

Webinar Schedule

Feb 5 2015	Program Management: Core Volunteer Manager Competencies
Feb 24 2015	From Touchy to Touching: Talking About the Dying Process
May 28 2015	Ethical Issues: Professional Boundaries & Pitfalls for Hospices
Jun 4 2015	Education/Training: Ensuring Prepared & Confident Volunteers
May 26 2016	Is That Really True? Taking a Second Look at Long-Held Hospice Myths & Inconsistencies
Oct 6 2016	Working with the Challenging Volunteer: Coaching, Redirecting & Terminating
Nov 3 2016	Mistakes Happen! Cultivating Skills Necessary for Recovery
Apr 27 2017	Focus on Volunteers: Multi-Generational Perspectives, Programming & Services
Jul 20 2017	Monitoring Employees' Work-Related & Personal Social Media: Why? How? Is It Legal & Ethical?
Mar 1 2018	Volunteer Manager Series: Expanding Volunteer Services Outside the Box & Meeting Your Five Percent Requirement
Mar 15 2018	Volunteer Manager Series: Asserting Your Value as a Volunteer Manager!
Apr 5 2018	Volunteer Manager Series: Raising the Bar for Volunteer Feedback: Surveys, Exit Interviews & Committee Involvement
Jan 1 2019	2019 Volunteer Appreciation Event Package
Jan 3 2019	Hospice 101 – Essentials for New Staff
Jan 31 2019	New Volunteer Manager Series: Common Challenges & FAQs for New Hospice Volunteer Managers
Feb 7 2019	Conducting Mock Surveys to Assess Survey Readiness
Feb 14 2019	New Volunteer Manager Series: Establishing Priorities When Volunteer Managers Wear Multiple Hats
Feb 28 2019	New Volunteer Manager Series: Getting & Keeping Volunteers: The Ongoing Recruitment Dilemma
Apr 4 2019	Conditions of Participation Series: Care Planning & Coordination of Services
Apr 11 2019	Hospice Audit Success Stories – Preparing for Government Audits & Latest Trends
Apr 18 2019	Conditions of Participation Series: Infection Control & QAPI
Apr 25 2019	Post-Acute Care: Preferred Provider Networks Offering Value-Based Care
May 2 2019	Conditions of Participation Series: Emergency Preparedness, Compliance & Clinical Records
May 9 2019	HIPAA Compliance for Email & Text Messaging: Communicating with Patients, Providers & Peers
May 16 2019	Agency Success & Leadership Excellence Series: Motivating People for Success
May 23 2019	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™ – 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 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 3 2019 The Dark Web & Your Organization: Impact, Risks, Strategy

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 & HOPE 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