **Why NOT pay your people well when you CAN?*** Why not structure your costs so your organization is always winning... with either low or high census? Why not provide a level of quality that leads to tremendous financial results... the results your organization desires virtually 100% of the time? In Hospice, you certainly can pay as well, if not more than hospitals or other health systems IF you manage well! If this is not your view, then perhaps your ideas about compensation could use some expanding. There is plenty of money in Hospice. You want to design your pay practices based on the very best methods known, those of the 90th percentile.

Compensation is the cost structure that Leaders should always be interested in and exploring. It will give you the biggest payoffs and make the job of management so much easier! However, the fact that most Hospice and other healthcare entities use average or even below average compensation methodologies and somehow expect to get great results is absurd. Compensation is **STRUCTURAL**. That is, once it is firmly established, your management system is put into autopilot to a large degree, making management vastly **EASIER**! But the ludicrous "fear barrier" that "everyone will quit" keeps the Hospice Herds in check, ensuring mediocrity for all but the bold, integrous and courageous.

As I look at Hospices' Compensation Systems, I see "anemic" Compensation Systems, overly complex Compensation Systems, systems with an enormous number of compensation codes instead of an elegant economy of codes, and systems that look very much like each other. And **LITTLE Accountability**... Your Accountability is directly linked to your quality! In fact, how you "do" Accountability in your Hospice for financials is the **SAME** way you do Accountability for your quality. Compensation is one of your most powerful **STRUCTURES** to do Accountability for you! And it does it *automatically*! Why not use it!

If Your Company is Winning, Why Not Share the Gains?

If your Hospice is winning financially, is it not right to share the gains? Just as it is not right to waste resources and thus not be able to pay employees well, it is equally not right to **NOT** share the gains with those that did the work that gave rise to the advantage.

Most People Want to Make More Than They Currently Make

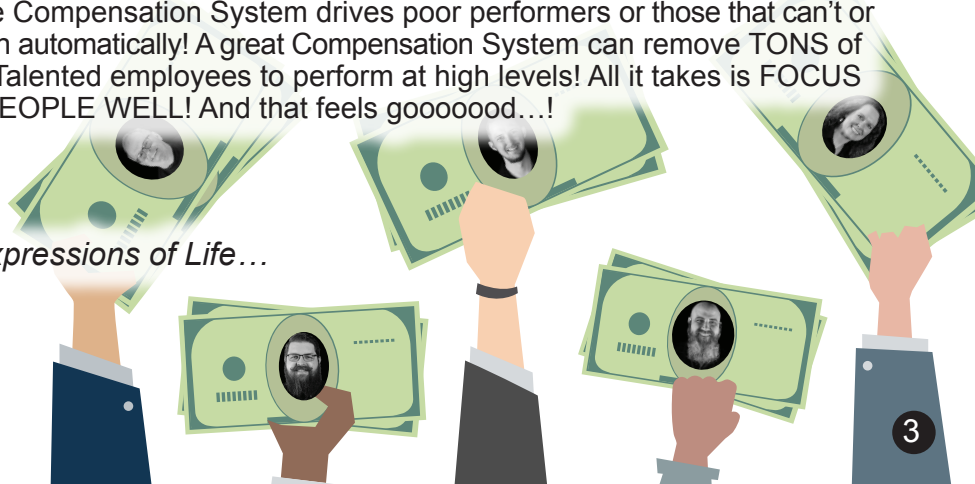
Talented people normally advance. They are great at what they do...and their abilities expand over time. These are bright and intelligent people. They can see if the organization is successful or not. And if it is a success, they would like to be part of it and share in its returns if possible! As their value increases through experience and training, they normally believe that they should be compensated accordingly. How much? As much as they can usually! It takes a pretty-well spiritually evolved person to "pass" on raises and bonuses! The point is, we all want to be paid what we **FEEL** we are worth. Everyone would like a raise!

Improving your Compensation System is one of **BEST** operational moves a Hospice or Homecare entity can make to increase quality and financial performance. It is also integrous when people are paid what they are worth. It is also integrous when the Compensation System drives poor performers or those that can't or won't do the Standards out of the organization automatically! A great Compensation System can remove **TONS** of management frustrations and **EMPOWER** Talented employees to perform at high levels! All it takes is **FOCUS** and a bit of courage! Plus you get to **PAY PEOPLE WELL**! And that feels goooooood...!

I hope this helps!

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

~ Andrew



Inspiration Page



CHECK OUT! the **NEW** **MVI Enlightened Culture Merch Page!**

We can
get these
high-quality
patches out to
Hospices at
cost and in
a snap!!!



MVI WANTS YOU!
To have these patches!



Some of the MVI team with custom patch jackets!



DISCLAIMER: The people in this picture are hired professional models depicting actual MVI employees. Wardrobe provided courtesy of Louis Vuitton, Marc Jacobs, Giorgio Armani and others. (The Ugg boots, camo and Boy Scouts Cap combo – “so in” today!)

From the Ancient MVI Scrolls...
from cave #147, scroll 7



MVI
JUST DON'T NOT DO IT.

HOSPICE & HOME HEALTH OPERATIONS CERTIFICATION

THE WORKSHOP

Home health and hospice industry experts lead our two-and-a-half-day workshops. We developed a practical framework to support your agencies' mission and purpose.

Our hands-on, skill-based certification workshops will focus on building the skills and knowledge you need for operational excellence and patient-centered care.

CERTIFICATION BENEFITS

- Improve operational efficiency
- Enhance clinical excellence
- Establish credibility with referral sources
- Advance professional development
- Increase employee retention
- Earn valuable credentials

CREDENTIALS

- CHPO (Certified Hospice Professional Operator)
- CHHO (Certified Home Health Professional Operator)



TRAINING LOCATION

San Diego, CA

Hospice: Feb 15-17, 2022

Home Health: March 29-31, 2022



Arlington/DC Metro

Hospice: May 10-12, 2022

Home Health: June 21-23, 2022

Workshop topics include:

Fiscal management

Running an efficient agency is hard. Every decision has an impact on other parts of your business. Whether its staffing ratios, referral management, payor mix, supply management or one of the many other budgetary factors, our workshop will focus on connecting these financial pieces so you can run a balanced agency.

Employee engagement & turnover reduction

Appropriate staffing is an essential part of running a successful agency. Turnover is not only expensive but a detriment to your agency's culture and the continuity of patient care. Employee engagement starts in the recruiting stage and never ends. This workshop covers how to set up your employment processes to support and retain your most valuable asset, your employees!

Leadership skills development

Great leaders set an agency up for operational excellence, satisfied patients, and engaged employees. This workshop will hone the skills required to engage employees and create a culture that attracts quality candidates. We cover principles of leadership, how to create a synergistic team environment, effective communication, meeting management, and many other critical leadership skills.

Agency growth, marketing, & business development strategies

From developing strategic partnerships to leveraging healthcare innovation models, we review several tactics and strategies to help you uncover hidden opportunities in your market.

Compliance & quality improvement

Compliance and quality improvement are essential aspects of running a successful agency. The workshop will increase your knowledge on compliance topics and help you develop and maintain a stand-out quality improvement program.



619-800-7255



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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.

- ❖ [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](#)
- ❖ [February 2021 – Productivity and Efficiency are Overrated! – Hospice A Spiritual Business](#)
- ❖ [January 2021 – 3 Evidences of Best Known Practices – Develop Perhaps the Most Essential Skills in Your Clini-](#)
- ❖ [December 2020 – DOWNLOAD Perfect Visit Step Modules & Videos for Your Relias or other LMS – Life-Chang- ing PDFs on the MVI Website – NEW 2021 Tough Training Dates](#)
- ❖ [November 2020 - Medicare Advantage Power Point: The Emphasis on Quality - Becoming a Teaching Organiza- tion is a Strategic Decision - Can We Sell the Idea that People Development is Important? - Registration is open for the Designing an Extraordinary People Development System Virtual Event on December 7th! | Hospice & Homecare Consulting | Hospice & Medicare Cost Report | Multi-View Inc](#)
- ❖ [October 2020 - Understanding the Nature of Best Known Practices and Human Behavior – Intelligence can be Defined as Pattern Recognition – The Outlier – Benchmarking – Managing Well – Sign-up for The CFO Program Virtual Event now!](#)
- ❖ [September 2020 - “We Don't Have Enough Time to Implement Best Known Practices. We have so many things we're trying to do now...” – Sign-up for The The Extraordinary Clinical Manager Virtual Tough Training now!](#)
- ❖ [August 2020 - Hospice Groups for Medicare Advantage and Other Purposes – Client Testimonial from Northern Illinois Hospice – Sign-up for The CEO Virtual Retreat now! A massive value at only \\$500!!!](#)

- 
[**July 2020 - Hospice Turnover: “Your work is far too important for poor performance” – Hospice of the North Coast and COVID-19 & MVI – Compensation is Part of the People Attraction and People Retention Processes – It’s 2020! Don’t do a Traditional Budget!**](#)
- 
[**June 2020 - Hospice Operational Comparisons by ADC – Cedar Valley Hospice Wins National Gallup Exceptional Workplace Award – MVI Webinar: The Simple Way to Manage a Hospice on a Month to Month Basis for TOP Re-sults! – June 23 @ 1pm – Register Now**](#)
- 
[**May 2020 - Hindsight is 20/20 – Benchmarking System Vendor Updates – MVI Webinar: How Hospices have Decreased Turnover to 5% and Attract Top Talent! With Covid-19 showing us a Few Things – May 12 @ 1pm – Register Now – Dramatically Raise your ROI**](#)
- 
[**April 2020 - What is the Best Hospice Operational Strategy during Covid-19? – Telehealth – Now and in the Future... – Regional Differences of the Impact of Covid-19 – MVI Webinar: The Best Hospice Strategy...NOW! Tuesday April 28 at 1:00 pm EST – Register Now**](#)
- 
[**March 2020 - Regional Differences of the Impact of Covid-19**](#)
- 
[**February 2020 - 2 Helpful Ideas for CEOs: Directional Correctness and Pattern Recognition - Operational Info on Palliative Care Financial Success! Plus Home Health! - Register Now for Our Upcoming Inpatient Unit Tough Training on April 6-7**](#)
- 
[**January 2020 - What has changed in the New MVI Model? - Benchmarking - The Value of Benchmarking - Technical Aspects of the MVI Benchmarking System**](#)
- 
[**December 2019 - Breakthroughs in the Compensation System Implementations - MVI Tough Training Schedule - New Model NPR%’s in January 2020, Especially for Hospice IPUs!!! - Modular Visit Steps**](#)
- 
[**November 2019 - Cross-Training Indirects - Data-Grids: ADC and Pharmacy - MagicViews! The Clinical Dashboard for ANY EMR! - MVI Tough Training Schedule**](#)
- 
[**October 2019 - Benchmarking Data-Grids: Comparison by ADC & Pharmacy Vendor Comparison - MVI Tough Training Schedule**](#)
- 
[**September 2019 - Teaching the Spirituality Of Accountability - MVI Tough Training Schedule**](#)
- 
[**August 2019 - The CEO Retreat - People Development & the Model Workshop - MVI Tough Training Schedule**](#)
- 
[**July 2019 - Results of the Compensation System! - Compensation & the Model Workshop - The Steps in Sequence of Hospices that Go Days & sometimes Weeks without Documentation Errors or Complaints - Why MVI Matters Now!**](#)
- 
[**June 2019 - What are the Most Practical Things a CEO Can Do to Make Significant Operational Improvements? - Compensation & the Model - MVI Tough Training Schedule**](#)
- 
[**May 2019 - Why the Compensation System? Because the Hard Truth is that Most Clinical Managers will Not Hold their People Accountable... - Why are we FOCUSING on the Clinical Manager? - MVI Tough Training Schedule**](#)
- 
[**April 2019 - Video Interview with Edo Banach from the NHPCO - Hospices have 2 Years to Prep for the Medicare Advantage Carve-In - 3 Areas of Focus for the Medicare Advantage Carve-In - There is Still Time to Register for the Extraordinary Clinical Manager Program on May 6-7 – The CFO and CEO Programs Have Been Updated Specifically for the Medicare Advantage Carve-In!**](#)

MVI Tough Training Schedule

The Proprietary Model Workshop

SCHEDULED BY INDIVIDUAL HOSPICES or HOSPICE GROUPS

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>>](#)

Compensation & The Model

Feb 22nd • 10:01am - 6:01pm EST | VIRTUAL

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? In Hospice, compensation is your LARGEST cost, so why not adapt your compensation system creatively to get the performance and behaviors you need? 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. In this program, participants will learn to use compensation as a tool to foster the behaviors and results desired at a Hospice. Bring a laptop with Microsoft Excel, a clinical team's compensation information as well as compensation information for an Indirect area. This information will not be shared with the group but will be used by the participant to work out a system that can be emulated and utilized upon return to his or her respective organization. Compensation was the beginning of MVI. It is where we started as a company. MVI only holds the Compensation & the Model Workshop annually. This is a 1 day program. NASBA Approved:

[More Info>>](#)



Balancing Purpose and Profit...

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MVI Tough Training Schedule

The Extraordinary Clinical Leader

March 29 & 30 • 8:31am - 5:01pm EST | FLAT ROCK, NC - THE MVI EXECUTIVE CONFERENCE CENTER

The Model Manager Program is a REVOLUTIONARY and rigorous 2 - day program with laser-beam FOCUS on the Management skill-set needed to be a TRUE Professional Hospice Manager. There has NEVER been anything like this training in Hospice! The program will show how to make work as well as the job of being a Clinical Manager much EASIER based on what the 90th percentile Managers do! Up to 70% of an employee's development/morale/retention is based on the immediate supervisor as all front-line staff take their be-havioral/performance cues from this position! Therefore, a Hospice "doing the Model" will recognize this fact and build its strength/qual-ity around creating top-rung Clinical Managers supported by amazing structures that transform the job of management! [More Info>>](#)

The CFO Program

June 1 & 2 • 8:31am - 5:01pm EST | THE MVI EXECUTIVE CONFERENCE CENTER

Updated specifically for the Medicare Advantage Carve-In. The CFO Training 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 over the 2½ days. [More Info>>](#)

Designing an Extraordinary People Development System

August 16-17 • 8:31am - 5:01pm EST | 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

Oct 18-19 • 8:31am - 5:01pm EST | - FLAT ROCK, NC - THE MVI EXECUTIVE CONFERENCE CENTER

Updated specifically for the Medicare Advantage Carve-In. This is truly an executive retreat that helps CEOs become "aware" of what the Outliers 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. It is a humble and open program where, as a group, we can delve into the biggest frustrations and challenges we face as Hospice CEOs leading an organization. There is a deliberate concentration on the practices of the 90th percentile as they tend to make all work and management easier...which is of great relief for all in the organization! Perhaps you have found yourself on this "unexpected journey" of Hospice like myself...a movement where there is so much "meaning and purpose" that needs to be tapped into with intention...for ourselves first, and then spilling over onto those we have the privilege to work with. [More Info >>](#)



Balancing Purpose and Profit...

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