

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 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
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?
Jan 1 2018	2018 Volunteer Appreciation Event Package
Apr 5 2018	Volunteer Manager Series: Raising the Bar for Volunteer Feedback: Surveys, Exit Interviews & Committee Involvement
Apr 10 2018	Hospice Policy Update: Where Are We & Where Are We Going?
Apr 12 2018	Social Media Policy Mistakes: Is Your Organization at Risk?
Apr 17 2018	Managing Client Expectations Realistically & Respectfully
Apr 19 2018	Prudent Hospice™ Approach to Live Discharge Series: Managing Live Discharges
Apr 26 2018	Key Strategies for a Successful Emergency Department Patient Transition Program
May 3 2018	Top Hospice Claims Risk Areas
May 10 2018	Prudent Hospice™ Approach to Live Discharge Series: Managing Unplanned Hospitalizations
May 15 2018	Building a Strong & Compliant Skilled Nursing Partnership

May 17 2018	Best Practices for Caring for Pediatric Hospice Patients
May 22 2018	Prudent Hospice™ Approach to Live Discharge Series: Evaluating & Planning for Discharge
May 24 2018	Surveys & Survey Preparation: A New Role for Compliance
Jun 7 2018	Key Strategies for Optimizing Hospice Revenue
Jun 14 2018	Deep Dive into Compliance Details Series: Part 1: Policy, Standards of Conduct, Program Administration, Training & More
Jun 28 2018	Deep Dive into Compliance Details Series: Part 2: Communication, Internal Monitoring, Disciplinary Guidelines & Corrective Actions
Jul 5 2018	Best Practices for Compliant Social Media Opportunities
Jul 12 2018	Social Worker & Chaplain Skills Series: Differentiating Grief from Depression
Jul 17 2018	Community Education & Outreach: Why Is This Critical for Your Agency?
Jul 26 2018	Social Worker & Chaplain Skills Series: Ethical Challenges in Palliative Sedation & End-of-Life Decisions
Aug 2 2018	Hospice Billing Series: Eligibility Requirements & Notice of Election
Aug 7 2018	Social Worker & Chaplain Skills Series: Ethical Challenges in Personal/Professional Boundaries, Supervision, Burnout & Self-Care
Aug 9 2018	Cultural Influences in End-of-Life Care: Appropriate Outreach
Aug 16 2018	Hospice Billing Series: Details of Medicare Claims Processing
Aug 30 2018	Hospice Billing Series: Face-to-Face, Hospice CAP, Palliative Care & HIS Requirements
Sep 6 2018	Recognizing & Overcoming Unconscious/Implicit Bias
Sep 13 2018	Compliance for Hospice Social Workers & Chaplains
Sep 18 2018	Trauma & Hospice: Awareness & Community Responses
Sep 20 2018	Electronic Compliance Rules, Policies & Best Practices for Email, Social Media, Mobile & Web Management
Sep 27 2018	A Compassionate Approach to Pediatric End-of-Life Care: Blending the Art & Science of End-of-Life Care
Oct 2 2018	Writing & Updating Your Emergency Preparedness Plan
Oct 4 2018	Hot Topics in Hospice Payment & Quality Programming
Oct 11 2018	Honoring Veterans' Healthcare Decisions Series: Veterans, VA Benefit, Hospice & Palliative Care
Oct 18 2018	Why You Should Review PEPPER Reports
Oct 25 2018	Honoring Veterans' Healthcare Decisions Series: Hospice Team Engagement: Your Role in Making a Difference & Honoring the Veteran's Healthcare Decisions
Nov 1 2018	Hospice, Palliative Care & the Ever-Changing Hospice Landscape
Nov 6 2018	Customer Service & How to Deal with Difficult People
Nov 8 2018	Hospice Compare: Lessons Learned & What to Expect
Nov 15 2018	Power Partnerships & Growth Strategies in an Alternative Payment Model Environment
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