

# Upcoming Webinar Schedule

May	DATE	TIME
Infection Control & Prevention: Successfully Integrate a Comprehensive Surveillance Program	Wed 05/04	1:00 PM
LGBTQ+ Inclusivity: Removing Obstacles & Providing High-Level Care	Thu 05/05	1:00 PM
Hospice PEPPER Report Update	Mon 05/09	1:00 PM
Handling Employee Medical & Recreational Marijuana Use – At Work & Home	Wed 05/11	1:00 PM
Marketing Effectively: How to Measure & Evaluate This Critical Role	Wed 05/18	1:00 PM
Expert Techniques on How to Soothe, Smooth & Improve Difficult People	Thu 05/19	1:00 PM
Give Burnout the Boot: Taking Your Team from Exhaustion to Engagement	Thu 05/26	1:00 PM
June	DATE	TIME
ADRs: How to Respond & Maneuver Through the Medical Review & Appeal Process	Wed 06/01	1:00 PM
Using Volunteers to Connect with Underserved Communities	Thu 06/02	1:00 PM
Electronic Business Records: 7 Steps for Effective & Compliant Management	Wed 06/08	1:00 PM
Conduct Hospice Mock Surveys In-House Just Like a Surveyor	Thu 06/09	1:00 PM
How Diverse Is Your Volunteer Workforce? Examining Policies & Marketing Practices	Thu 06/16	1:00 PM
Emergency Preparedness: Creating an Effective, Integrated & Communicated Plan & Program	Thu 06/23	1:00 PM
Creating Tuck-In & 11th-Hour Volunteer Programs	Thu 06/30	1:00 PM
July	DATE	TIME
Hospice QAPI: Creating, Implementing, Documenting & Sustaining Performance Improvement	Tue 07/12	1:00 PM
Hospice FAQs: Interdisciplinary Team, Plan of Care, Social Work & Spiritual Care	Wed 07/13	1:00 PM
The Value in Consulting Services: Hiring a New Set of Eyes to Optimize Your Agency (Complimentary)	Thu 07/14	1:00 PM
The Essentials of Critical Communication	Tue 07/19	1:00 PM
Access Reimagined: Increasing Your Referral Inquiries to Admission	Thu 07/21	1:00 PM
Writing & Implementing Effective Electronic & HR Policies & Procedures for Healthcare Agencies	Wed 07/27	1:00 PM
August	DATE	TIME
The Centrality of Good Relationships: Conflict Resolution & EQ	Tue 08/02	1:00 PM
Hospice Live Discharge Part 2: Eligibility Assessment, Documentation, Discharge Planning & the Care Continuum	Wed 08/10	1:00 PM
Hospice Live Discharges Part 1: Measuring, Monitoring, Guidelines & Regulations	Wed 08/10	1:00 PM
Hospice 2023 Final Payment Rule & Quality Update	Mon 08/15	1:00 PM
Leading Versus Managing: Improve Workplace Culture & Outcomes with Both	Tue 08/16	1:00 PM
We Are Licensed & Accredited, Now What? Next Steps for Community Education, Outreach & Marketing 101	Wed 08/24	1:00 PM
Raising the Bar for Bereavement Counseling & Services: New Approaches, Services & Skillsets	Thu 08/25	1:00 PM
Sales Writing Simplified: Marketing Services, Building Brands & Persuading Readers to Act	Wed 08/31	1:00 PM

# Upcoming Webinar Schedule

<b>September</b>	<b>DATE</b>	<b>TIME</b>
A Comprehensive Look Part 1: The Role of the Hospice Social Worker	Thu 09/01	1:00 PM
Hospice Billing Part 1: Eligibility Requirements & Notice of Election	Tue 09/06	1:00 PM
FY2023 ICD-10 Coding Updates & Revisions for Hospice & Home Health	Thu 09/08	1:00 PM
Hospice Billing Part 2: Details of Medicare Claims Processing	Tue 09/13	1:00 PM
Hospice Billing Part 3: Face-to-Face, Hospice Cap & PEPPER	Thu 09/15	9:00 AM
Hospice 201: CMS Updates, Regulations, Payment Models & Key Focus Areas	Thu 09/15	1:00 PM
A Comprehensive Look Part 2: The Role of the Hospice Chaplain	Thu 09/22	1:00 PM
The Benefits of Outsourcing: Enhance Operations & Return on Investments	Thu 09/29	1:00 PM
<b>October</b>	<b>DATE</b>	<b>TIME</b>
Measures to Improve Hospice CAHPS Survey Outcomes	Tue 10/11	1:00 PM
Hospice Management Part 1: Compliance & Regulations	Wed 10/12	1:00 PM
Getting Upstream: Palliative Care Opportunities, Trends & Updates	Thu 10/13	1:00 PM
Recruit, Empower & Retain Excellent Hospice Volunteers	Tue 10/18	1:00 PM
Safeguard Confidential & Sensitive Healthcare Information: PHI/EPHI, PII & Business Records	Wed 10/19	1:00 PM
How Interdisciplinary Are Your Team Meetings? Creating Meetings That Produce Collaborative Care	Thu 10/20	1:00 PM
Hospice Management Part 2: Leadership & Effectively Managing Your Team	Wed 10/26	1:00 PM
<b>November</b>	<b>DATE</b>	<b>TIME</b>
V BID Hospice Demonstration Update	Tue 11/01	1:00 PM
Rules, Policies & Best Practices for Email, Social Media, Mobile, Web & Other E-Tools	Wed 11/02	1:00 PM
Is Your Hospice Program Consistent with Your Marketing Messages?	Thu 11/03	1:00 PM
Hospice Management Part 3: Patient Satisfaction, Engagement & Growth	Wed 11/09	1:00 PM
How to Develop a High-Performing Hospice Sales Team	Thu 11/10	1:00 PM
The Dos & Don'ts of Managed Markets Contracting	Wed 11/16	1:00 PM
Are You the Social Worker or Chaplain You Want to Be?	Thu 11/17	1:00 PM
<b>December</b>	<b>DATE</b>	<b>TIME</b>
Are You the Volunteer Manager You Want to Be?	Thu 12/01	1:00 PM
Targeted Probe & Educate & Hospice Medical Review	Tue 12/06	1:00 PM
Clinical Management for Home Health Part 1	Wed 12/07	1:00 PM
Delivering World-Class Service Excellence: 60 Ideas in 60 Minutes	Tue 12/13	1:00 PM
Clinical Management for Home Health Part 2	Wed 12/14	1:00 PM
Counseling Interventions for Social Isolation, Multiple Loss & Complicated Grief	Thu 12/15	1:00 PM