

Webinar Schedule

Feb 5 2015	Program Management: Core Volunteer Manager Competencies
Feb 24 2015	From Touchy to Touching: Talking About the Dying Process
May 28 2015	Ethical Issues: Professional Boundaries & Pitfalls for Hospices
Jun 4 2015	Education/Training: Ensuring Prepared & Confident Volunteers
May 26 2016	Is That Really True? Taking a Second Look at Long-Held Hospice Myths & Inconsistencies
Oct 6 2016	Working with the Challenging Volunteer: Coaching, Redirecting & Terminating
Nov 3 2016	Mistakes Happen! Cultivating Skills Necessary for Recovery
Apr 27 2017	Focus on Volunteers: Multi-Generational Perspectives, Programming & Services
Jul 20 2017	Monitoring Employees' Work-Related & Personal Social Media: Why? How? Is It Legal & Ethical?
Mar 1 2018	Volunteer Manager Series: Expanding Volunteer Services Outside the Box & Meeting Your Five Percent Requirement
Mar 15 2018	Volunteer Manager Series: Asserting Your Value as a Volunteer Manager!
Apr 5 2018	Volunteer Manager Series: Raising the Bar for Volunteer Feedback: Surveys, Exit Interviews & Committee Involvement
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: Holding People Accountable 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 The Great Ethical Challenge: Over-Involved Versus Under-Involved

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 29 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 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 & 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