

Webinar Schedule

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

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

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

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