

Webinar Schedule

Jan 7 2014	Developing “Take-Charge” Managers
Apr 10 2014	Managing Client Expectations
Jul 10 2014	“I’m Sorry to Hear That...” Proven Service Recovery Techniques
Jul 24 2014	Hospice & Palliative Care: Essentials of Information Security & Privacy
Oct 23 2014	My Life, My Choice: Navigating the Challenges of End-of-Life Decision-Making
Feb 5 2015	Program Management: Core Volunteer Manager Competencies
Feb 24 2015	From Touchy to Touching: Talking About the Dying Process
Apr 2 2015	Recruitment & Retention: Volunteer Engagement
Apr 23 2015	Compassion Fatigue: Managing Caregiver Stress
May 28 2015	Ethical Issues: Professional Boundaries & Pitfalls for Hospices
Jun 4 2015	Education/Training: Ensuring Prepared & Confident Volunteers
Aug 6 2015	Volunteers Everywhere You Look! Raising the Bar for Care & Services with Volunteers
Oct 1 2015	Ethics & Leadership: Raising the Bar for Hospice Volunteerism
May 26 2016	Is That Really True? Taking a Second Look at Long-Held Hospice Myths & Inconsistencies
Jun 23 2016	Compliance for Hospice Volunteer Staff
Nov 3 2016	Mistakes Happen! Cultivating Skills Necessary for Recovery
Jan 5 2017	How HIPAA Impacts Email & Text Messaging: Communicating with & About Patients in Compliance with HIPAA
Jan 26 2017	Hospice 101: The Basics for New Staff
Apr 27 2017	Focus on Volunteers: Multi-Generational Perspectives, Programming & Services
Jul 20 2017	Monitoring Employees' Work-Related & Personal Social Media: Why? How? Is It Legal & Ethical?
Jan 1 2018	2018 Volunteer Appreciation Event Package
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
Dec 20 2018	Targeted Probe & Educate Update: Lessons Learned & Best Practices
Jan 3 2019	Hospice 101 – Essentials for New Staff
Jan 10 2019	HIPAA Review – Risks, Strategies, Trends & Data Privacy Breaches
Jan 17 2019	Aligning Home-Based Palliative Care Services: Latest Trends, Insight & Data

Jan 24 2019 World-Class Service Excellence: 90 Ideas in 90 Minutes!

Jan 31 2019 New Volunteer Manager Series: Common Challenges & FAQs for New Hospice Volunteer Managers

Feb 7 2019 Conducting Mock Surveys to Assess Survey Readiness

Feb 14 2019 New Volunteer Manager Series: Establishing Priorities When Volunteer Managers Wear Multiple Hats

Feb 21 2019 Creating a Compliant & Compelling Presentation for NCOs, ACOs & Hospitals

Feb 28 2019 New Volunteer Manager Series: Getting & Keeping Volunteers: The Ongoing Recruitment Dilemma

Mar 7 2019 Marketing Effectively: How to Measure & Evaluate This Critical Role

Mar 14 2019 Working with PEPPER Reports

Mar 21 2019 Conditions of Participation Series: Overview & Patient Rights

Mar 28 2019 Top 25 HR Mistakes & How to Prevent Them

Apr 4 2019 Conditions of Participation Series: Care Planning & Coordination of Services

Apr 11 2019 Hospice Audit Success Stories – Preparing for Government Audits & Latest Trends

Apr 18 2019 Conditions of Participation Series: Infection Control & QAPI

Apr 25 2019 Post-Acute Care: Preferred Provider Networks Offering Value-Based Care

May 2 2019 Conditions of Participation Series: Emergency Preparedness, Compliance & Clinical Records

May 9 2019 HIPAA Compliance for Email & Text Messaging: Communicating with Patients, Providers & Peers

May 16 2019 Agency Success & Leadership Excellence Series: Motivating People for Success

May 23 2019 Agency Success & Leadership Excellence Series: Using Accountability to Boost Performance

May 30 2019 Effectively Managing Hospice Live Discharges Part 1: Measuring, Monitoring, Guidelines & Regulations

Jun 6 2019 Effectively Managing Hospice Live Discharges Part 2: Eligibility Assessment, Documentation, Discharge Planning & the Care Continuum

Jun 13 2019 Agency Success & Leadership Excellence Series: Hire Well, Live Well™ – Minimizing Turnover & Maximizing Productivity

Jun 18 2019 How to Develop & Implement a Palliative Care Program

Jun 20 2019 False Claims Act: Fraud & Abuse Update

Jun 27 2019 Boundaries, Burnout & Compassion Fatigue: Developing Professional & Personal Resilience

Jul 9 2019 Partnership Series: Building Strong & Compliant Skilled-Nursing Partnerships

Jul 11 2019 The IDG Meeting: It Takes a Special Skill Set

Jul 18 2019 Partnership Series: Building Strong & Compliant Hospital Partnerships

Jul 25 2019 Hospice Billing Series: Eligibility Requirements & Notice of Election

Aug 1 2019 Partnership Series: Building Strong & Compliant Assisted-Living Partnerships

Aug 8 2019 Managing Risk Without Sacrificing Creativity: Challenges Facing Volunteer Managers

Aug 15 2019 Hospice Billing Series: Details of Medicare Claims Processing

Aug 22 2019 What Every Hospice & Home Care Provider Should Know About Electronic Protected Health

Information & Paper-Based Medical Records

- Aug 27 2019** Hospice 2020 Final Payment Rule & Quality Update
- Sep 5 2019** Avoiding the Top Five Survey Deficiencies
- Sep 10 2019** Hospice Billing Series: Face-to-Face, Hospice CAP & Palliative Care
- Sep 19 2019** How to Assess Suicidal Ideations & Interventions
- Sep 24 2019** Disaster Recovery & Business Continuity
- Sep 26 2019** Compliance Series for Non-Clinical Staff: Compliance for Hospice Bereavement Staff
- Oct 3 2019** How to Soothe, Smooth & Improve Difficult People
- Oct 10 2019** Compliance Series for Non-Clinical Staff: Compliance for Hospice Volunteer Staff
- Oct 17 2019** How to Build an Effective, High-Functioning Leadership Team
- Oct 24 2019** Compliance Series for Non-Clinical Staff: Compliance for Hospice Social Workers & Chaplains
- Oct 31 2019** Avoiding the Top 10 Legal & Compliance Mistakes of Email, Social Media & Other Electronic Communication Tools
- Nov 5 2019** Hospice Compare & HEART Updates: Improving Agency Service Quality
- Nov 7 2019** Social Worker & Chaplain Series: Psychosocial & Spiritual Acuity Implications for Social Workers & Chaplains
- Nov 14 2019** The Journey of Being Remembered: Legacy & Memory Making for Children, Families & Caregivers
- Nov 19 2019** Hospice & Veterans – Special Considerations for the Heroes Among Us
- Nov 21 2019** Social Worker & Chaplain Series: Psychosocial & Spiritual Aspects of Pain & Suffering In-Depth
- Dec 5 2019** Social Worker & Chaplain Series: Psychological & Spiritual Distress: A Call for Immediate & Skillful Intervention
- Dec 10 2019** Creating a Successful Hospice Competency Program
- Dec 12 2019** Are Your Requirements Scaring Off New Volunteers? Ideas for Streamlining Your Onboarding Process
- Dec 19 2019** CAHPS Hospice Survey – Best Practices for Improving Scores