

# Webinar Schedule

<b>Feb 5 2015</b>	Program Management: Core Volunteer Manager Competencies
<b>Feb 24 2015</b>	From Touchy to Touching: Talking About the Dying Process
<b>May 28 2015</b>	Ethical Issues: Professional Boundaries & Pitfalls for Hospices
<b>Jun 4 2015</b>	Education/Training: Ensuring Prepared & Confident Volunteers
<b>May 26 2016</b>	Is That Really True? Taking a Second Look at Long-Held Hospice Myths & Inconsistencies
<b>Oct 6 2016</b>	Working with the Challenging Volunteer: Coaching, Redirecting & Terminating
<b>Nov 3 2016</b>	Mistakes Happen! Cultivating Skills Necessary for Recovery
<b>Apr 27 2017</b>	Focus on Volunteers: Multi-Generational Perspectives, Programming & Services
<b>Jul 20 2017</b>	Monitoring Employees' Work-Related & Personal Social Media: Why? How? Is It Legal & Ethical?
<b>Mar 1 2018</b>	Volunteer Manager Series: Expanding Volunteer Services Outside the Box & Meeting Your Five Percent Requirement
<b>Mar 15 2018</b>	Volunteer Manager Series: Asserting Your Value as a Volunteer Manager!
<b>Apr 5 2018</b>	Volunteer Manager Series: Raising the Bar for Volunteer Feedback: Surveys, Exit Interviews & Committee Involvement
<b>Jan 1 2019</b>	2019 Volunteer Appreciation Event Package
<b>Feb 7 2019</b>	Conducting Mock Surveys to Assess Survey Readiness
<b>Feb 14 2019</b>	New Volunteer Manager Series: Establishing Priorities When Volunteer Managers Wear Multiple Hats
<b>Feb 21 2019</b>	Creating a Compliant & Compelling Presentation for ACOs & Hospitals
<b>Feb 28 2019</b>	New Volunteer Manager Series: Getting & Keeping Volunteers: The Ongoing Recruitment Dilemma
<b>Mar 7 2019</b>	Marketing Effectively: How to Measure & Evaluate This Critical Role
<b>Mar 14 2019</b>	Working with PEPPER Reports
<b>Mar 21 2019</b>	Conditions of Participation Series: Overview & Patient Rights
<b>Mar 28 2019</b>	Top 25 HR Mistakes & How to Prevent Them
<b>Apr 4 2019</b>	Conditions of Participation Series: Care Planning & Coordination of Services
<b>Apr 11 2019</b>	Hospice Audit Success Stories – Preparing for Government Audits & Latest Trends
<b>Apr 18 2019</b>	Conditions of Participation Series: Infection Control & QAPI
<b>Apr 25 2019</b>	Post-Acute Care: Preferred Provider Networks Offering Value-Based Care
<b>May 2 2019</b>	Conditions of Participation Series: Emergency Preparedness, Compliance & Clinical Records
<b>May 9 2019</b>	HIPAA Compliance for Email & Text Messaging: Communicating with Patients, Providers & Peers
<b>May 16 2019</b>	Agency Success & Leadership Excellence Series: Motivating People for Success
<b>May 23 2019</b>	Agency Success & Leadership Excellence Series: Holding People Accountable to Boost Performance

**May 30 2019** Effectively Managing Hospice Live Discharges Part 1: Measuring, Monitoring, Guidelines & Regulations

**Jun 6 2019** Effectively Managing Hospice Live Discharges Part 2: Eligibility Assessment, Documentation, Discharge Planning & the Care Continuum

**Jun 13 2019** Agency Success & Leadership Excellence Series: Hire Well, Live Well&trade; – Minimizing Turnover & Maximizing Productivity

**Jun 18 2019** How to Develop & Implement a Palliative Care Program

**Jun 20 2019** False Claims Act: Fraud & Abuse Update

**Jun 27 2019** The Great Ethical Challenge: Over-Involved Versus Under-Involved

**Jul 9 2019** Partnership Series: Building Strong & Compliant Skilled-Nursing Partnerships

**Jul 11 2019** The IDG Meeting: It Takes a Special Skill Set

**Jul 18 2019** Partnership Series: Building Strong & Compliant Hospital Partnerships

**Jul 25 2019** Hospice Billing Series: Eligibility Requirements & Notice of Election

**Aug 1 2019** The Dark Web & Your Organization: Impact, Risks, Strategy

**Aug 1 2019** Partnership Series: Building Strong & Compliant Assisted-Living Partnerships

**Aug 8 2019** Managing Risk Without Sacrificing Creativity: Challenges Facing Volunteer Managers

**Aug 15 2019** Hospice Billing Series: Details of Medicare Claims Processing

**Aug 22 2019** What Every Hospice & Home Care Provider Should Know About Electronic Protected Health Information & Paper-Based Medical Records

**Aug 29 2019** Hospice 2020 Final Payment Rule & Quality Update

**Sep 5 2019** Avoiding the Top Five Survey Deficiencies

**Sep 10 2019** Hospice Billing Series: Face-to-Face, Hospice Cap & Palliative Care

**Sep 19 2019** Ethical Challenges & Skills: Assessing Suicidal Ideations & Interventions

**Sep 24 2019** Disaster Recovery & Business Continuity

**Sep 26 2019** Compliance Series for Non-Clinical Staff: Compliance for Hospice Bereavement Staff

**Oct 3 2019** How to Soothe, Smooth & Improve Difficult People

**Oct 10 2019** Compliance Series for Non-Clinical Staff: Compliance for Hospice Volunteer Staff

**Oct 17 2019** How to Build an Effective, High-Functioning Leadership Team

**Oct 24 2019** Compliance Series for Non-Clinical Staff: Compliance for Hospice Social Workers & Chaplains

**Oct 31 2019** Avoiding the Top 10 Legal & Compliance Mistakes of Email, Social Media & Other Electronic Communication Tools

**Nov 5 2019** Hospice Compare & HEART Updates: Improving Agency Service Quality

**Nov 7 2019** Social Worker & Chaplain Series: Psychosocial & Spiritual Acuity Implications for Social Workers & Chaplains

**Nov 14 2019** The Journey of Being Remembered: Legacy & Memory Making for Children, Families & Caregivers

**Nov 19 2019** Hospice & Veterans – Special Considerations for the Heroes Among Us

- Nov 21 2019** Social Worker & Chaplain Series: Psychosocial & Spiritual Aspects of Pain & Suffering In-Depth
- Dec 5 2019** Social Worker & Chaplain Series: Psychological & Spiritual Distress: A Call for Immediate & Skillful Intervention
- Dec 10 2019** Creating a Successful Hospice Competency Program
- Dec 12 2019** Are Your Requirements Scaring Off New Volunteers? Ideas for Streamlining Your Onboarding Process
- Dec 19 2019** CAHPS Hospice Survey – Best Practices for Improving Scores