WellSky Hospice & Palliative Course Listing

The WellSky Training Center includes self-paced onboarding training for the WellSky Hospice & Palliative solutions.

- **General Training**: The course is designed for all WellSky Hospice & Palliative users. The course covers essential topics needed to get started in WellSky Hospice & Palliative, such as accessing menus and navigating the system and fundamental areas you will see and explore. (4 hours and 30 minutes)

- **System Set Up Training**: The course is designed for staff assisting with the setup and maintenance of the WellSky solution. The course covers administrative setup such as corporate structure, services setup (physicians, facilities, etc.), office documents, and medication fill. It also delves into more clinical-type items, such as how to customize your agency users' access to the system, review and edit care plans, encounter charting templates, medication kits, and aide task lists. We will also discuss setting up existing patients and in-patient unit (IPU) setup. (Self-complete, TBD)

- **Nursing Training**: The Nursing Training courses are designed for nurses and intake team members to learn the referral and admission process in the WellSky solution. On top of that, nurses will also learn how to document care, add medications, create care plans and certifications, and more, all while discovering how to effectively access patient data in the solution. (5 hours and 40 minutes)

- **Hospice Aide Training**: This course is designed to review essential topics for hospice aides. We cover viewing clinical information, acknowledging and completing assigned care plan tasks, and documenting missed visits. We also demo utilizing the WellSky iOS Aide App for aide charting. (2 hours and 30 minutes)

- **Physician and Provider Training**: This course covers essential topics for physicians, nurse practitioners, and providers. The course reviews helpful dashboards, face-to-face visit entry, and e-signing physician orders and certifications. We also review the Patient Homepage (or chart), enabling providers to quickly review and assess patient data within the solution. (Self-complete, TBD)

- **Social Services and Chaplaincy Training**: This course is designed for social workers and chaplains. It covers entering visits/encounters, utilizing appropriate dashboards, and reviewing the chart data. (1 hour and 40 mintues)

- **Volunteer Training**: This course is designed for volunteer coordinators. The course covers essential topics to support patients' and administrative volunteers' coordination in the solution, including entering volunteer requests, using dashboards, reviewing patient data, creating volunteer care plans, entering visits, and calculating volunteer cost savings. (1 hour and 22 minutes)

- **Bereavement Services Training**: This course is designed for bereavement coordinators. It covers essential topics to support patients and families utilizing the WellSky solution. We show you how to use appropriate dashboards, review the chart data, create pre- and post-bereavement care plans, track bereavement tasks, and create letters and labels. (Self-complete, TBD)

- **Administrative Staff Training**: The course is designed for administrative staff. The course reviews user management and human resources functionality, including payroll and timesheets. We also review the Hospice Item Set (HIS) and IDG meeting workflows. (Self-complete, TBD)

- **Billing and Financials Training**: This course is designed for billing and financial staff. It currently covers billing setup. We will soon offer additional training in this course, including creating claims, posting payments, and reviewing your agency's financials. (Self-complete, TBD)