

Webinar Schedule

Jan 31 2019	New Volunteer Manager Series: Common Challenges & FAQs for New Hospice Volunteer Managers
Feb 14 2019	New Volunteer Manager Series: Establishing Priorities When Volunteer Managers Wear Multiple Hats
Feb 28 2019	New Volunteer Manager Series: Getting & Keeping Volunteers: The Ongoing Recruitment Dilemma
Jun 27 2019	The Great Ethical Challenge: Over-Involved Versus Under-Involved
Sep 3 2019	The Dark Web & Your Organization: Impact, Risks, Strategy
Sep 19 2019	Ethical Challenges & Skills: Assessing Suicidal Ideations & Interventions
Nov 7 2019	Social Worker & Chaplain Series: Psychosocial & Spiritual Acuity Implications for Social Workers & Chaplains
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
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 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 2 2020	Universal Precautions & Hand Washing for Hospice Volunteers (complimentary)
Apr 9 2020	Home Health CoPs – Top Issues & Concerns
Apr 15 2020	COVID-19 Regulatory Relief: What Does It Mean for Your Agency?
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 20 2020** The New Normal: COVID-19 Best Practices for Ongoing Containment, Contact Tracing, Patient Care, Staff Protocols & Public Health
- Jun 4 2020** Religion & Politics: Navigating Difficult Topics with Colleagues & Patients
- Jun 10 2020** Shape High-Performance Teams to Strengthen Results During the COVID-19 Crisis
- Jun 11 2020** When Is the Right Time to Bring in a Consultant?
- Jun 15 2020** Engaging Patients for Meaningful Results in the Face of Change (complimentary)
- Jun 16 2020** Recognizing & Overcoming Unconscious/Implicit Bias (complimentary)
- Jun 18 2020** Getting In or Getting Out? Considerations in Buying & Selling Home Health & Hospice Providers
- Jun 24 2020** How Emotional Intelligence Can Help Us Through a Crisis
- Jun 25 2020** Hospice Billing FAQs: Clarifying the Confusion
- Jul 7 2020** Conducting Mock Surveys to Ensure Readiness & Compliance
- Jul 9 2020** How HIPAA Impacts Email & Text Messaging: Communication Compliance for Healthcare Providers
- Jul 15 2020** Marketing & Community Outreach for Fall 2020: Challenges & Opportunities for Hospice & Palliative Care
- Jul 16 2020** From Referral to Admission: The Secret Ingredient to Compliant Growth
- Jul 20 2020** Virtual Sales: Perfect the Art & Science of Selling & Social Distancing
- Jul 23 2020** The Denial Myth: Skillfully Working with Real or Perceived Denial
- Jul 30 2020** Navigating the Hospital Partnership Part 1: Working with the Hospital Community, What You Need to Know & How to Reach Out
- Jul 30 2020** Navigating the Hospital Partnership Part 2: Becoming a Provider of Choice, the Collaboration Values, Goals & Outcomes
- Aug 4 2020** Managing Hospice Live Discharge Part 1 – How, When & Why: Guidelines, Regulations & Reporting
- Aug 6 2020** Utilizing Your Hospice QAPI Program to the Fullest: Improve Your Organization's Compliance & Performance
- 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 20 2020** Making It Right: Perfecting Your Customer Service Recovery Process
- Aug 27 2020** HQRP - Hospice Quality Reporting Programs: Dig into Specifics, Improve Your Scores
- Aug 31 2020** Emergency Preparedness for Home Health & Hospice in Light of COVID-19
- Sep 3 2020** Training Your Hospice to be Volunteer Receptive & Supportive
- Sep 10 2020** Use Behavioral Interviewing to Build a Winning Team

Sep 15 2020	Coding Updates for Hospice & Home Health Effective October 1, 2020
Sep 17 2020	Hospice 201 – A Deep Dive into the Benefit: Eligibility, Documentation, Reporting, Surveys & Opportunity
Sep 23 2020	How to Prepare for a CMS/AO-Focused Infection Control Survey
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	The Days of “Muffin Marketing” Are Over
Oct 13 2020	Work-from-Home Record Retention Rules for Hospice & Home Care Providers
Oct 15 2020	Geriatric Services for Veterans: Home Health, Hospice & Palliative Care
Oct 22 2020	Hospice Billing Series: Part 2 – Details of Medicare Claims Processing
Oct 27 2020	Mean What You Say, Say What You Mean: Assertiveness Training for Professionals
Oct 28 2020	Strategic Planning During a Pandemic: Predicting the Unpredictable
Oct 29 2020	Hospice Billing Series: Part 3 – Face-to-Face, Hospice Cap, HIS & Top 5 Denial Reasons
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 12 2020	E-Counseling for the Modern Hospice Team: Challenges, Preferred Practices & Interventions
Nov 17 2020	Audits & ADR/TPE: How to Approach & Successfully Maneuver Through the Process
Nov 19 2020	Wipe It Out: Removing Negativity from the Workplace
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	What We Learned in the Pandemic: Compliance & Operational Lessons from COVID-19
Dec 10 2020	Social Worker & Chaplain Series: Our Role in Staff Burnout, Job Satisfaction & Personal Loss
Dec 16 2020	Vaccine Skepticism in the Age of COVID-19: Educating Patients & Staff to Alleviate Fears & Achieve Compliance
Dec 17 2020	Move from Conflict to Calm: Conflict Resolution Skills for the Workplace
Jan 6 2021	Updating Electronic Policies for Work-from-Home Employees: Best Practices for Email, Web, Mobile & Social Media Compliance
Jan 7 2021	Medicare Advantage & Hospice: The Time Has Come
Jan 12 2021	Establishing a Successful Hospice Competency Program
Jan 14 2021	Virtual Leadership 101 Workshop: Embracing the Essential Eight Leadership Skills – Become a Virtual Leader
Jan 20 2021	Intensive Skills Training for New Volunteer Managers: The Nuts & Bolts of Volunteer Management
Jan 27 2021	Hospice 101 Orientation & Refresher Basics: Documentation, Eligibility, IDG & LCDs
Jan 28 2021	Understanding Physician Relationships: Creating Strong Partnerships in an Evolving Healthcare Landscape
Feb 3 2021	Intensive Skills Training for New Volunteer Managers: Expanding Volunteer Services - Program

Development from A to Z

Feb 11 2021	Healthcare Due Diligence: The Who, What, Where & When
Feb 17 2021	Intensive Skills Training for New Volunteer Managers: How to Utilize the Professional Volunteer
Feb 18 2021	Virtual Leadership 101 Workshop: Virtually Engaging Employees – Involve Your Team
Feb 23 2021	Maximize the Benefits of Telehealth in Home Health & Hospice
Feb 25 2021	Getting Upstream: Palliative Care & Alternative Payment Models
Mar 4 2021	The Art of Successful & Meaningful Selling Series: Performance Management for Sales Leaders
Mar 4 2021	The Art of Successful & Meaningful Selling Series: Sales Training Part 1: Authentic & Meaningful Conversations
Mar 4 2021	The Art of Successful & Meaningful Selling Series: Sales Training Part 2: Remove the Chaos in Selling
Mar 11 2021	CoP Compliance for Hospice Personnel Series: Compliance for the Hospice Nurse & Aide
Mar 17 2021	Sharp Curves Ahead: Is Your Hospice Documentation & Practice Able to Withstand Audit Scrutiny?
Mar 18 2021	2021 Volunteer Appreciation Package
Mar 24 2021	CoP Compliance for Hospice Personnel Series: Compliance for the Hospice Chaplain & Social Worker
Mar 25 2021	Virtual Leadership 101 Workshop: Accountability in a Virtual World – Get It Done
Mar 31 2021	Communicating Your Commitment to Diversity & Inclusion: Creating Effective Policies & Procedures
Apr 7 2021	CoP Compliance for Hospice Personnel Series: Compliance for a Hospice Volunteer Program
Apr 8 2021	The Power of Differentiation to Grow Your Hospice
Apr 15 2021	Intensive Skills Training for Hospice Social Workers: Exploring the Critical Role of the Hospice Social Worker on the Team
Apr 20 2021	Care Planning Drill Down: Utilize Your Interdisciplinary Team to Protect Against Top Deficiencies
Apr 21 2021	CoP Compliance for Hospice Personnel Series: Compliance Training for Hospice Bereavement
Apr 29 2021	Intensive Skills Training for Hospice Social Workers: Social Work Leadership in Addressing Complex Situations
May 5 2021	Diversity & Inclusion During End-of-Life Care Package
May 6 2021	Surviving Medicare Review: Hospice Update, Troublesome Documentation & PEPPER Reports
May 12 2021	Infection Control & Prevention: How to Implement & Integrate a Comprehensive Surveillance Program
May 13 2021	Intensive Skills Training for Hospice Social Workers: Moving Beyond Emotional Support - Targeted Counseling Approaches & Interventions
May 20 2021	LGBTQ+ Family-of-Origin Conflicts & Stressors at the End of Life: Counseling & Interventions
May 26 2021	Community Based Palliative Care: How to Integrate Your Program into the Community
Jun 9 2021	Population Health Management: Has Your Agency Embraced This Paradigm Shift?
Jun 10 2021	World Class Service Excellence: 90 Ideas in 90 Minutes!
Jun 15 2021	Marijuana HR Policy & Best Practices: Handling Employee Medical & Recreational Use

Jun 17 2021	The "Good Death" - Assisting People to Design a Meaningful End-of-Life Experience
Jun 23 2021	Emergency Preparedness: How to Create an Effective, Integrated & Communicated Plan & Agency Program
Jul 7 2021	Board Review: Is Your Board Effective for Today's Healthcare Environment?
Jul 15 2021	Strengthening Your Referral Inquiry to Admission Process
Jul 22 2021	Key Strategies for Successful Emergency Department Relationships & Patient Transitions
Jul 27 2021	How to Avoid the Top Five Survey Deficiencies & Denials
Jul 29 2021	Counseling Interventions for Complex Situations: Differentiating Grief, Sadness & Depression
Aug 4 2021	Effectively Manage Hospice Live Discharges Part 1: Measuring, Monitoring, Guidelines & Regulations
Aug 11 2021	Effectively Manage Hospice Live Discharges Part 2: Eligibility Assessment, Documentation, Discharge Planning, & the Care Continuum
Aug 12 2021	Obtaining Truly Informed Consent: Real-life Situations for All Team Members
Aug 17 2021	Creating HIPAA Compliant Email & Social Media Content that Communicates Clearly with Patients & Peers
Sep 1 2021	ICD-10 Coding Updates, Revisions & Challenges: FY2022 for Hospice & Home Health
Sep 2 2021	2021 Hospice Billing Series: Hospice Billing Part 1 Eligibility Requirements & Notice of Election
Sep 9 2021	Hospice 201: A Deep Dive into CMS & Payment Model Updates for CY2022, Compliance, Regulations & Targeted Probes
Sep 16 2021	2021 Hospice Billing Series: Hospice Billing Part 2 Details of Medicare Claims Processing
Sep 22 2021	Caring for the Caregiver: How to Support In-House & Remote Staff
Sep 30 2021	2021 Hospice Billing Series: Hospice Billing Part 3 Face-to-Face, Hospice CAP & Palliative Care
Oct 7 2021	2021 Hospice Social Worker & Chaplain Series: Responding to Suicidal Ideation & Requests for a Hastened Death
Oct 13 2021	Hospice Management & Clinical Supervision Training Course: Management Training Part 1: Compliance & Regulatory - COPs, QAPI & Emergency Management
Oct 21 2021	2021 Hospice Social Worker & Chaplain Series: Tackling Social Isolation & Loneliness - Solutions & Interventions
Oct 27 2021	Hospice Management & Clinical Supervision Training Course: Management Training Part 2: Leadership - Case Management, Competencies, HR & Effectively Managing You
Nov 4 2021	2021 Hospice Social Worker & Chaplain Series: Presence & Authenticity - Do These Belong to Us or Them?
Nov 8 2021	Hospice Management & Clinical Supervision Training Course: Management Training Part 3: Engagement & Growth - Business Development, Customer Service, Patient Sat
Nov 9 2021	How HIPAA Impacts Email & Text Messaging: Communication Compliance for Healthcare Providers
Nov 10 2021	22 Tactics to Increase Your CAHPS Scores in 2022