

# Webinar Schedule

<b>Jan 7 2014</b>	Developing “Take-Charge” Managers
<b>Apr 10 2014</b>	Managing Client Expectations
<b>Jul 10 2014</b>	“I’m Sorry to Hear That…” Proven Service Recovery Techniques
<b>Jul 24 2014</b>	Hospice & Palliative Care: Essentials of Information Security & Privacy
<b>Oct 23 2014</b>	My Life, My Choice: Navigating the Challenges of End-of-Life Decision-Making
<b>Feb 5 2015</b>	Program Management: Core Volunteer Manager Competencies
<b>Feb 24 2015</b>	From Touchy to Touching: Talking About the Dying Process
<b>Apr 2 2015</b>	Recruitment & Retention: Volunteer Engagement
<b>Apr 23 2015</b>	Compassion Fatigue: Managing Caregiver Stress
<b>May 28 2015</b>	Ethical Issues: Professional Boundaries & Pitfalls for Hospices
<b>Jun 4 2015</b>	Education/Training: Ensuring Prepared & Confident Volunteers
<b>Aug 6 2015</b>	Volunteers Everywhere You Look! Raising the Bar for Care & Services with Volunteers
<b>Oct 1 2015</b>	Ethics & Leadership: Raising the Bar for Hospice Volunteerism
<b>May 26 2016</b>	Is That Really True? Taking a Second Look at Long-Held Hospice Myths & Inconsistencies
<b>Jun 23 2016</b>	Compliance for Hospice Volunteer Staff
<b>Nov 3 2016</b>	Mistakes Happen! Cultivating Skills Necessary for Recovery
<b>Jan 5 2017</b>	How HIPAA Impacts Email & Text Messaging: Communicating with & About Patients in Compliance with HIPAA
<b>Jan 26 2017</b>	Hospice 101: The Basics for New Staff
<b>Apr 27 2017</b>	Focus on Volunteers: Multi-Generational Perspectives, Programming & Services
<b>Jul 20 2017</b>	Monitoring Employees' Work-Related & Personal Social Media: Why? How? Is It Legal & Ethical?
<b>Jan 1 2018</b>	2018 Volunteer Appreciation Event Package
<b>Feb 1 2018</b>	Audits/ADRs: Is Your Documentation & Practice Able to Withstand Audit Scrutiny?
<b>Feb 8 2018</b>	Leadership Series: Driving Results in the Face of Change: Leadership in a Changing Healthcare Environment
<b>Feb 15 2018</b>	Bridging the Gap: Hospice & Palliative Care & Intellectual & Developmental Disabilities
<b>Feb 20 2018</b>	Excellence in Advance Care Planning
<b>Feb 22 2018</b>	Leadership Series: Driving Results in the Face of Change: Leading with Purpose
<b>Mar 1 2018</b>	Volunteer Manager Series: Expanding Volunteer Services Outside the Box & Meeting Your Five Percent Requirement
<b>Mar 8 2018</b>	Leadership Series: Driving Results in the Face of Change: The Mentor Leader
<b>Mar 15 2018</b>	Volunteer Manager Series: Asserting Your Value as a Volunteer Manager!

**Mar 22 2018** Hospice Fraud & Audit Investigations: How to Prevent, Detect & Defend Against Them

**Mar 29 2018** Is It Hospice, Home Health, or Palliative Care?

**Apr 5 2018** Volunteer Manager Series: Raising the Bar for Volunteer Feedback: Surveys, Exit Interviews & Committee Involvement

**Apr 10 2018** Hospice Policy Update: Where Are We & Where Are We Going?

**Apr 12 2018** Social Media Policy Mistakes: Is Your Organization at Risk?

**Apr 17 2018** Managing Client Expectations Realistically & Respectfully

**Apr 19 2018** Prudent Hospice™ Approach to Live Discharge Series: Managing Live Discharges

**Apr 26 2018** Key Strategies for a Successful Emergency Department Patient Transition Program

**May 3 2018** Top Hospice Claims Risk Areas

**May 10 2018** Prudent Hospice™ Approach to Live Discharge Series: Managing Unplanned Hospitalizations

**May 15 2018** Building a Strong & Compliant Skilled Nursing Partnership

**May 17 2018** Best Practices for Caring for Pediatric Hospice Patients

**May 22 2018** Prudent Hospice™ Approach to Live Discharge Series: Evaluating & Planning for Discharge

**May 24 2018** Surveys & Survey Preparation: A New Role for Compliance

**Jun 7 2018** Key Strategies for Optimizing Hospice Revenue

**Jun 14 2018** Deep Dive into Compliance Details Series: Part 1: Policy, Standards of Conduct, Program Administration, Training & More

**Jun 28 2018** Deep Dive into Compliance Details Series: Part 2: Communication, Internal Monitoring, Disciplinary Guidelines & Corrective Actions

**Jul 5 2018** Best Practices for Compliant Social Media Opportunities

**Jul 12 2018** Social Worker & Chaplain Skills Series: Differentiating Grief from Depression

**Jul 17 2018** Community Education & Outreach: Why Is This Critical for Your Agency?

**Jul 26 2018** Social Worker & Chaplain Skills Series: Ethical Challenges in Palliative Sedation & End-of-Life Decisions

**Aug 2 2018** Hospice Billing Series: Eligibility Requirements & Notice of Election

**Aug 7 2018** Social Worker & Chaplain Skills Series: Ethical Challenges in Personal/Professional Boundaries, Supervision, Burnout & Self-Care

**Aug 9 2018** Cultural Influences in End-of-Life Care: Appropriate Outreach

**Aug 16 2018** Hospice Billing Series: Details of Medicare Claims Processing

**Aug 30 2018** Hospice Billing Series: Face-to-Face, Hospice CAP, Palliative Care & HIS Requirements

**Sep 6 2018** Recognizing & Overcoming Unconscious/Implicit Bias

**Sep 13 2018** Compliance for Hospice Social Workers & Chaplains

**Sep 18 2018** Trauma & Hospice: Awareness & Community Responses

**Sep 20 2018** Electronic Compliance Rules, Policies & Best Practices for Email, Social Media, Mobile & Web Management

- Sep 27 2018** A Compassionate Approach to Pediatric End-of-Life Care: Blending the Art & Science of End-of-Life Care
- Oct 2 2018** Writing & Updating Your Emergency Preparedness Plan
- Oct 4 2018** Hot Topics in Hospice Payment & Quality Programming
- Oct 11 2018** Honoring Veterans' Healthcare Decisions Series: Veterans, VA Benefit, Hospice & Palliative Care
- Oct 18 2018** Why You Should Review PEPPER Reports
- Oct 25 2018** Honoring Veterans' Healthcare Decisions Series: Hospice Team Engagement: Your Role in Making a Difference & Honoring the Veteran's Healthcare Decisions
- Nov 1 2018** Hospice, Palliative Care & the Ever-Changing Hospice Landscape
- Nov 6 2018** Customer Service & How to Deal with Difficult People
- Nov 8 2018** Hospice Compare: Lessons Learned & What to Expect
- Nov 15 2018** Power Partnerships & Growth Strategies in an Alternative Payment Model Environment
- Dec 4 2018** How to Improve Your Hospice CAHPS Survey Scores
- Dec 6 2018** Mobile Device Risks & Compliance Rules: Implementing Strategic BYOD & COPE Policies
- Dec 13 2018** How to Create a Culture of Excellence from the Top Down