

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 1 2017	2017 Volunteer Appreciation Event Package
Jan 5 2017	How HIPAA Impacts Email & Text Messaging: Communicating with & About Patients in Compliance with HIPAA
Jan 12 2017	Preparing for CAP Reporting & Managing Liabilities
Jan 19 2017	Emergency & Disaster Preparedness Final Rule Update: Hospice & Home Health & Mini Drill
Jan 26 2017	Hospice 101: The Basics for New Staff
Feb 2 2017	2017 Hospice Manager Series
Feb 2 2017	Hospice Manager Series: First, Do No Harm! Critical Thinking for Managers
Feb 9 2017	Hospice Enforcement Trends: Recent Decisions, Opinions & Other Guidance for the Increasing Scrutiny on Hospice
Feb 16 2017	2017 PEPPER Series
Feb 16 2017	PEPPER Series: Adding PEPPER to Your Hospice Compliance Spice Rack
Feb 23 2017	Hospice Manager Series: The Difficult Personality: Ours, Those We Supervise, Patients & Families
Mar 2 2017	PEPPER Series: Adding Salt to Your PEPPER: Spicing Up Day-to-Day Compliance
Mar 9 2017	HIS Update
Mar 14 2017	The New Hospice 101: Preparing for & Responding to Hospice Audits

Mar 16 2017	Hospice Manager Series: Coaching & Guidance: Ensuring Everyone Knows Where They Are Headed & How to Get There
Mar 23 2017	Board Fiduciary Duty of Care & Individual Liability
Mar 30 2017	Hospice Manager Series: Pull Your Weight! Maximizing the Role of Everyone on the Team
Apr 4 2017	2017 ICD-10 Coding: Revisions, Updates & Challenges
Apr 6 2017	Hospice Compliance: Is It Documented?
Apr 13 2017	Compliance Investigations: How to Prevent the Response from Making Things Worse
Apr 20 2017	2017 Frontline Supervisor Series
Apr 20 2017	Frontline Supervisor Series: Exploring the Role of the Frontline Supervisor
Apr 27 2017	Focus on Volunteers: Multi-Generational Perspectives, Programming & Services
May 4 2017	Frontline Supervisor Series: Developing Staff & Managing Performance
May 9 2017	Recruiting & Hiring the Perfect "Fit"
May 11 2017	Hot Topics in Hospice Regulatory Matters
May 16 2017	Communicating in a Crisis: How to Protect Your Reputation & Brand
May 18 2017	Competencies for the Heart of Hospice Care
May 25 2017	2017 Compliance Series
May 25 2017	Compliance Series: Part 1: Preparing for the Project: What We Need to Know for Success
Jun 1 2017	2017 Post-Acute Care Series
Jun 1 2017	Post-Acute Care Series: Post-Acute Care & Integration for Hospice & Home Care
Jun 8 2017	Compliance Series: Part 2: Down to Work: Constructing the Framework
Jun 15 2017	Post-Acute Care Series: Value-Based Post-Acute Service for Hospice & Home Care: Key Strategic Considerations
Jun 22 2017	Compliance Series: Part 3: Conducting Individualized Risk Assessments & Establishing Audits & Monitors
Jun 29 2017	Managing Your Costs & Finding Efficiencies to Remain Relevant
Jul 11 2017	Project Management for Starting a Palliative Care Program
Jul 13 2017	Compliance Series: Part 4: The Final Touches: The Annual Review, the Link Between Performance & Compliance & Staying Current
Jul 20 2017	Monitoring Employees' Work-Related & Personal Social Media: Why? How? Is It Legal & Ethical?
Jul 25 2017	Hospice & Nursing Home Partnerships: Balancing Regulation with Quality
Jul 27 2017	Taking Counseling to the Next Level: Applying Techniques/Interventions to Challenging Situations
Aug 3 2017	2017 Hospice Billing Series
Aug 3 2017	Hospice Billing Series: Part 1: Eligibility Requirements & Notice of Election
Aug 10 2017	Participation in Bundled Payment Initiatives
Aug 17 2017	Hospice Billing Series: Part 2: Details of Medicare Claims Processing

Aug 22 2017	Security & Data Loss Prevention: How to Prepare for Ransomware & Other Cyber Attacks
Aug 24 2017	The Dos & Don'ts of Managed Care Contracting
Aug 31 2017	Hospice Billing Series: Part 3: Face-to-Face, Hospice CAP & Palliative Care & HIS Requirements
Sep 7 2017	GIP - Guidelines & Utilization Review
Sep 14 2017	2017 Survey Series
Sep 14 2017	Survey Series: Assessing Your Regulatory Compliance Through Survey Readiness
Sep 19 2017	CMS Public Use Files for Hospice: What They Tell Us & How to Use Them
Sep 21 2017	Serving the Under-Served in Your Community
Sep 28 2017	Survey Series: Conducting a Mock Survey to Assess Compliance
Oct 5 2017	A Whole New World: Defining the Role of Hospice Care in a Transforming Health Care System
Oct 12 2017	Survey Series: Top Five Survey Deficiencies & How to Avoid Them
Oct 19 2017	HIPAA Compliance: What Every Hospice & Home Care Provider Needs to Know About Electronic Protected Health Information (ePHI) & Paper-Based Medical Records
Oct 26 2017	Healthcare Due Diligence: The Who, What, Why & When
Nov 2 2017	Continuous Home Care Guidelines & Utilization Review
Nov 9 2017	Marketing: Compliant Practices for Hospice & Home Health
Nov 16 2017	How to Improve HCAHPS Scores
Dec 5 2017	Hospice Quality - Comprehensive Assessment Tool, Public Reporting & Star Rating
Dec 7 2017	Honoring Veteran Program Partnerships