

## Upcoming Webinar Schedule

April 2024	DATE	TIME	
Mock Surveys & Continued Readiness Part 1 for Home Health & Hospice	Wed 04/03	2:00 PM	CDT
Critical Skills for Volunteers: Boundaries, Suicide Intervention, Grief & Loss	Thu 04/04	2:00 PM	CDT
Looking Under the Hood: Fine Tuning Your Operating Model	Tue 04/09	2:00 PM	CDT
Compliance for the Hospice Bereavement Team	Wed 04/10	2:00 PM	CDT
Record Retention Rules for Hospice & Home Care Providers	Thu 04/11	2:00 PM	CDT
How to Operate a Hospice Inpatient Unit & Remain Financially Sound	Tue 04/16	2:00 PM	CDT
Hospice by the Numbers: Public Reporting & the Pursuit of Quality	Tue 04/23	2:00 PM	CDT
Mock Surveys & Continued Readiness Part 2 for Home Health & Hospice	Wed 04/24	2:00 PM	CDT
Beyond Hearing: How Active Listening Drives Success (Complimentary)	Thu 04/25	2:00 PM	CDT
May 2024	DATE	TIME	
How to Effectively Audit Hospice Documentation	Wed 05/01	2:00 PM	CDT
Hospice Medical Review in a Medicare-Certified World	Thu 05/02	2:00 PM	CDT
Hospice Documentation for Clinicians from SOC to Discharge	Tue 05/07	2:00 PM	CDT
Addressing Trauma in the Family	Thu 05/09	2:00 PM	CDT
Soothe, Smooth & Improve Difficult People with Expert Techniques	Tue 05/14	2:00 PM	CDT
Palliative Care Part 1: Strategically Plan a Community-Based Program	Wed 05/15	2:00 PM	CDT
Alzheimer's Disease & Related Disorders (ADRD) Training for Volunteers	Thu 05/16	2:00 PM	CDT
Admission Process Regulations & Common Mistakes to Avoid	Tue 05/21	2:00 PM	CDT
Improving Patient & Agency Outcomes for Home Health	Wed 05/22	2:00 PM	CDT
Public Speaking for the Terrified: Getting the Butterflies to Fly in Formation	Tue 05/28	2:00 PM	CDT
Palliative Care Part 2: Setting Up a Community-Based Program	Wed 05/29	2:00 PM	CDT
Emotional Intelligence: Your Ticket to Professional & Personal Growth	Thu 05/30	5:00 AM	CDT
June 2024	DATE	TIME	
Leading Change in Your Organization	Wed 06/05	2:00 PM	CDT
Defining Exceptionalism in Bereavement Care	Thu 06/06	2:00 PM	CDT
Improving Patient & Agency Outcomes for Hospice	Tue 06/11	2:00 PM	CDT
Infection Control & Prevention: Regulations & How to Implement an Effective Surveillance Program	Wed 06/12	2:00 PM	CDT
Risk Assessments & Counseling for Outstanding Bereavement Services	Thu 06/13	2:00 PM	CDT
Compliant Pre-Bill Audit Process for Hospice Billing	Tue 06/18	2:00 PM	CDT
Five-Star Bereavement Programming & Services	Thu 06/20	2:00 PM	CDT
The Hospice Chaplain Role	Tue 06/25	2:00 PM	CDT
Emergency Preparedness: Creating & Maintaining an Effective, Integrated & Communicated Plan & Program	Wed 06/26	2:00 PM	CDT

# Upcoming Webinar Schedule

## June 2024 (CONTINUED)

Person-Centered End-of-Life Communication Strategies

**DATE**

**TIME**

Thu 06/27

10:00 AM CDT

## July 2024

Writing Effective Best Practices-Based Marijuana Policies & Procedures

**DATE**

**TIME**

Tue 07/02

2:00 PM CDT

The Live Discharge Process & Avoiding a Burdensome Transition

Wed 07/10

2:00 PM CDT

Assisting People to Find Meaning & Purpose with 10 Important Questions

Thu 07/11

2:00 PM CDT

Telephone Communication Skills

Tue 07/16

2:00 PM CDT

Creating Hospice Differentiators That Fit Your Culture & Community Referrals

Wed 07/17

2:00 PM CDT

Advance Directives & Health Care Decision Making

Tue 07/23

2:00 PM CDT

Healthcare Due Diligence: The Who, What, Where & When

Wed 07/24

2:00 PM CDT

Navigating Difficult Conversations: Giving Feedback with Confidence & Compassion

Mon 07/29

5:00 AM CDT

Reimagining Your Patient & Family Experience

Tue 07/30

2:00 PM CDT

Hospice Eligibility Documentation: Drilling Down the Details

Wed 07/31

2:00 PM CDT

## August 2024

Just Your Type: Stop Alienating Others with Written Communication

**DATE**

**TIME**

Thu 08/01

2:00 PM CDT

Home Health Survey Readiness: Staying Survey-Ready Year Round

Tue 08/06

2:00 PM CDT

Defining Exceptionalism in Volunteer Management

Thu 08/08

2:00 PM CDT

Develop Your Care Continuum: Starting a Personal Care Service

Tue 08/13

2:00 PM CDT

Recruitment & Retention for Outstanding Volunteers

Thu 08/15

2:00 PM CDT

The Top 10 Misunderstood Regulations & Related Bad Processes

Tue 08/20

2:00 PM CDT

HOPE Instrument: Understanding the Basics of Hospice Eligibility

Wed 08/21

2:00 PM CDT

Top-Notch Volunteer Training & Programming

Thu 08/22

2:00 PM CDT

Hospice Final Rule & Regulatory Update for 2025

Wed 08/28

2:00 PM CDT

Fostering Engagement & Success by Actions of Appreciation (Complimentary)

Thu 08/29

2:00 PM CDT

## September 2024

Using Diversity, Equality & Inclusion Policy to Maximize Civility & Compliance

**DATE**

**TIME**

Wed 09/04

2:00 PM CDT

Re-Examining Boundaries: When to Step Forward or Back

Thu 09/12

2:00 PM CDT

Part 1: Eligibility Requirements & Notice of Election

Tue 09/17

2:00 PM CDT

Conducting an Effective Emergency Preparedness Tabletop Exercise

Wed 09/18

2:00 PM CDT

The Top 10 Ways for Agencies to Grow

Tue 09/24

2:00 PM CDT

Hospice 201: Updates for CY 2025 & Key Quality & Payment Model Initiatives

Wed 09/25

2:00 PM CDT

Part 2: Details of Medicare Claims Processing

Thu 09/26

2:00 PM CDT

## Upcoming Webinar Schedule

October 2024	DATE	TIME	
Managing Patient Complaints	Tue 10/01	2:00 PM	CDT
Part 3: Face-to-Face, Hospice Cap, Physician Billing & PEPPER	Thu 10/03	2:00 PM	CDT
Part 1: Critical Regulations for Agency Compliance	Wed 10/09	2:00 PM	CDT
Guiding Caregivers Through Difficult & Meaningful Conversations	Thu 10/10	2:00 PM	CDT
Hospice QAPI: The Cornerstone of Compliance	Wed 10/16	2:00 PM	CDT
Re-Imagining Your Assisted Living Community Hospice	Thu 10/17	2:00 PM	CDT
Developing a High-Functioning Bioethics Committee	Tue 10/22	2:00 PM	CDT
Part 2: Effectively Managing Your Hospice Team	Wed 10/23	2:00 PM	CDT
Increase Your CAHPS Hospice Responses & Scores	Tue 10/29	2:00 PM	CDT
Hospice PEPPER: What Does Your Update Reveal?	Wed 10/30	2:00 PM	CDT
Navigating Adversity: Building Your Resilience Toolbox	Thu 10/31	5:00 AM	CDT
November 2024	DATE	TIME	
Building an Effective Compliance Program	Tue 11/05	2:00 PM	CST
Part 3: Understanding HQR, Reporting, Updates, Payment Models & Reimbursement	Wed 11/06	2:00 PM	CST
Creative Programming for Caregivers & the Bereaved	Thu 11/07	2:00 PM	CST
Outcome-Based Interventions	Tue 11/12	2:00 PM	CST
6 Core Compliance Practices for Infection Control & Prevention	Wed 11/13	2:00 PM	CST
The Top 10 Operational & Structural Mistakes Hospices Make	Tue 11/19	2:00 PM	CST
Governing Body Regulations, Members & Effectiveness	Wed 11/20	2:00 PM	CST
From Excuses to Results: Harnessing the Power of Accountability	Tue 11/26	5:00 AM	CST
December 2024	DATE	TIME	
Home Health QAPI: Maximizing Compliance & Quality Care	Wed 12/04	2:00 PM	CST
Overcoming the Top 5 Obstacles to Exceptional IDT Care	Thu 12/05	2:00 PM	CST
Providing Spiritual Care to Agnostics & Atheists	Tue 12/10	2:00 PM	CST
Using Conflict Resolution to Save & Accelerate Your Business	Thu 12/12	2:00 PM	CST
Discover a New Marketing Model Using Clinical Resources	Tue 12/17	2:00 PM	CST
Avoid the Top 5 Hospice Survey Deficiencies	Wed 12/18	2:00 PM	CST
Looking Back to Move Forward: Year-End Reflection for Driving Growth (Complimentary)	Thu 12/19	2:00 PM	CST