

# Webinar Schedule

<b>Jan 7 2014</b>	Developing “Take-Charge” Managers
<b>Apr 10 2014</b>	Managing Client Expectations
<b>Jul 10 2014</b>	“I’m Sorry to Hear That...” Proven Service Recovery Techniques
<b>Jul 24 2014</b>	Hospice & Palliative Care: Essentials of Information Security & Privacy
<b>Oct 23 2014</b>	My Life, My Choice: Navigating the Challenges of End-of-Life Decision-Making
<b>Feb 5 2015</b>	Program Management: Core Volunteer Manager Competencies
<b>Feb 24 2015</b>	From Touchy to Touching: Talking About the Dying Process
<b>Apr 2 2015</b>	Recruitment & Retention: Volunteer Engagement
<b>Apr 23 2015</b>	Compassion Fatigue: Managing Caregiver Stress
<b>May 28 2015</b>	Ethical Issues: Professional Boundaries & Pitfalls for Hospices
<b>Jun 4 2015</b>	Education/Training: Ensuring Prepared & Confident Volunteers
<b>Aug 6 2015</b>	Volunteers Everywhere You Look! Raising the Bar for Care & Services with Volunteers
<b>Oct 1 2015</b>	Ethics & Leadership: Raising the Bar for Hospice Volunteerism
<b>May 26 2016</b>	Is That Really True? Taking a Second Look at Long-Held Hospice Myths & Inconsistencies
<b>Jun 23 2016</b>	Compliance for Hospice Volunteer Staff
<b>Nov 3 2016</b>	Mistakes Happen! Cultivating Skills Necessary for Recovery
<b>Jan 5 2017</b>	How HIPAA Impacts Email & Text Messaging: Communicating with & About Patients in Compliance with HIPAA
<b>Jan 26 2017</b>	Hospice 101: The Basics for New Staff
<b>Apr 27 2017</b>	Focus on Volunteers: Multi-Generational Perspectives, Programming & Services
<b>Jul 20 2017</b>	Monitoring Employees' Work-Related & Personal Social Media: Why? How? Is It Legal & Ethical?
<b>Jun 14 2018</b>	Deep Dive into Compliance Details Series: Part 1: Policy, Standards of Conduct, Program Administration, Training & More
<b>Jun 28 2018</b>	Deep Dive into Compliance Details Series: Part 2: Communication, Internal Monitoring, Disciplinary Guidelines & Corrective Actions
<b>Jul 5 2018</b>	Best Practices for Compliant Social Media Opportunities
<b>Jul 12 2018</b>	Social Worker & Chaplain Skills Series: Differentiating Grief from Depression
<b>Jul 17 2018</b>	Community Education & Outreach: Why Is This Critical for Your Agency?
<b>Jul 26 2018</b>	Social Worker & Chaplain Skills Series: Ethical Challenges in Palliative Sedation & End-of-Life Decisions
<b>Aug 2 2018</b>	Hospice Billing Series: Eligibility Requirements & Notice of Election
<b>Aug 7 2018</b>	Social Worker & Chaplain Skills Series: Ethical Challenges in Personal/Professional Boundaries, Supervision, Burnout & Self-Care

<b>Aug 9 2018</b>	Cultural Influences in End-of-Life Care: Appropriate Outreach
<b>Aug 16 2018</b>	Hospice Billing Series: Details of Medicare Claims Processing
<b>Aug 30 2018</b>	Hospice Billing Series: Face-to-Face, Hospice CAP, Palliative Care & HIS Requirements
<b>Sep 6 2018</b>	Recognizing & Overcoming Unconscious/Implicit Bias
<b>Sep 13 2018</b>	Compliance for Hospice Social Workers & Chaplains
<b>Sep 18 2018</b>	Trauma & Hospice: Awareness & Community Responses
<b>Sep 20 2018</b>	Electronic Compliance Rules, Policies & Best Practices for Email, Social Media, Mobile & Web Management
<b>Sep 27 2018</b>	A Compassionate Approach to Pediatric End-of-Life Care: Blending the Art & Science of End-of-Life Care
<b>Oct 2 2018</b>	Writing & Updating Your Emergency Preparedness Plan
<b>Oct 4 2018</b>	Hot Topics in Hospice Payment & Quality Programming
<b>Oct 11 2018</b>	Honoring Veterans' Healthcare Decisions Series: Veterans, VA Benefit, Hospice & Palliative Care
<b>Oct 18 2018</b>	Why You Should Review PEPPER Reports
<b>Oct 25 2018</b>	Honoring Veterans' Healthcare Decisions Series: Hospice Team Engagement: Your Role in Making a Difference & Honoring the Veteran's Healthcare Decisions
<b>Nov 1 2018</b>	Hospice, Palliative Care & the Ever-Changing Hospice Landscape
<b>Nov 6 2018</b>	Customer Service & How to Deal with Difficult People
<b>Nov 8 2018</b>	Hospice Compare: Lessons Learned & What to Expect
<b>Nov 15 2018</b>	Power Partnerships & Growth Strategies in an Alternative Payment Model Environment
<b>Dec 4 2018</b>	How to Improve Your Hospice CAHPS Survey Scores
<b>Dec 6 2018</b>	Mobile Device Risks & Compliance Rules: Implementing Strategic BYOD & COPE Policies
<b>Dec 13 2018</b>	How to Create a Culture of Excellence from the Top Down
<b>Dec 20 2018</b>	Targeted Probe & Educate Update: Lessons Learned & Best Practices
<b>Jan 1 2019</b>	2019 Volunteer Appreciation Event Package
<b>Jan 3 2019</b>	Hospice 101 – Essentials for New Staff
<b>Jan 10 2019</b>	HIPAA Review – Risks, Strategies, Trends & Data Privacy Breaches
<b>Jan 17 2019</b>	Aligning Home-Based Palliative Care Services: Latest Trends, Insight & Data
<b>Jan 24 2019</b>	World-Class Service Excellence: 90 Ideas in 90 Minutes!
<b>Jan 31 2019</b>	New Volunteer Manager Series: Common Challenges & FAQs for New Hospice Volunteer Managers
<b>Feb 7 2019</b>	Conducting Mock Surveys to Assess Survey Readiness
<b>Feb 14 2019</b>	New Volunteer Manager Series: Establishing Priorities When Volunteer Managers Wear Multiple Hats
<b>Feb 21 2019</b>	Creating a Compliant & Compelling Presentation for ACOs & Hospitals
<b>Feb 28 2019</b>	New Volunteer Manager Series: Getting & Keeping Volunteers: The Ongoing Recruitment Dilemma
<b>Mar 7 2019</b>	Marketing Effectively: How to Measure & Evaluate This Critical Role

<b>Mar 14 2019</b>	Working with PEPPER Reports
<b>Mar 21 2019</b>	Conditions of Participation Series: Overview & Patient Rights
<b>Mar 28 2019</b>	Top 25 HR Mistakes & How to Prevent Them
<b>Apr 4 2019</b>	Conditions of Participation Series: Care Planning & Coordination of Services
<b>Apr 11 2019</b>	Hospice Audit Success Stories – Preparing for Government Audits & Latest Trends
<b>Apr 18 2019</b>	Conditions of Participation Series: Infection Control & QAPI
<b>Apr 25 2019</b>	Post-Acute Care: Preferred Provider Networks Offering Value-Based Care
<b>May 2 2019</b>	Conditions of Participation Series: Emergency Preparedness, Compliance & Clinical Records
<b>May 9 2019</b>	HIPAA Compliance for Email & Text Messaging: Communicating with Patients, Providers & Peers
<b>May 16 2019</b>	Agency Success & Leadership Excellence Series: Motivating People for Success
<b>May 23 2019</b>	Agency Success & Leadership Excellence Series: Using Accountability to Boost Performance
<b>May 30 2019</b>	Effectively Managing Hospice Live Discharges Part 1: Measuring, Monitoring, Guidelines & Regulations
<b>Jun 6 2019</b>	Effectively Managing Hospice Live Discharges Part 2: Eligibility Assessment, Documentation, Discharge Planning & the Care Continuum
<b>Jun 13 2019</b>	Agency Success & Leadership Excellence Series: Hire Well, Live Well&trade; – Minimizing Turnover & Maximizing Productivity
<b>Jun 18 2019</b>	How to Develop & Implement a Palliative Care Program
<b>Jun 20 2019</b>	False Claims Act: Fraud & Abuse Update
<b>Jun 27 2019</b>	Boundaries, Burnout & Compassion Fatigue: Developing Professional & Personal Resilience
<b>Jul 9 2019</b>	Partnership Series: Building Strong & Compliant Skilled-Nursing Partnerships
<b>Jul 11 2019</b>	The IDG Meeting: It Takes a Special Skill Set
<b>Jul 18 2019</b>	Partnership Series: Building Strong & Compliant Hospital Partnerships
<b>Jul 25 2019</b>	Hospice Billing Series: Eligibility Requirements & Notice of Election
<b>Aug 1 2019</b>	Partnership Series: Building Strong & Compliant Assisted-Living Partnerships
<b>Aug 8 2019</b>	Managing Risk Without Sacrificing Creativity: Challenges Facing Volunteer Managers
<b>Aug 15 2019</b>	Hospice Billing Series: Details of Medicare Claims Processing
<b>Aug 22 2019</b>	What Every Hospice & Home Care Provider Should Know About Electronic Protected Health Information & Paper-Based Medical Records
<b>Aug 27 2019</b>	Hospice 2020 Final Payment Rule & Quality Update
<b>Sep 5 2019</b>	Avoiding the Top Five Survey Deficiencies
<b>Sep 10 2019</b>	Hospice Billing Series: Face-to-Face, Hospice Cap & Palliative Care
<b>Sep 19 2019</b>	How to Assess Suicidal Ideations & Interventions
<b>Sep 24 2019</b>	Disaster Recovery & Business Continuity
<b>Sep 26 2019</b>	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