

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 |
| POSTPONED: 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) | | DATE | TIME | |
|--|--|-----------|----------|-----|
| Person-Centered End-of-Life Communication Strategies | | Thu 06/27 | 10:00 AM | CDT |
| July 2024 | | DATE | TIME | |
| Writing Effective Best Practices-Based Marijuana Policies & Procedures | | 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 | | DATE | TIME | |
| Just Your Type: Stop Alienating Others with Written Communication | | 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 | | DATE | TIME | |
| Using Diversity, Equality & Inclusion Policy to Maximize Civility & Compliance | | 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 HQRP, 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 |