

Webinar Schedule

Sep 3 2019	The Dark Web & Your Organization: Impact, Risks, Strategy
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	Ethical Challenges & Skills: Assessing 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 & HOPE 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
Jan 9 2020	Marijuana HR Policy & Best Practices: Handling Employee Medical & Recreational Use
Jan 16 2020	Palliative Care Insights & Trends Moving into 2020
Jan 23 2020	PDGM Part 1 – Overview
Jan 30 2020	Payment Reform & OIG Reports: Year-End Recap & Future Projections for Hospice
Feb 6 2020	PDGM Part 2 – Coding
Feb 7 2020	Effective Time Mastery: Working Smarter, Not Harder
Feb 13 2020	Hospice 101: Hospice Philosophy, Eligibility and Documentation
Feb 20 2020	PDGM Part 3 – Clinical Episode Management
Feb 27 2020	Creating a LGBTQ Caring & Inclusive Program

Mar 5 2020	Targeted Probe and Educate Hospice Update & PEPPER Reports
Mar 12 2020	Create & Maintain a Compliant Marketing Strategy
Mar 19 2020	Recruiting & Retaining Millennials, Gen Z & Nexters
Mar 25 2020	Pandemic & Emergency Preparedness: COVID-19 & What Healthcare Professionals Need to Know
Mar 26 2020	How to Develop a Sustainable Remote Patient Monitoring Telehealth Program
Apr 2 2020	Challenges & Solutions for Hospice Volunteers: An Interactive Webinar for National Volunteer Month
Apr 9 2020	Home Health CoPs – Top Issues & Concerns
Apr 16 2020	The Dos & Don'ts of Managed Care Contracting
Apr 21 2020	Charting for the Jury: Improving Documentation & Quality Care
Apr 23 2020	Counseling Techniques & Interventions for Bereavement Professionals
Apr 29 2020	Infection Control & Prevention: How to Implement & Integrate a Comprehensive Surveillance Program during a Pandemic (COVID-19)
May 7 2020	Hospice Eligibility Documentation: Drill Down the Details
May 14 2020	Increasing Hospice Revenue in a Competitive Landscape
May 19 2020	Sales Rep Success - How to Manage & Motivate for Peak Performance
May 21 2020	Layered Cybersecurity: Finding the Best Strategy
May 28 2020	Conducting Mock Surveys to Ensure Readiness & Compliance
Jun 1 2020	Engaging Patients for Meaningful Results
Jun 4 2020	Religion & Politics: Navigating Difficult Topics with Colleagues & Patients
Jun 11 2020	When Is the Right Time to Bring in a Consultant?
Jun 18 2020	Getting in or Getting Out? Considerations in Buying & Selling Home Health & Hospice Providers
Jun 25 2020	Hospice Billing FAQs: Clarifying the Confusion
Jul 9 2020	How HIPPA Impacts Email & Text Messaging: Communication Compliance for Healthcare Providers
Jul 16 2020	From Referral to Admission: The Secret Ingredient to Compliant Growth
Jul 23 2020	The Denial Myth: Skillfully Working with Real or Perceived Denial
Jul 30 2020	Shape & Sustain High-performance Teams to Strengthen Results
Aug 4 2020	Managing Hospice Live Discharge Part 1 – How, When & Why: Guidelines, Regulations & Reporting
Aug 13 2020	Home Risk Management – How to Prevent & Respond to Liabilities
Aug 18 2020	Managing Hospice Live Discharge Part 2 – How, When & Why: Process, Care Continuum & Documentation
Aug 27 2020	Hospice CAHPS – Dig into Specifics, Improve Your Scores
Sep 3 2020	Training Your Hospice to be Volunteer Receptive & Supportive
Sep 10 2020	Use Behavioral Interviewing to Build a Winning Team
Sep 17 2020	Hospice 201 – A Deep Dive into the Benefit: Eligibility, Documentation, Reporting, Surveys & Opportunity

Sep 24 2020	Hospice Billing Series: Part 1 – Eligibility Requirements & Notice of Election
Oct 1 2020	IDG Meetings: Effective Problem Solving with Shared Responsibility
Oct 8 2020	Hospice Coding – Understand the Rules & 2020 Updates
Oct 13 2020	Record Retention Rules for Hospice & Home Care Providers
Oct 22 2020	Hospice Billing Series: Part 2 – Details of Medicare Claims Processing
Oct 29 2020	Hospice Billing Series: Part 3 – Face-to-Face, Hospice CAP & Palliative Care
Nov 3 2020	Social Worker & Chaplain Series: Grief Counseling Preferred Practices - Which Model Do I Use?
Nov 5 2020	Telephone Rapport: Applying Bite-Sized Skills for Big Results
Nov 17 2020	Audits & ADRs: How to Approach & Successfully Maneuver Through the Process
Nov 19 2020	Geriatric Services for Veterans: Home Health, Hospice & Palliative Care
Dec 1 2020	Social Worker & Chaplain Series: Caregivers - Resolving Dynamics that Cause Disruption
Dec 3 2020	Hospice Compare & HOPE Assessment Tool Update
Dec 8 2020	PDGM 2020 Recap - Lessons Learned & Future Expectations
Dec 10 2020	Social Worker & Chaplain Series: Our Role in Staff Burnout, Job Satisfaction & Personal Loss