

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 26 2017	Hospice 101: The Basics for New Staff
Feb 2 2017	Hospice Manager Series: First, Do No Harm! Critical Thinking for Managers
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 16 2017	Hospice Manager Series: Coaching & Guidance: Ensuring Everyone Knows Where They Are Headed & How to Get There
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	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 Compliance Series: Part 1: Preparing for the Project: What We Need to Know for Success

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 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 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 in Mergers & Acquisitions: 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	Improving CAHPS Hospice Survey Scores
Dec 5 2017	Hospice Quality - Comprehensive Assessment Tool, Public Reporting & Star Rating
Dec 7 2017	Honoring Veteran Program Partnerships