



2018 Hospice and Home Care Webinar Network Webinar Schedule

(Revised 11/13/2017)

National Volunteer Week, April 15-21, 2018. We are offering a package of two ***new*** 45-minute on-demand webinars, including a guide for volunteer managers to use when planning volunteer appreciation events to recognize and celebrate volunteers.

On-demand webinars and planning guide available Monday, January 1, 2018.

- Communication: How to De-escalate Intense Emotions (on-demand webinar)
- Ethical Considerations for Volunteers (on-demand webinar)
- A Guide for Volunteer Managers

Presenter: Gary Gardia, Gary Gardia, Inc.

- 1/9/2018 Emergency Preparedness Requirements for Hospice: Are You in Compliance?
Tuesday Alexis Silver, Alexis Silver Consulting
- 1/11/2018 Hospice & Facilities Contractual Relationships: **Moved from 11/1/18 on 11/8/17**
Actions to Take & Traps to Avoid
Robert W. Markette, Jr., Hall, Render, Killian, Heath & Lyman, P.C.
- 1/16/2018 Aligning Palliative Care Services in 2018: Latest Trends, Insights & Data
Tuesday Gloria Turner, Turner Healthcare Consulting
- 1/25/2018 Hospice 101: The Basics for New Staff
Kathy Ahearn, Ahearn Advisement Partners
- 2/1/2018 Audits/ADRs: Is Your Documentation & Practice Able to Withstand Audit Scrutiny?
Sharon Litwin, 5 Star Consultants, LLC
- 2/8/2018 **Leadership Series: Driving Results in the Face of Change:**
Leadership in a Changing Healthcare Environment
Larry Prince, Prince Health, LLC

- 2/15/2018 Bridging the Gap: Hospice & Palliative Care & Intellectual & Developmental Disabilities
Roger Sullivan
- 2/20/2018 Excellence in Advance Care Planning
Tuesday Gloria Turner, Turner Healthcare Consulting
- 2/22/2018 **Leadership Series: Driving Results in the Face of Change:**
Leading with Purpose
Larry Prince, Prince Health, LLC
- 3/1/2018 **Volunteer Manager Series:**
Expanding Volunteer Services Outside the Box & Meeting Your Five Percent Requirement
Gary Gardia, Gary Gardia, Inc.
- 3/8/2018 **Leadership Series: Driving Results in the Face of Change:**
The Mentor Leader
Larry Prince, Prince Health, LLC
- 3/15/2018 **Volunteer Manager Series:**
Asserting Your Value as a Volunteer Manager!
Gary Gardia, Gary Gardia, Inc.
- 3/22/2018 Hospice Fraud & Audit Investigations: How to Prevent, Detect & Defend Against Them
Robert W. Markette, Jr., Hall, Render, Killian, Heath & Lyman, P.C.
- 3/29/2018 Is It Hospice, Home Health, or Palliative Care?
Gloria Turner, Turner Healthcare Consulting
- 4/5/2018 **Volunteer Manager Series:**
Raising the Bar for Volunteer Feedback: Surveys, Exit Interviews & Committee Involvement
Gary Gardia, Gary Gardia, Inc.
- 4/10/2018 Hospice Policy Update: Where Are We & Where Are We Going?
Tuesday Katie Wehri, Healthcare Provider Solutions, Inc.
- 4/12/2018 Social Media Policy Mistakes: Is Your Organization at Risk?
Nancy Flynn, The ePolicy Institute™
- 4/17/2018 Managing Client Expectations Realistically & Respectfully
Tuesday Susan Keane Baker

- 4/19/2018 **Prudent Hospice™ Approach to Live Discharge Series:**
Managing Live Discharges
Roseanne Berry, Hospice Fundamentals & R&C Healthcare Solutions
- 4/26/2018 Key Strategies for a Successful Emergency Department Patient Transition Program
Gloria Turner, Turner Healthcare Consulting
- 5/3/2018 Top Hospice Claims Risk Areas
Katie Wehri, Healthcare Provider Solutions, Inc.
- 5/10/2018 **Prudent Hospice™ Approach to Live Discharge Series:**
Managing Unplanned Hospitalizations
Roseanne Berry, Hospice Fundamentals & R&C Healthcare Solutions
- 5/15/2018 Building a Strong & Compliant Skilled Nursing Partnership
Tuesday Gloria Turner, Turner Healthcare Consulting
- 5/17/2018 Best Practices for Caring for Pediatric Hospice Patients **Added 11/13/2017**
Betsy Hawley & Carol May, Pediatric Palliative Care Coalition
- 5/22/2018 **Prudent Hospice™ Approach to Live Discharge Series:**
Tuesday Evaluating & Planning for Discharge
Roseanne Berry, Hospice Fundamentals & R&C Healthcare Solutions
- 5/24/2018 Surveys & Survey Preparation: A New Role for Compliance
Robert W. Markette, Jr., Hall, Render, Killian, Heath & Lyman, P.C.
- 6/7/2018 Key Strategies for Optimizing Hospice Revenue
Gloria Turner, Turner Healthcare Consulting
- 6/14/2018 **Deep Dive into Compliance Details Series:**
Part 1: Policy, Standards of Conduct, Program Administration, Training & More
Katie Wehri, Healthcare Provider Solutions, Inc.
- 6/28/2018 **Deep Dive into Compliance Details Series:**
Part 2: Communication, Internal Monitoring, Disciplinary Guidelines & Corrective
Actions
Katie Wehri, Healthcare Provider Solutions, Inc.
- 7/5/2018 Best Practices for Compliant Social Media Opportunities
Gloria Turner, Turner Healthcare Consulting

- 7/12/2018 **Social Worker & Chaplain Skills Series:**
Differentiating Grief from Depression
Gary Gardia, Gary Gardia, Inc.
- 7/17/2018 **Tuesday** Community Education & Outreach: Why Is This Critical for Your Agency?
Kathy Ahearn, Ahearn Advisement Partners
- 7/26/2018 **Social Worker & Chaplain Skills Series:**
Ethical Challenges in Palliative Sedation & End-of-Life Decisions
Gary Gardia, Gary Gardia, Inc.
- 8/2/2018 **Hospice Billing Series:**
Eligibility Requirements & Notice of Election
Melinda A. Gaboury, Healthcare Provider Solutions, Inc.
- 8/7/2018 **Tuesday** **Social Worker & Chaplain Skills Series:**
Ethical Challenges in Personal/Professional Boundaries, Supervision, Burnout & Self-Care
Gary Gardia, Gary Gardia, Inc.
- 8/9/2018 Cultural Influences in End-of-Life Care: Appropriate Outreach
Gloria Turner, Turner Healthcare Consulting
- 8/16/2018 **Hospice Billing Series:**
Details of Medicare Claims Processing
Melinda A. Gaboury, Healthcare Provider Solutions, Inc.
- 8/30/2018 **Hospice Billing Series:**
Face-to-Face, Hospice CAP, Palliative Care & HIS Requirements
Melinda A. Gaboury, Healthcare Provider Solutions, Inc.
- 9/6/2018 Recognizing & Overcoming Unconscious/Implicit Bias
Gloria Turner, Turner Healthcare Consulting
- 9/13/2018 Compliance for Hospice Social Workers & Chaplains
Katie Wehri, Healthcare Provider Solutions, Inc.
- 9/20/2018 Electronic Compliance Rules, Policies & Best Practices for Email, Social Media, Mobile & Web Management
Nancy Flynn, The ePolicy Institute™
- 9/27/2018 A Compassionate Approach to Pediatric End-of-Life Care:
Blending the Art & Science of End-of-Life Care
Jill Wegener, Blythedale Children's Hospital

- 10/4/2018 Hot Topics in Hospice Payment & Quality Programming
Katie Wehri, Healthcare Provider Solutions, Inc.
- 10/11/2018 **Honoring Veterans' Healthcare Decisions Series:**
Veterans, VA Benefit, Hospice & Palliative Care
Gloria Turner, Turner Healthcare Consulting
- 10/18/2018 Why You Should Review PEPPER Reports **Moved from 6/21/18 on 11/8/17**
Melinda A. Gaboury, Healthcare Provider Solutions, Inc.
- 10/25/2018 **Honoring Veterans' Healthcare Decisions Series:**
Hospice Team Engagement:
Your Role in Making a Difference & Honoring the Veteran's Healthcare Decisions
Gloria Turner, Turner Healthcare Consulting
- 11/1/2018 Hospice, Palliative Care & the Ever-Changing Hospice Landscape **Moved from 1/11/18**
Robert W. Markette, Jr., Hall, Render, Killian, Heath & Lyman, P.C. **on 11/8/17**
- 11/6/2018 Customer Service & How to Deal with Difficult People
Tuesday Gloria Turner, Turner Healthcare Consulting
- 11/8/2018 Hospice Compare: Lessons Learned & What to Expect
Katie Wehri, Healthcare Provider Solutions, Inc.
- 11/15/2018 Power Partnerships & Growth Strategies in an Alternative Payment Model
Environment
Kathy Ahearn, Ahearn Advisement Partners
- 12/4/2018 How to Improve Your Hospice CAHPS Survey Scores
Tuesday Gloria Turner, Turner Healthcare Consulting
- 12/6/2018 Mobile Device Risks & Compliance Rules: Implementing Strategic BYOD & COPE
Policies
Nancy Flynn, The ePolicy Institute™
- 12/13/2018 How to Create a Culture of Excellence from the Top Down
Kathy Ahearn, Ahearn Advisement Partners

Leadership Series: Driving Results in the Face of Change

Presenter: Larry Prince, Prince Health, LLC

- 2/8/2018 Leadership in a Changing Healthcare Environment
- 2/22/2018 Leading with Purpose
- 3/8/2018 The Mentor Leader

Volunteer Manager Series

Presenter: Gary Gardia, Gary Gardia, Inc.

- 3/1/2018 Expanding Volunteer Services Outside the Box & Meeting Your Five Percent Requirement
- 3/15/2018 Asserting Your Value as a Volunteer Manager!
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Prudent Hospice™ Approach to Live Discharge Series

Presenter: Roseanne Berry, Hospice Fundamentals & R&C Healthcare Solutions

- 4/19/2018 Managing Live Discharges
- 5/10/2018 Managing Unplanned Hospitalizations
- 5/22/2018 Evaluating & Planning for Discharge

Deep Dive into Compliance Details Series

Presenter: Katie Wehri, Healthcare Provider Solutions, Inc.

- 6/14/2018 Part 1: Policy, Standards of Conduct, Program Administration, Training & More
- 6/28/2018 Part 2: Communication, Internal Monitoring, Disciplinary Guidelines & Corrective Actions

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Hospice Billing Series

Presenter: Melinda A. Gaboury, Healthcare Provider Solutions, Inc.

- 8/2/2018 Eligibility Requirements & Notice of Election
- 8/16/2018 Details of Medicare Claims Processing
- 8/30/2018 Face-to-Face, Hospice CAP, Palliative Care & HIS Requirements

Honoring Veterans' Healthcare Decisions Series

Presenter: Gloria Turner, Turner Healthcare Consulting

10/11/2018 Veterans, VA Benefit, Hospice & Palliative Care

10/25/2018 Hospice Team Engagement: Your Role in Making a Difference & Honoring
the Veteran's Healthcare Decisions



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