

# Webinar Schedule

<b>Apr 2 2020</b>	Universal Precautions & Hand Washing for Hospice Volunteers (complimentary)
<b>Jun 15 2020</b>	Engaging Patients for Meaningful Results in the Face of Change (complimentary)
<b>Jan 14 2021</b>	Virtual Leadership 101 Workshop: Embracing the Essential Eight Leadership Skills – Become a Virtual Leader
<b>Jan 20 2021</b>	Intensive Skills Training for New Volunteer Managers: The Nuts & Bolts of Volunteer Management
<b>Feb 3 2021</b>	Intensive Skills Training for New Volunteer Managers: Expanding Volunteer Services - Program Development from A to Z
<b>Feb 17 2021</b>	Intensive Skills Training for New Volunteer Managers: How to Utilize the Professional Volunteer
<b>Mar 4 2021</b>	The Art of Successful & Meaningful Selling Series: Performance Management for Sales Leaders
<b>Mar 4 2021</b>	The Art of Successful & Meaningful Selling Series: Sales Training Part 1: Authentic & Meaningful Conversations
<b>Mar 4 2021</b>	The Art of Successful & Meaningful Selling Series: Sales Training Part 2: Remove the Chaos in Selling
<b>Mar 11 2021</b>	CoP Compliance for Hospice Personnel Series: Compliance for the Hospice Nurse & Aide
<b>Mar 18 2021</b>	2021 Volunteer Appreciation Package
<b>Apr 7 2021</b>	CoP Compliance for Hospice Personnel Series: Compliance for a Hospice Volunteer Program
<b>Apr 15 2021</b>	Intensive Skills Training for Hospice Social Workers: Exploring the Critical Role of the Hospice Social Worker on the Team
<b>Apr 21 2021</b>	CoP Compliance for Hospice Personnel Series: Compliance Training for Hospice Bereavement
<b>Apr 29 2021</b>	Intensive Skills Training for Hospice Social Workers: Social Work Leadership in Addressing Complex Situations
<b>May 5 2021</b>	Diversity & Inclusion During End-of-Life Care Package
<b>May 13 2021</b>	Intensive Skills Training for Hospice Social Workers: Moving Beyond Emotional Support - Targeted Counseling Approaches & Interventions
<b>Jun 1 2021</b>	Why Life Review Should Be a Hospice Priority (Complimentary)
<b>Jun 9 2021</b>	Population Health Management: Has Your Agency Embraced This Paradigm Shift?
<b>Jun 10 2021</b>	World Class Service Excellence: 90 Ideas in 90 Minutes!
<b>Jun 15 2021</b>	Marijuana HR Policy & Best Practices: Handling Employee Medical & Recreational Use
<b>Jun 17 2021</b>	The "Good Death" - Assisting People to Design a Meaningful End-of-Life Experience
<b>Jun 22 2021</b>	Maximize Your Hospice QAPI Program to Boost Organizational Compliance & Performance
<b>Jun 23 2021</b>	Emergency Preparedness: How to Create an Effective, Integrated & Communicated Plan & Agency Program
<b>Jun 30 2021</b>	How to Create a Compassionate Workplace
<b>Jul 7 2021</b>	FAQs for Hospice Social Workers & Chaplains: Eligibility, Comprehensive Assessments, POC, IDG & Visit Frequency

<b>Jul 15 2021</b>	Strengthening Your Referral Inquiry to Admission Process
<b>Jul 20 2021</b>	Medication Adherence Technology for the Home
<b>Jul 21 2021</b>	The Art & Science of Persuasion: Increase Your Influence
<b>Jul 22 2021</b>	Key Strategies for Successful Emergency Department Relationships & Patient Transitions
<b>Jul 27 2021</b>	How to Avoid the Top Five Survey Deficiencies & Denials
<b>Jul 29 2021</b>	Counseling Interventions for Complex Situations: Differentiating Grief, Sadness & Depression
<b>Aug 4 2021</b>	Effectively Manage Hospice Live Discharges Part 1: Measuring, Monitoring, Guidelines & Regulations
<b>Aug 11 2021</b>	Effectively Manage Hospice Live Discharges Part 2: Eligibility Assessment, Documentation, Discharge Planning, & the Care Continuum
<b>Aug 12 2021</b>	Obtaining Truly Informed Consent: Real-life Situations for All Team Members
<b>Aug 16 2021</b>	The Seven Pillars of Growth: A Road Map for Sustainable Results
<b>Aug 17 2021</b>	Creating HIPAA Compliant Email & Social Media Content that Communicates Clearly with Patients & Peers
<b>Aug 24 2021</b>	Conducting Mock Surveys to Ensure Agency Readiness & Compliance
<b>Aug 25 2021</b>	Marketing Hospice so Patients & Families Benefit Longer
<b>Aug 26 2021</b>	Hospice 2022 Final Payment Rule & Quality Update
<b>Aug 30 2021</b>	Delegation: A Core Leadership Skill for Agency Success
<b>Sep 1 2021</b>	ICD-10 Coding Updates & Revisions: FY2022 for Hospice & Home Health
<b>Sep 2 2021</b>	2021 Hospice Billing Series: Hospice Billing Part 1 Eligibility Requirements & Notice of Election
<b>Sep 9 2021</b>	Hospice 201: A Deep Dive into CMS & Payment Model Updates for CY2022, Compliance, Regulations & Targeted Probes
<b>Sep 16 2021</b>	2021 Hospice Billing Series: Hospice Billing Part 2 Details of Medicare Claims Processing
<b>Sep 21 2021</b>	Readying your Telehealth Program for the Post-Pandemic Transition
<b>Sep 22 2021</b>	Medical Review & the Targeted Probe & Educate (ADR) Process: FAQs & Tips to Successfully Maneuver Audits
<b>Sep 29 2021</b>	Critical Thinking & Creative Problem-Solving Skills for Leaders
<b>Sep 30 2021</b>	2021 Hospice Billing Series: Hospice Billing Part 3 Face-to-Face, Hospice CAP & Palliative Care
<b>Oct 4 2021</b>	11 Tactics to Grow Your Hospice with Hospital Business
<b>Oct 7 2021</b>	2021 Hospice Social Worker & Chaplain Series: Responding to Suicidal Ideation & Requests for a Hastened Death
<b>Oct 13 2021</b>	Management Training Part 1: Compliance & Regulatory - COPs, QAPI & Emergency Management
<b>Oct 14 2021</b>	Business Writing Boot Camp, Including Critique of Your Own Writing Sample
<b>Oct 20 2021</b>	Veterans' End-of-Life Care Moving into 2022: Hospice, Home Health & Palliative Care
<b>Oct 21 2021</b>	2021 Hospice Social Worker & Chaplain Series: Tackling Social Isolation & Loneliness - Solutions & Interventions
<b>Oct 27 2021</b>	Management Training Part 2: Leadership - Case Management, Competencies, HR & Effectively

## Managing Your Team

- Oct 28 2021** The Secret Ingredient to Success: Emotional Intelligence
- Nov 3 2021** Board Review: Is Your Board Effective for Today's Healthcare Environment?
- Nov 4 2021** 2021 Hospice Social Worker & Chaplain Series: Presence & Authenticity - Do These Belong to Us or Them?
- Nov 8 2021** Management Training Part 3: Engagement & Growth - Business Development, Customer Service, Patient Satisfaction & Payment Models
- 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
- Nov 17 2021** Get Volunteers Back on Track Series: Raising the Bar for Volunteer Programs: Lessons Learned from COVID-19
- Nov 18 2021** Meeting Makeover: Transform Your Group Dynamic
- Nov 30 2021** Digging into Home Health Value-Based Purchasing (VBP) Details
- Dec 1 2021** Get Volunteers Back on Track Series: Looking Closely at "What Counts" Towards the Volunteer 5%
- Dec 2 2021** Medicare Advantage 2022 Hospice Update: Value-Based Insurance Design Model (VBID)
- Dec 7 2021** Stopping the Staffing Turnover Crisis
- Dec 8 2021** Hospice Aide Services: Enhancing RN Supervision
- Dec 9 2021** The Days of Muffin Marketing are Over: Develop Your Professional Growth Model
- Dec 15 2021** Get Volunteers Back on Track Series: Designing a Comprehensive Volunteer Program that Meets Today's Unique Needs
- Dec 16 2021** Igniting & Inspiring Your Team for Success
- Jan 5 2022** Influence Positivity & Eliminate Negativity from the Workplace (Complimentary)
- Jan 12 2022** Top 10 Legal & Compliance Mistakes of Email, Social Media, Zoom & Other E-Tools
- Jan 13 2022** Working with Challenging Personalities: Traits, Disorders & Interventions
- Jan 19 2022** Hospice 101: Creating a Solid Foundation for New Staff & Refreshing the Basics
- Jan 20 2022** Serve More with Successful Selling Series: Building a Bridge Between Clinical & Sales Staff
- Jan 24 2022** Driving Business from Undervalued Referral Segments: Personal Care Companies
- Jan 26 2022** Making the Connection: Telephone Skills That Enhance Branding, Access, & Patient Loyalty
- Jan 27 2022** Designing a Bereavement Program That Meets Today's Unique Needs
- Feb 1 2022** Reimagine & Improve Your Brand Marketing from Awareness to Association
- Feb 3 2022** Develop an Effective Hospice Competency Program
- Feb 9 2022** Communicating Your Commitment to Diversity & Inclusion with Policies & Procedures
- Feb 16 2022** Understanding & Improving Your Hospice Quality Reporting (HQR) Scores
- Feb 17 2022** Serve More with Successful Selling Series: Creating & Growing an Effective Sales Team
- Feb 23 2022** Back to Basics Hospice CoP Series: Compliance for the Hospice Medical Director, NP, PA & IDT

<b>Feb 24 2022</b>	How Language Influences Outcomes: What We Say Versus How We Say It
<b>Mar 2 2022</b>	Record Retention Rules for Hospice & Home Care Providers
<b>Mar 8 2022</b>	Hospice Documentation That Supports LCD & Eligibility Throughout the Benefit Periods
<b>Mar 9 2022</b>	Back to Basics Hospice CoP Series: Compliance for the Hospice Nurse & Aide
<b>Mar 17 2022</b>	Approaches & Interventions for Treating Emotional & Spiritual Distress
<b>Mar 23 2022</b>	Back to Basics Hospice CoP Series: Compliance for the Hospice Chaplain & Social Worker
<b>Mar 24 2022</b>	Serve More with Successful Selling Series: Stop the Revolving Door! Strategies to Retain Your Sales Team
<b>Apr 6 2022</b>	Back to Basics Hospice CoP Series: Compliance for a Hospice Volunteer Program
<b>Apr 13 2022</b>	Mobile Device Risks, Records & Rules: Using Policy to Manage Compliance
<b>Apr 14 2022</b>	High-Leverage Strategies & Tactics for Physician Referral Development
<b>Apr 20 2022</b>	Back to Basics Hospice CoP Series: Compliance for the Hospice Bereavement Team
<b>Apr 28 2022</b>	Influence with Impact: Coaching Employees to Maximize Performance
<b>May 4 2022</b>	Infection Control & Prevention: Successfully Integrate a Comprehensive Surveillance Program
<b>May 5 2022</b>	LGBTQ+ Inclusivity: Removing Obstacles & Providing High-Level Care
<b>May 9 2022</b>	Hospice PEPPER Report Update
<b>May 11 2022</b>	Handling Employee Medical & Recreational Marijuana Use – At Work & Home
<b>May 18 2022</b>	Marketing Effectively: How to Measure & Evaluate This Critical Role
<b>May 19 2022</b>	Expert Techniques on How to Soothe, Smooth & Improve Difficult People
<b>May 26 2022</b>	Give Burnout the Boot: Taking Your Team from Exhaustion to Engagement
<b>Jun 1 2022</b>	ADRs: How to Respond & Maneuver Through the Medical Review & Appeal Process
<b>Jun 2 2022</b>	Diversify & Expand Your Volunteer Program Series: Using Volunteers to Connect with Underserved Communities
<b>Jun 8 2022</b>	Electronic Business Records: 7 Steps for Effective & Compliant Management
<b>Jun 9 2022</b>	Conduct Hospice Mock Surveys In-House Just Like a Surveyor
<b>Jun 16 2022</b>	Diversify & Expand Your Volunteer Program Series: How Diverse is Your Volunteer Workforce? Examining Policies & Marketing Practices
<b>Jun 23 2022</b>	Emergency Preparedness: Creating an Effective, Integrated & Communicated Plan & Program
<b>Jun 30 2022</b>	Diversify & Expand Your Volunteer Program Series: Creating Tuck-In & 11th-Hour Volunteer Programs
<b>Jul 12 2022</b>	Hospice QAPI: Creating, Implementing, Documenting & Sustaining Performance Improvement
<b>Jul 13 2022</b>	Hospice FAQs: Interdisciplinary Team, Plan of Care, Social Work & Spiritual Care
<b>Jul 19 2022</b>	Tools for Teams Series: The Essentials of Critical Communication
<b>Jul 21 2022</b>	Access Reimagined: Increasing Your Referral Inquiries to Admission
<b>Jul 27 2022</b>	Writing & Implementing Effective Electronic & HR Policies & Procedures for Healthcare Agencies

<b>Aug 2 2022</b>	Tools for Teams Series: The Centrality of Good Relationships: Conflict Resolution & EQ
<b>Aug 16 2022</b>	Tools for Teams Series: Leading Versus Managing: Improve Workplace Culture & Outcomes with Both
<b>Aug 22 2022</b>	Hospice 2023 Final Payment Rule & Quality Update
<b>Aug 24 2022</b>	We Are Licensed & Accredited, Now What? Next Steps for Community Education, Outreach & Marketing 101
<b>Aug 25 2022</b>	Raising the Bar for Bereavement Counseling & Services: New Approaches, Services & Skillsets
<b>Aug 31 2022</b>	Sales Writing Simplified: Marketing Services, Building Brands & Persuading Readers to Act
<b>Sep 1 2022</b>	A Comprehensive Look Part 1: The Role of the Hospice Social Worker
<b>Sep 6 2022</b>	Hospice Billing Series: Part 1: Eligibility Requirements & Notice of Election
<b>Sep 8 2022</b>	FY2023 ICD-10 Coding Updates & Revisions for Hospice & Home Health
<b>Sep 13 2022</b>	Hospice Billing Series: Part 2: Details of Medicare Claims Processing
<b>Sep 15 2022</b>	Hospice 201: CMS Updates, Regulations, Payment Models & Key Focus Areas
<b>Sep 20 2022</b>	Hospice Billing Series: Part 3: Face-to-Face, Hospice Cap & PEPPER
<b>Sep 22 2022</b>	A Comprehensive Look Part 2: The Role of the Hospice Chaplain
<b>Sep 29 2022</b>	The Benefits of Outsourcing: Enhance Operations & Return on Investments
<b>Oct 11 2022</b>	Measures to Improve Hospice CAHPS Survey Outcomes
<b>Oct 12 2022</b>	Hospice Management Training Series: Part 1: Compliance & Regulations
<b>Oct 13 2022</b>	Getting Upstream: Palliative Care Opportunities, Trends & Updates
<b>Oct 18 2022</b>	Recruit, Empower & Retain Excellent Hospice Volunteers
<b>Oct 19 2022</b>	Safeguard Confidential & Sensitive Healthcare Information: PHI/EPHI, PII & Business Records
<b>Oct 20 2022</b>	How Interdisciplinary Are Your Team Meetings? Creating Meetings That Produce Collaborative Care
<b>Oct 26 2022</b>	Hospice Management Training Series: Part 2: Leadership & Effectively Managing Your Team
<b>Nov 1 2022</b>	VBID Hospice Demonstration Update
<b>Nov 2 2022</b>	Rules, Policies & Best Practices for Email, Social Media, Mobile, Web & Other E-Tools
<b>Nov 3 2022</b>	Defining Moments Hospice Series: Is Your Hospice Program Consistent with Your Marketing Messages?
<b>Nov 9 2022</b>	Hospice Management Training Series: Part 3: Patient Satisfaction, Engagement & Growth
<b>Nov 10 2022</b>	How to Develop a High-Performing Hospice Sales Team
<b>Nov 16 2022</b>	The Dos & Don'ts of Managed Markets Contracting
<b>Nov 17 2022</b>	Defining Moments Hospice Series: Are You the Social Worker or Chaplain You Want to Be?
<b>Dec 1 2022</b>	Defining Moments Hospice Series: Are You the Volunteer Manager You Want to Be?
<b>Dec 6 2022</b>	Targeted Probe & Educate & Hospice Medical Review
<b>Dec 7 2022</b>	Clinical Management for Home Health Part 1
<b>Dec 13 2022</b>	Delivering World-Class Service Excellence: 60 Ideas in 60 Minutes

**Dec 14 2022** Clinical Management for Home Health Part 2

**Dec 15 2022** Counseling Interventions for Social Isolation, Multiple Loss & Complicated Grief