

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
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 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 25 2017	Compliance Series: Part 1: Preparing for the Project: What We Need to Know for Success
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
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?
Aug 3 2017	Hospice Billing Series: Part 1: Eligibility Requirements & Notice of Election
Aug 17 2017	Hospice Billing Series: Part 2: Details of Medicare Claims Processing
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
Jan 1 2018	2018 Volunteer Appreciation Event Package
Jan 9 2018	Emergency Preparedness Requirements for Hospice: Are You in Compliance?
Jan 11 2018	Hospice & Facilities Contractual Relationships: Actions to Take & Traps to Avoid
Jan 16 2018	Aligning Palliative Care Services in 2018: Latest Trends, Insights & Data
Jan 25 2018	Hospice 101: The Basics for New Staff
Feb 1 2018	Audits/ADRs: Is Your Documentation & Practice Able to Withstand Audit Scrutiny?
Feb 8 2018	Leadership Series: Driving Results in the Face of Change: Leadership in a Changing Healthcare Environment
Feb 15 2018	Bridging the Gap: Hospice & Palliative Care & Intellectual & Developmental Disabilities
Feb 20 2018	Excellence in Advance Care Planning
Feb 22 2018	Leadership Series: Driving Results in the Face of Change: Leading with Purpose

Mar 1 2018 Volunteer Manager Series: Expanding Volunteer Services Outside the Box & Meeting Your Five Percent Requirement

Mar 8 2018 Leadership Series: Driving Results in the Face of Change: The Mentor Leader

Mar 15 2018 Volunteer Manager Series: Asserting Your Value as a Volunteer Manager!

Mar 22 2018 Hospice Fraud & Audit Investigations: How to Prevent, Detect & Defend Against Them

Mar 29 2018 Is It Hospice, Home Health, or Palliative Care?

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 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 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