

Webinar Schedule

Jul 12 2018	Social Worker & Chaplain Skills Series: Differentiating Grief from Depression
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 1 2019	2019 Volunteer Appreciation Event Package
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 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