

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