

Multi-View Incorporated Benchmarking provides benchmarking services to the hospice world.

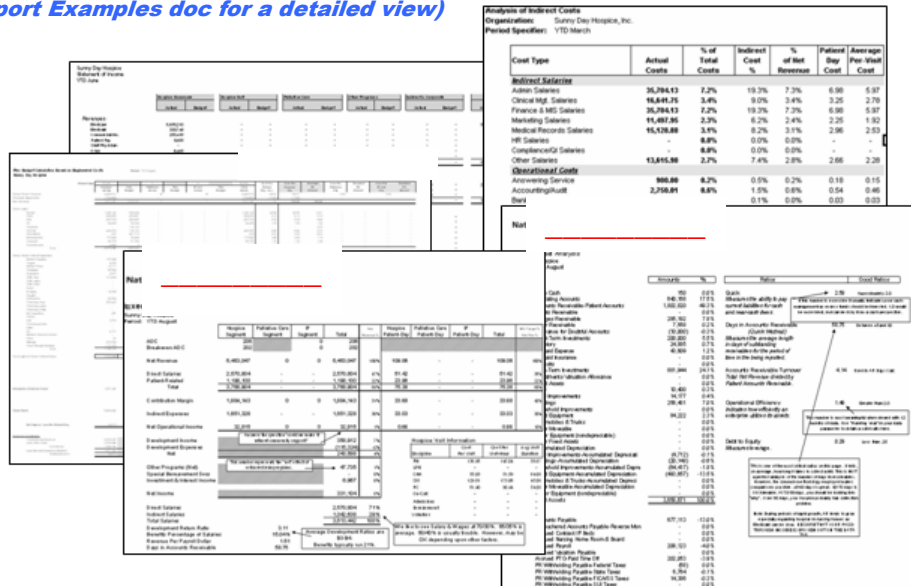
Software is installed that automates the collection of benchmark data and provides an incredible set of financial and statistical reports for on-going management of a hospice. The software also allows a hospice to compare its performance with other providers based on user-defined immediate queries of the National Financial Data Set.

**HERE'S HOW IT WORKS!!!**

**1. The System is installed on a subscribing Hospice's Network.**

The *Management Application* is installed on your hospice network. Training on how to configure and use the system is provided along with unlimited technical support. Data is extracted from your accounting system thus eliminating manual entry or the completion of forms. Regardless of the brand of the accounting system or its configuration, the Management Application extracts and groups your data into standardized and meaningful reports based on time-proven management best practices. At present, over 900 data points are captured.

**2. Run 25 reports for on-going management of the hospice.**  
(See Report Examples doc for a detailed view)



**Analysis of Indirect Costs**  
Organization: Sunco Day Hospice, Inc.  
Period Specifier: YTD March

Cost Type	Actual Costs	% of Total Costs	Indirect Cost %	% of Total Revenue	Patient Day Cost	Average Per Visit Cost
Indirect Salaries	35,294.13	7.2%	19.3%	7.3%	6.66	5.87
Admin Salaries	16,641.75	3.4%	9.0%	3.4%	3.25	2.78
Clinical Mgt. Salaries	35,294.13	7.2%	19.3%	7.3%	6.66	5.87
Marketing Salaries	15,492.86	3.2%	8.2%	2.4%	2.35	1.92
Medical Records Salaries	15,438.88	3.1%	8.2%	3.1%	2.96	2.53
HR Salaries	-	0.0%	0.0%	0.0%	-	-
Compliance/G Salaries	-	0.0%	0.0%	0.0%	-	-
Other Salaries	13,855.98	2.8%	7.4%	2.8%	2.68	2.30
<b>Operational Costs</b>						
Allowing Service	888.88	0.2%	0.5%	0.2%	0.18	0.15
Accounting/audit	2,758.81	0.6%	1.5%	0.6%	0.54	0.46
Net			0.1%	0.0%	0.03	0.03

**Net**

Account	Revenue	Percentage	Net	Percentage
Net	3,500,000	100%	3,500,000	100%
Cost of Sales	(2,500,000)	(71.4%)	1,000,000	28.6%
Operating Expenses	(1,500,000)	(42.9%)	(500,000)	(14.3%)
Net Income	500,000	14.3%	500,000	14.3%

*Hospice Homecare, Hospice Inpatient Units, and Palliative Care business segments are tracked.*

Here is a list of some of the reports and tools in the Management Application. Samples for these reports can be viewed in the [Report Examples](#) document. The system is rich in value. Features include:

- [Executive Dashboard Reporting](#) - For quick graphical and numeric monitoring of critical performance measures including Growth in ADC, Costs, Clinical Productivity, Visits in Relation to Census, Visit-Hours in Relation to Census, Nursing Home Mix, Benefits %, Debt to Equity Ratio, Development Return Ratio, etc.
- [Hospice Homecare, IP Units, and Palliative Care are Tracked in Detail](#) – Each of the most common programs of hospice organizations are segregated from other programs to provide pure and comparable data.
- [Patient-Day and Percentage of Net Patient Revenue Reports](#) – These are the most common methods of hospice financial measurement. They are excellent for some management decisions, but can be misleading if not viewed with other cost views.
- [Analysis of Indirect Costs](#) – 50 areas of Indirect Costs are tracked and are grouped into 3 categories; Indirect Labor, Operational Costs, and Facility-Related. Each of the 50 Indirect areas are also tracked individually.
- [Cost Engineering Tools](#) – These tools allow a hospice to construct target costs for each component of care based on internally developed standards.
- [Flex Model Report](#) – A budget automatically adjusted for fluctuations in patient volume is created through the use of standard costs.
- [Breakeven Analysis](#) – Breakeven computations are automatically produced.
- [Cost per Visit and Cost per Visit-Hour by Discipline](#) – These cost views provide greater insight into operations and make available the information required by many of the patient-management systems to produce accurate cost views by diagnosis, payer, age, sex, referral source, etc.
- [Board Financial Statements](#) – A Balance Sheet and Income Statement are automatically produced in a format that has proven to be very effective for informed decision making by Boards of Directors.

## Benchmarking System

### 3. Click on the button to upload your data to the National Financial Data Set.

By simply clicking on a button, the information is automatically transmitted and evaluated by the *Alerts Application*. Within 2 business days, the acceptable data is posted to the *Master Data Set* and the hospice is notified via an alerts email message. The data is then available to be queried with the *Benchmarking Application*.

#### E-mail Upload to National Financial Data Set

##### Automatic Upload

Automatic Upload will save the current workbook; create the Upload.csv; create an e-mail to MVIB with the Upload as an attachment and finally, reopen the FMA. You will need to say "Yes" to the windows security options to perform this process.

##### Manual Upload

Manual Upload will create a new workbook on your taskbar (book1,2...). You will then need to save and e-mail the file to benchmark@mvib.net.

In order for MVIB to load your Locations to the NFDS you must sign up for the additional locations.

### 4. Click on an icon on your desktop and enter the Benchmarking Application. Input the criteria you want to retrieve from the National Financial Data Set.

**MVI: Define Your Search**

MVI Multi-View Incorporated  
BENCHMARKING  
Benchmarking Application (BA)

4 Digit MVI ID Number: DEMO  
9 Digit MVI Pass Word: \*\*\*\*\*

It is recommended to limit your query parameters to one or two selections in order to Benchmark against the largest number of Hospices. If you leave a query field blank, it will retrieve all records for that field. The query will not retrieve any results if there are not at least three Hospices that match your query selections.

**GENERAL OPTIONS**

Region: [v] ?  
Avg. Daily Census Range: [v] ?  
State: [v] ?  
IP Unit(s) - OIP Percent: [v] ?  
Palliative Care: [v] ?  
Profit Status: [v] ?  
Service Area: [v] ?  
Ownership: [v]

**MODEL PRACTICES**

Remote Field Devices: [v] ?  
Web-Based PC System: [v]  
Pharmacy Vendor: [v]  
DME Vendor: [v]  
Patient System: [v]  
Special Group ID: [v] ?

Get Data

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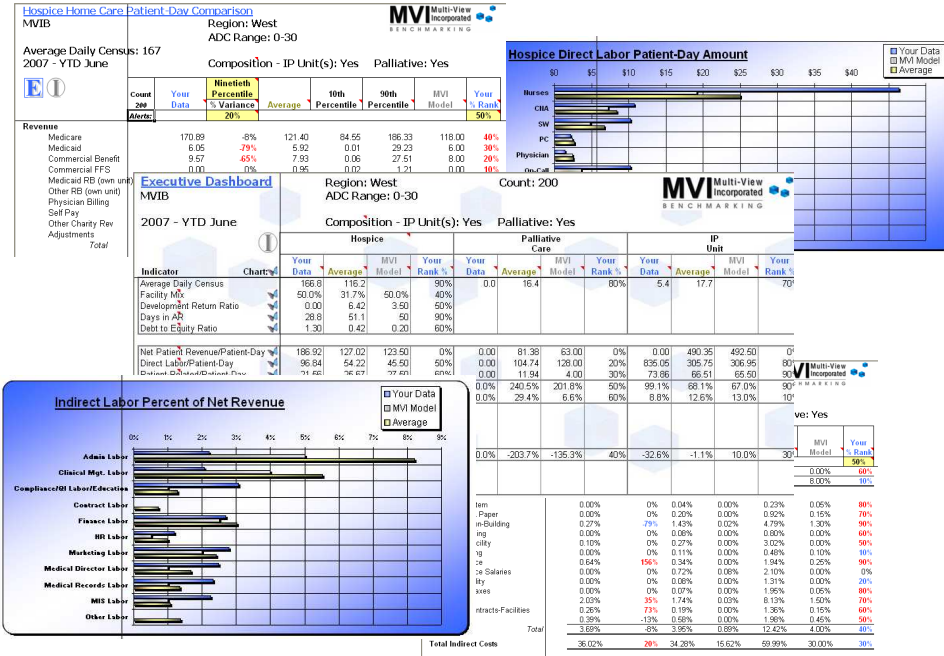
**GENERAL OPTIONS**

**MODEL PRACTICES**

Open Access: [v] ?  
Cancer Mix: [v] ?  
Facility Team Patient Days %: [v] ?  
Continuous Care % Served: [v] ?  
On-Call Practice: [v] ?  
Physician Practice: [v] ?  
Clinical Model of Care: [v] ?  
Incentive Compensation for Marketing Staff: [v] ?

Get Data Ver: MVI 9.0.0\_0.0.7

**5. Your latest submitted data is compared to the retrieved data and is displayed in an array of dashboards and detail reports.**



A hospice can input the criteria it wants to compare its performance against, press a button, and the data is pulled from the *Master Data Set*. A hospice can perform an unlimited number of queries and each query is kept intact for further analysis if desired. Special quarterly reports can be extracted for subscribing state and other associations.

**6. Want more data? Run additional queries of the National Financial Data Set. Each query can be saved for further analysis!**

**About the System...**

This system will makes it possible for any hospice to have meaningful financial management data and automated benchmarking. The Benchmarking System is a reporting system that not only provides a powerful set of reports for financial management, but also the ability for a hospice to compare its performance with other hospices based on user-defined criteria in seconds. And the upload is automated! This system does not require the manual and time-consuming completion of forms or the need for data input. You simply process your normal accounting transactions, input a few basic statistics, and the system does the rest with absolute minimum effort. The initial Account Lineup is a responsibility of the client and does take time. However, once your system is mapped, the only maintenance is when you add accounts or need to redirect mapping.



Questions? Email us at [benchmark@mvi.net](mailto:benchmark@mvi.net) or give us a call 772-569-9811

Welcome to the Financial Benchmarking Application. This application provides hospices the ability to query the National Financial Data Set based on user defined criteria. To use this application, you should have already lined up the Financial Management Application and emailed the results to MVI (upload file). It normally takes two working days for MVI to validate your data and upload it to the data set. Keep in mind that our validation process does not upload data that fails our tests. In such cases, we email you the details of the issues so that corrective action can be taken. The validation process helps to keep the National Financial Data Set from being compromised.

**Navigation:**



In order to facilitate navigation of the system, you will find icons for the Information and Executive Dashboard tabs on every report. The color coded buttons below may be used for quick navigation or printing. Printing may be performed by via the print icons or can be accomplished as you would normally (File/Print) with Microsoft applications. You may also print individual graphs by selecting the graph and clicking on the print icon. The Executive Dashboard also contains quick links (small butterfly icon) to specific charts and corresponding recommendations. Each recommendation has a link back to the Executive Dashboard.



This system fulfills several goals. It helps ensure that hospices have the tools to be financially viable in order to have adequate resources to provide exceptional care. It builds an accurate and true national financial data base to help set public policy rather than reliance upon Medicare cost reports which do not paint a representative picture of what really happens in a hospice operationally. It also, provides the almost instantaneous financial benchmarking data that hospices want and need.

**A Continual Stream of Educational Products & Consulting**

Education is a major part of this initiative as a hospice will suddenly have more data than ever before. A monthly Flash Page newsletter will be emailed to up to 5 people in your organization and quarterly audio or audio/visual educational products will be mailed, including conversations with benchmark setters and current best practices. The system comes with manuals, laminated guide sheets, and other educational products to help hospices use the system and interpret the data. Web-based advice is also available by simply clicking on the subject matter desired.

## Benchmarking System

Receive a continual stream of  
Educational Products and Software.



- Consulting Advice as needed
- On-going Educational Products - Best Practices & Management Advice
- Quarterly Educational CDs
- Monthly FlashPage Email
- Manuals, Quick Guides, and other support tools
- Technical and Consulting Support
- Telecommunication Charges and Postage

### Pricing

MVIB has made the Benchmarking System affordable for all interested hospices. The system and unlimited support are available on a subscription basis for \$225 a month!