Hospice Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hospice Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, State:\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, CEO

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, CFO

Dear Hospice Client,

This letter is to confirm retaining Multi-View Incorporated Benchmarking as an independent contractor to provide Benchmarking Services effective \_\_\_\_\_\_\_\_\_\_\_\_(date) at the rate of **$275 monthly.** Benchmarking1 provides professional prospective. Once that is known, then the knowledge of the Best Known Practices (Network2) behind each data element would be the next rational inquiry! Network services can be added by checking the box below for additional $400 per month. MVI does not pressure, manipulate, or coerce in any way an organization to use our services or any of the practices we recommend. We want people to make their own decisions for their own best interests. **You can cancel at any time for any reason!** We do not hide behind long-term contracts as we are confident in what we have been doing for over 25 years.

Yes, I would like to retain Multi-View Incorporated Systems and add Network Services too for $400 per month to provide professional support & perspective!

The Benchmarking System is an application that assembles data from the Hospice’s General Ledger into meaningful management reports designed to be used on a monthly basis. A secondary role of the system is that of benchmarking, whereby a Hospice can compare its operations to other Hospices. The most financially successful Hospices make informed decisions based on precise knowledge and industry insight that enables them to intelligently direct resources and energy. The system provides the information a typical Hospice needs to be conscious of its performance and manage operations. A Hospice also gains a national and regional perspective of Hospice operations as well as a custom organizational perspective based on its own internally-developed standards. The application, training, support and telecommunication charges relating to the Benchmarking System including:

* **Unlimited Phone & Remote PC Support**
* **Management Application** - extracts and groups your data into standardized and meaningful reports based on time-proven management best practices
* **Alerts Processing and review** on every Upload to the National Financial Data Set
* **Benchmarking Application** - A Hospice can perform an unlimited number of queries and can specify the state, region, service area type, ADC size, composition, or many other comparison criteria.
* **Monthly Flash page with the latest Best Known Practices in Hospice and Homecare Operations.**

 All information obtained in the course of our work is considered confidential and we will be held in the strictest confidence. It is only shared indirectly through benchmarking activities or to influence healthcare policy on a national/state level to benefit all organizations within our client network. Specific clients cannot be identified and are blinded to all other organizations except MVI in order to further protect your confidentiality.

**With the Network Option:**

* **Unlimited Customer & Practice Support**
* **Access to Best Known Hospice Practices via the MVI Website and Customer Support**
* **Preparation of 1 Medicare Cost Report is Included in *System51!!!***
* **MVI Financial Statements and Reports**
* **MVI Managed Care Chart of Accounts**
* **Access to the E-Normous Library on the MVI Website**
* **Annual Salary Survey**

The term **Network** comes from the collective data and knowledge derived from 1,000+ Hospices and Homecare organizations MVI has served. With Network, you are hiring MVI to “systemize” the Best Known Practices of the 90th percentile for you and make you aware of such practices as well as implementation steps.

We do not conduct an examination of transactions nor do we expect that we will necessarily discover errors, irregularities, or illegal acts, including fraud, should any exist. We will however, inform you of findings that appear to be unusual or abnormal. Also, we provide general guidance in the area of operations and financial management. We are NOT a substitute for a CFO nor should be expected to do accounting for a Hospice. It is the responsibility of the Hospice to maintain accurate accounting records. MVI does not review detail transaction for correctness or completeness. We do review summarized account information for reasonableness and reporting classification. Your personnel will assist us to the extent practical in completing our work. They will provide us with supporting data and schedules if necessary.

If for any reason either party wishes to terminate this relationship for any reason, it may do so upon providing 30 days written notice to the other party Thank you for the confidence you have placed in MVI! This is the beginning of a long, super and mutually beneficial association! Is this exciting or what!

Sincerely,



Andrew Reed, CEO & Chief Teaching Officer

Multi-View Incorporated Systems

APPROVED:

 Date

(Printed Name of Person Approving Agreement)

Other services are available upon request for an additional charge.

* Decision Dashboard
* MagicViews!
* Magic!