

Welcome to the 2025 Hospice & Palliative Training Summit!

All sessions will be available to the WellSky Hospice & Palliative client registrants. We will record and post each session in the WellSky Training Center which will be accessible for one year. Purchasing a pass to the Training Summit includes an account to the WellSky Training Center with access to the 2025 Training Summit course.



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Schedule last updated December 2nd, 2024...¹

¹ Please note the schedule is subject to change. Please check <https://training.wellsky.com> for the latest schedule.

Day One – Wednesday, February 12th, 2025 (Times listed in Central Time)

Start Time	End Time	Session Title	Session Description
9:00 AM	9:05 AM	2025 WellSky Hospice & Palliative Training Summit Kickoff & Housekeeping Items	
9:05 AM	10:05 AM	Driving Quality Care: Understanding the Hospice Outcomes & Patient Evaluation Tool	The Centers for Medicare & Medicaid (CMS) have developed the Hospice Outcomes & Patient Evaluation (HOPE) instrument, to improve hospice care quality & outcomes. This session will provide an in-depth overview of the HOPE tool & explain how it supports data gathered throughout the hospice stay.
10:05 AM	10:15 AM	Morning Break	
10:15 AM	11:15 AM	Compliance: Maximizing the Solution to Meet Compliance Requirements	This session is designed to walk through the ways in which the WellSky Hospice & Palliative solution will assist your agency in achieving and maintaining regulatory and documentation compliance.
11:15 AM	11:45 AM	Top Issues Reported to WellSky Support	What are the top FAQs reported to our WellSky Hospice & Palliative Support team? Let's explore and get some insight from one of the WellSky Support team members.
11:45 AM	12:45 PM	Lunch Break	
12:45 PM	1:45 PM	Medication Record: It is more than just meds!	This session will explore the additional ways that the medication record can be used to manage and track various patient care needs, including wound care, infection control, foley catheters, and more.
1:45 PM	2:45 PM	Care Plans, an In-Depth Review of Functionality	This session will include the creation, common errors, new interventions, updates, on-going management, & the resolution of individual Care Plan Problems. This will demonstrate the vital role of the Care Plan Problems & how they contribute to the patient's plan of care.
2:45 PM	2:55 PM	Afternoon Break	
2:55 PM	3:55 PM	A Day in the Life – Including Recertifications	This session will walk through a typical day using the WellSky Hospice & Palliative solution. Topics include preparing for the day, reviewing tasks and schedules, documenting visits, phone calls and orders, completing open charts, reviewing timesheets, and logging off for the day. The nursing section of this session will focus on recertification review and documentation within the system.
3:55 PM	4:00 PM	Day 1 Wrap Up & Questions	

Day Two – Thursday, February 13th, 2025 (Times listed in Central Time)

Start Time	End Time	Session Title	Session Description
9:00 AM	9:05 AM	Day 2 Kickoff & Housekeeping Items	
9:05 AM	10:15 AM	CareInsights & Value-Based Insights	This session covers two powerful tools designed to enhance patient care & agency performance. Learn how to leverage these tools to drive better patient outcomes and agency growth.
10:15 AM	10:25 AM	Morning Break	
10:25 AM	11:50 AM	Billing	In this session, we will emphasize the critical role of billing within hospice operations, particularly for billing team members & administrators. We will cover essential tasks for billing teams, including Notice of Election (NOEs), Claims Creation, Remittance Processing, Month-End Close, General Ledger Account Management, and insurance setup, while identifying best practices for each area. We will also explore financial reporting & post-revenue reports.
11:50 AM	12:50 PM	Lunch Break	
12:50 PM	1:50 PM	Survey Prep and Readiness	Learn about proactive methods to ensure your staff are ready for a survey visit as it relates to everyday practice and the WellSky Hospice & Palliative solution.
1:50 PM	2:50 PM	Referral Manager	This session will include a review of functionality, new dashboard, and integrations. This will demonstrate how agencies can coordinate the referral process to ensure timely and seamless admission to hospice services.
2:50 PM	3:05 PM	Afternoon Break	
3:05 PM	3:20 PM	Training Services	This session reviews the WellSky Training Services Offerings and how to access & use the WellSky Training Center.
3:20 PM	3:50 PM	Roadmap Session	Discover the future of your WellSky Hospice & Palliative solution, where we'll unveil upcoming updates & features that will help shape your organization.
3:50 PM	4:00 PM	Day 2 Wrap Up & Questions	