



Delivering Solutions That Drive Success

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AHCA/NCAL

MEMBER SAVINGS PROGRAMS

Table of Contents

1. Workforce

- PHI Coaching Supervision®
- Pioneering Solutions to the Workforce Crisis
- Improving Staff Resiliency and Retention: An Action Plan that Works
- Self-Care: The Secret to Surviving!

2. Regulatory

- AHCA's Requirements of Participation eCompetencies®
- Informal Dispute Resolution (IDR) Toolkit
- Abuse and Neglect
- Pressure Injury Prevention and Wound Management in LTC
- Survey Preparation for the New Facilities Manager
- Accidents- How to Stay Ahead of F689 and Keep Your Residents Safe
- Facility Assessments 101: The Driver of Resources, Training, and Competencies
- OSHA: Recordkeeping & New Reporting Requirements

3. Quality Improvement

- Infection Preventionist Specialized Training
- Water Management
- QAPI Prep Course
- AAPACN Tools for SNF Nurses
- GERO Nurse Prep
- Discharges – Making the Safest Transition for Your Residents
- Creating Inclusive Communities for LGBTQI and HIV+ Older Adults
- Medical Director Toolkit

4. Behavioral Health and Dementia Care

- Trauma-Informed Care
- Behavioral Health: Regulatory Overview and Behavioral Health Services
- CARES On-Line Dementia Care Trainings
- CARES Serious Mental Illness Training
- Love Your Neighbor: Preventing Resident-to-Resident Aggression

5. Finance/Reimbursement

- Revenue Cycle Management Academy
- SNF VBP Essentials
- Person-Centered Care in a PDPM World

6. Assisted Living

- Advancing Assisted Living Leadership – It's Time to Level Up!
- Infection Prevention and Control "101" for Assisted Living
- Quality Assurance Performance Improvement "101" for Assisted Living
- Caring for a New Generation in Assisted Living
- All by Myself: Overcoming Social Isolation and Loneliness in Assisted Living
- Prioritizing Infection Prevention and Control in a post-Covid-19 World
- Metamorphosis: Leadership in a Transformative Culture
- Turning Complaints into Compliments – The Key to Customer Service

7. Rehabilitation

- High-Intensity Physical Rehabilitation in Medically Complex Populations

8. Population Health Management (PHM) Innovation Lab

- Population Health Management Fundamentals



- Accountable Care Organizations
- Bundled Payments
- Managed Care
- Provider Networks

PHI Coaching Supervision®

A main reason long term care staff cite for quitting their jobs is their supervisors. PHI Coaching Supervision® promotes an approach to management that values and respects workers by creating and maintaining positive relationships and modeling effective communication. The goal of this training is to strengthen the core communication skills that are essential to good supervision: active listening; self-management and self-reflection; and clear, non-judgmental communication.

Supervisors who use the approach find that with clear communication, high expectations, and supportive problem-solving, they can significantly reduce disciplinary actions and turnover among frontline workers while also improving relationships. Nurses and other managers are then able to reduce time spent handling complaints and daily operational issues. In turn, these outcomes contribute to better quality care and more satisfied clients.

CEs: 4.50 NAB approved CE's and 4.50 contact hours for nurses through the Iowa Board of Nursing will be awarded upon course completion.

Cost: \$350 AHCA/NCAL members | \$650 Non-members

Audience: supervisory staff, including nurse supervisors, department heads, care managers, and service delivery coordinators.

Visit PHICoaching.com to learn more.

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

Pioneering Solutions to the Workforce Crisis

The ability to achieve and sustain a competitive edge in this difficult labor market will require intentional steps to be the employer of choice in your community. This introductory webinar explores the demographics influencing the availability of workers, discusses threats stemming from other service sectors, and share a range of innovative practices from quick wins to longer term strategies that lead to significant improvements in recruitment and retention.

CEs: None

Cost: \$25 AHCA/NCAL members | \$60 Non-members

Audience: Skilled nursing and assisted living supervisory staff, including nurse supervisors, department heads and service delivery coordinators.

Visit to [Pioneering Solutions to the Workforce Crisis](#) learn more.

If you need assistance accessing ahcancaLED, e-mail educate@ahca.org with your name and facility contact information.

Improving Staff Resiliency and Retention: An Action Plan that Works

Working in post-acute and long-term care is incredibly rewarding. It is also stressful due to the demands and pressures that are faced on a daily basis. The workforce crisis and COVID-19 exacerbated this stress creating even more challenges for those who work in long term care. This course is aimed at reinvigorating your passion for long term care by providing you with tools and resources you can immediately use to decrease your perceived stress levels and help your team members do the same to aid with staff retention. Self-care is essential and is the key to self-managing stressful situations. If you are not taking care of yourself first, how can you be expected to take care of others? It is time to put yourself first! Mindfulness-based stress reduction learned in this training can help put self-care back into your daily routine and support you in doing what you do best.

This course is aimed at reinvigorating individual passion for long-term care by providing the tools and resources needed to decrease perceived stress levels and help other team members do the same to aid with staff retention. After attending this session, participants will be able to:

- Identify stressful situations within their environment.
- Employ stress reduction techniques that work.
- Decrease their overall perceived stress levels.

CEs: 3.50 NAB, 3.0 contact hours through Iowa Board of Nursing

Cost: \$199 for AHCA/NCAL members | \$249 for non-members

Audience: All staff members

Visit ahcanca.org/LessStress to learn more.

If you need assistance accessing ahcancaLED, e-mail educate@ahca.org with your name and facility contact information.

Self-Care: The Secret to Surviving!

Long term care facilities are incredibly stressful environments. Working with people can be stressful. The staffing crisis and COVID-19 have exacerbated the stress creating even more challenges for those who work in long-term care. This session is aimed at reinvigorating your passion for long term care by providing you with tools and resources you can immediately use to decrease your perceived stress levels and help your team members do the same. Self-care is absolutely essential and is the secret to surviving stressful situations. If you are not taking care of yourself first, how can you be expected to take care of others. It is time to put yourself first!

This is an abbreviated course that includes an interactive quiz to help individuals measure their stress levels followed by strategies that can be individualized to cope with that stress.

Managers and supervisors are encouraged to make this course available to staff members experiencing stress and to use the course as a preventative educational tool to help employees cope with inevitable work stresses.

CEs: None

Cost: \$25 AHCA/NCAL members | \$65 Non-members

- *\$350 AHCA/NCAL Member Only: One- Year - Facilities will use one individual's login to access the material throughout the year that may be viewed individually or in small groups as part of staff in-service training.*

Audience: Managers, supervisors, and staff members experiencing stress

Visit ahcancal.org/Less Stress to learn more.

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

AHCA Requirements of Participation eCompetencies®

[AHCA Requirements of Participation \(RoP\) eCompetencies®](#) is designed specifically to help skilled nursing facilities comply with F-Tag 726 under CMS' Requirements of Participation (ROP). The program offers an extensive library of evidence-based skills checklists that allow evaluators to assess and document staff skills in real time. Videos are included to aid in skill progression and remediation.

AHCA's ROP eCompetencies® is a comprehensive competency tool that is inter-disciplinary and relevant to all skilled nursing facility staff.

One-Year Subscription Cost:

- AHCA/NCAL Member Pricing for facilities with 0-200 Staff Members per facility: **\$1,500.00**
- AHCA/NCAL Member Pricing for facilities with 201+ Staff Members per facility: **\$2,000.00**
- AHCA/NCAL Non-Member Pricing for facilities with 0-200 Staff Members per facility: **\$2,000.00**
- AHCA/NCAL Non-Member Pricing for facilities with 201+ Staff Members per facility: **\$2,500.00**

Audience: All nursing facility staff.

CEs: None.

Visit ahcancal.org/AHCAROPeCompetencies to learn more.



Informal Dispute Resolution (IDR) Toolkit

Both the toolkit, and the webinar, were developed to assist nursing facilities in determining if an IDR is an appropriate tool to use after survey where the results need to be disputed, by the facility. Additionally, the webinar assists facilities through the process of completing an IDR and informs learners about areas that may vary based on state processes. The IDR process is not one provider do often so this tool is a helpful aid in completing a task that can sometimes seem confusing and intimidating.

CEs: None

Cost: Free for AHCA/NCAL Members | \$65 Individual Non-members

Audience: Administrators, Assistant Administrators, AITs, and Regional Directors.

Visit [Informal Dispute Resolution \(IDR\) Toolkit](#) to learn more.

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.



Abuse and Neglect

This three-part webinar reviews regulations related to abuse, neglect, and misappropriation of resident property, how and when to report abuse, how to complete an abuse investigation, and helpful tips for achieving past noncompliance (PNC) for these deficiencies. The webinars also include real life scenarios, how to avoid deficiencies in these scenarios, and tools for achieving PNC.

CEs: None

Cost: Free to AHCA/NCAL Members | \$65 for non-members

Audience: Administrators, nurse supervisors and DONs

Visit [Abuse and Neglect](#) to learn more.

If you need assistance accessing ahcanceled, e-mail educate@ahca.org with your name and facility contact information.

Pressure Injury Prevention and Wound Management in LTC

This pressure injury prevention and wound management webinar is presented by Jeanine Maguire, a wound consultant and educator with almost three decades of wound care focus and expertise. In this webinar, Jeanine emphasizes a patient-centric approach and the importance of routine and comprehensive risk assessment and skin checks. She discusses the challenges of Deep Tissue Injury and the controversy over whether pressure injuries are a result of end-of-life or a combination of factors. Jeanine highlights the need for accurate documentation and understanding of medically unavoidable wounds. She also stresses the importance of a multidisciplinary team approach, ongoing monitoring, and communication. Lastly, Jeanine provides links to CMS F tag 686, the critical element pathway, PAWSIC (the Wound Provider Group checklist), and NPIAP for further reference. *Note that some information shared will change with the RAI updates in October 2023, but the presentation discusses how to prepare for those changes.

CEs: None

Cost: Free to AHCA/NCAL Members | \$65 for Non-members

Audience: Nurses, wound nurses, DONs.

Visit [Pressure Injury Prevention and Wound Management in LTC](#)
to learn more.

If you need assistance accessing ahcancaLED, e-mail educate@ahca.org with your name and facility contact information.

Survey Preparation for the New Facilities Manager

Healthcare is a heavily regulated industry. For nursing homes in particular, the requirements are complicated, and the inspection process is unique. Managing life safety compliance can be daunting for even the experienced facility manager. The learning curve for someone new to the industry can be overwhelming. This educational webinar walks through the CMS nursing home life safety inspection process, provides an overview of the applicable codes and standards, addresses how to access and navigate the codes, identifies CMS survey tools and reports, and discusses some of the most commonly cited life safety deficiencies.

CE: None

Cost: Free for AHCA/NCAL Members | \$65 Non-Members

Audience: Facilities Manager, or Engineering personnel. As well as Administrator, Facilities staff, and Emergency Preparedness.

Visit [Survey Preparation for the New Facilities Manager](#) to learn more.

If you need assistance accessing ahcancaLED, e-mail educate@ahca.org with your name and facility contact information.

Accidents- How to Stay Ahead of F689 and Keep Your Residents Safe

The Accidents webinar will review regulations related to supervision to avoid accidents. It also pulls together various resources available on ahcancaLED, as well as external resources. The Webinar provides resources for development of policies to remain compliant with accident regulations. Finally, real-life case studies will be reviewed with explanations for what facilities should do if similar events occur.

CEs: 1.25 NAB approved CEs and 1 Contact hour through Iowa Board of Nursing.

Cost: \$40 for AHCA/NCAL Members | \$80 for Non-members

- **Individual registration** with 1 contact hour through Iowa Board of Nursing or 1.25 CEs through NAB is \$40 for AHCA members and \$80 for non-members.
- **One-year unlimited facility subscriptions without CEs** cost \$100 and are available to AHCA member facilities only. This option is ideal for group in-service training or multiple individual trainings for one full year.

Audience: Facility leadership, DONs, and Administrators, Regional Staff.

Visit [Accidents- How to Stay Ahead of F689 and Keep Your Residents Safe](#) to learn more.

If you need assistance accessing ahcancaLED, e-mail educate@ahca.org with your name and facility contact information.

Facility Assessments 101: The Driver of Resources, Training, and Competencies

Build Your Proficiency at Developing Compliant Nursing Facility Assessments

Facility assessments are mentioned more than 100 times in the CMS State Operations Manual and F838 – Facility Assessment – specifically outlines facility assessment requirements. Is your team proficient at developing compliant nursing facility assessments?

ahcancaLED offers [Facility Assessments 101: The Driver of Resources, Training and Competencies](#), a webinar to help your team become proficient in completing assessments. The one-hour training describes the relationship each facility's individualized assessment has to daily operations as well as when emergencies arise. It also explains how to complete a facility assessment, includes a sample assessment, and provides links to numerous helpful resources covering facility assessments and staff competencies.

All nursing facilities **must** update their facility assessments as needed or at least annually. These assessments determine the resources and staff competencies each nursing facility should have for compliance with CMS requirements for meeting the current needs of residents.

CEs: 1.25 NAB CE and 1 contact hour through the Iowa Board of Nursing

Cost: \$50 AHCA/NCAL members | \$75 Non-members

Audience: Facility leadership, DONs, and Administrators, potentially Regional Staff

Visit [Facility Assessments 101](#) to learn more.

If you need assistance accessing ahcancaLED, e-mail educate@ahca.org with your name and facility contact information.

OSHA: Recordkeeping & New Reporting Requirements

OSHA is expanding its requirements to electronically submit employee injury data through its *Final Rule on Improving Tracking of Workplace Injuries and Illnesses*. Nearly all providers are already required to maintain OSHA 300 Logs, Form 301, and Form 300A. Employers have for the last several years submitted 300A summary data before March 2nd each year.

The **NEW** requirement is for employers with 100 or more employees to electronically submit OSHA 300 logs and Form 301 (incident reports), in addition to the 300A summaries. Old requirements, such as continuing to maintain COVID-19 Logs, the difference between workers' compensation and OSHA, recordkeeping best practices, and other key reminders will be presented.

Upon completion, participants will be able to:

- Determine the OSHA recordkeeping and reporting requirements pertaining to their operations.
- Plan how to electronically submit OSHA 300 logs, 300A data, and Form 301s.
- Evaluate their measures to comply with privacy concerns and public availability of information.
- Avoid the mistakes, such as submitting alternatives to Form 301, that will not be accepted.
- Review compliance of the broader recordkeeping rule
- Recall FAQs and common OSHA recordkeeping citations.
- Prepare to meet compliance deadlines.

CEs: None. A Certificate of Completion is available after completion of the Webinar.

Cost: \$25 AHCA/NCAL Member

Audience: Facility leadership, DONs, and Administrators, Regional Staff

Visit [OSHA: Recordkeeping & New Reporting Requirements](#) to learn more.

If you need assistance accessing ahcancaLED, e-mail educate@ahca.org with your name and facility contact information.



Infection Preventionist Specialized Training (IPCO)

AHCA's [Infection Preventionist Specialized Training \(IPCO\)](#) is a specialized course of study for healthcare professionals who desire to serve as Infection Preventionists (IPs) as established in the CMS Reform of Requirements of Participation for Long Term Care Facilities. Through this program, individuals will be specially trained to effectively implement and manage an Infection Prevention and Control Program in a nursing facility or assisted living community. CMS and AHCA both recommend that nursing facilities have at least two Infection Preventionists.

It addresses both clinical and organizational systems, processes and cultural aspects of infection prevention and control which are fundamental to effectively leading and administering a center's Infection Prevention & Control program. AHCA's IPCO Training Certificate is valid for three years at which time it must be renewed.

This training incorporates information from the COVID-19 pandemic, the most recent regulatory requirements as well as sections on Candida auris, Multi-Drug Resistant Organisms (MDROs), and Enhanced Barrier Precautions (EBP). Additionally, there is an entire section about operating an effective water management program.

CEs: 24.50 ANCC Nursing Credits and 24.5 NAB CEs

Cost: \$450 AHCA/NCAL members | \$650 Non-members

Audience: Infection Preventionists, Nurses, Administrators, Nursing Home Leadership/Management (Clinical & Non-Clinical Leaders)

AHCA's IPCO Training Certificate is valid for three years, at which time it must be renewed. For information about renewing training certificates, visit educate.ahcancal.org/p/IPCOExam.

Visit www.ahcancal.org/IPCO to learn more.

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

Water Management

Post-acute, assisted living and skilled nursing facilities provide care and services to vulnerable populations who may become critically ill when steps are not taken to reduce the risk of waterborne diseases. To maintain daily operations and care services, long term care facilities need to develop an effective water management plan to prepare for, respond to, and recover from a total or partial interruption of the facility's normal water supply. The water management course provides post-acute and long-term care facilities with information about what a water management plan is, how to identify the elements of an effective water management program, and how to develop and maintain a comprehensive water management program in your facility.

CEs: None

Cost: \$25 AHCA/NCAL Members | \$65 Non-member

Audience: Administrators, building operation engineers and maintenance personnel.

Visit [Water Management](#) to learn more.

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

QAPI Prep Course and AAPACN Certification Exam

QAPI is the key to continuous growth and sustained performance improvement. An effective QAPI program requires full interdisciplinary team participation and a data-driven approach that can be turned into action plans that minimize risk, maximize efficiencies, and improve resident outcomes.

This AAPACN-developed education program will help AHCA/NCAL members:

- Conduct a Root Cause Analysis with simple directions and realistic examples.
- Lead an effective and efficient team meeting using a tip sheet to assist with agenda preparation.
- Use team decision-making techniques that can be applied to many different situations.
- Become comfortable using data to drive improvement and prioritize what corrective actions should be taken.
- Work through a PIP by following a realistic example of a Hand Hygiene Compliance PIP

CEs: 16.21 ANCC CE for nurses and 18.50 NAB CE for administrators.

Cost: \$597 (including QCP Exam) **The certification exam is included with purchase of the QAPI Prep course. The purchase of the exam only option has been retired as of 12/31/2023.*

Visit www.QAPIprep.com to learn more.

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

AAPACN Tools for SNF Nurses

Through a partnership with the American Association of Post-Acute Care Nursing (AAPACN), AHCA members can now [access tools](#) designed to help skilled nursing professionals manage documentation, quality measures and resident safety. These tools provide nursing staff with the training they need to effectively review and update their systems and processes for compliance with CMS' Requirements of Participation.

Through a partnership with the American Association of Post-Acute Care Nursing (AAPACN), The resources for nursing facility nurses listed below are available to AHCA members at AAPACN member prices which are 50% less than non-member prices when ordered [here](#).

The Guide to Enhanced Resident Safety

Gain an understanding of the process for conducting a thorough investigation and how to use provided tools to set up consistent and ongoing surveillance and trending of incidents and adverse events. This two-volume set includes *A QAPI Approach to Incidence Surveillance* and *Incident Management*. \$146 AHCA and AAPACN Member Price.

Documentation Toolkit for Nurse Leaders

Use this set of tools and resources to systematically apply the four pillars of documentation – nursing process, skills and competency, clinical leadership, and organizational management—and ensure accurate reimbursement. \$97 AHCA and AAPACN Member Price.

Quality Measures Survival Guide

The QM Survival Guide details over 40 Quality Measures (QMs) in one place, eliminating the need to search through multiple sources. The PDF features detailed information, MDS audits, and numerous links to important resources. Audit for the more than 40 Quality Measures (QMs) originating from three different quality initiative programs. \$64 AHCA and AAPACN Member Price (includes the *At-a-Glance* tool listed below).

At-a-Glance QM, QRP, and VBP tool—only

This tool is included in the Quality Measures Survival Guide but can be purchased separately. \$21 AHCA and AAPACN Member Price.

Audience: All nursing facility nurses and corporate clinical staff.

www.aapacn.org/exclusive-discounts-for-ahca-members/



AHCA/NCAL Gero Nurse Prep

Specifically designed for registered nurses working in long term care, the AHCA/NCAL [Gero Nurse Prep course](#) provides comprehensive online training that leads to [board certification in gerontological nursing](#) by the [American Nurses Credentialing Center](#) (ANCC) for RNs.

Research conducted by AHCA/NCAL in 2023 found that nursing facilities with at least one ANCC Board certified RN experienced fewer deficiencies, had lower short and long-stay re-hospitalization rates, and significantly higher CMS Star ratings – echoing similar research findings from 2016 and 2019.

Nurses who complete Gero Nurse Prep show an average 24 percent increase between their pre- and post-course test scores. Gero Nurse Prep grads who choose to sit for the ANCC gerontological nursing certification exam (\$395 separate fee paid to ANCC) have a pass rate of 94% on their first try. RNs who pass the ANCC exam can then use the GERO-BC™ credential after their RN credential.

CEs: 30 nursing contact hours – enough to meet the criteria for taking the ANCC certification exam.

Cost: \$790 - AHCA/NCAL members save \$100 off the regular \$790 fee by using the [AHCAPAYLESS](#) promo code when registering for Gero Nurse Prep.

Audience: All RNs and BSNs. ANCC has additional requirements that must be met to sit for the ANCC certification exam.

Visit www.geronurseprep.com to learn more.



Discharges- Making the Safest Transition for Your Residents

Discharges, Making the Safest Transition for Your Residents is a webinar created by AHCA Regulatory staff to assist facility staff in understanding regulations related to planning, preparing, and discharging residents safely. The Webinar provides real-life scenarios of difficult discharge situations, and how to stay in compliance when these situations arise.

CEs: None

Cost:

Free for AHCA/NCAL Members | \$65 Individual Non-members

Audience: Administrators, Social Workers, Directors of Nursing, Regional Directors, Regional Nurse Consultants, and Risk Management Professionals.

Visit [Discharges- Making the Safest Transition for Your Residents](#) to learn more

If you need assistance accessing ahcancaLED, e-mail educate@ahca.org with your name and facility contact information.

Creating Inclusive Communities for LGBTQI and HIV+ Older Adults

What are some of the unique concerns, needs, and strengths of your residents who are also lesbian, gay, bisexual, and/or transgender? How can your staff make sure that all residents, including LGBT people, are safe and affirmed in your community?

This training covers the key information and skills that are key to creating an inclusive environment. The training focuses on terminology, the history of the LGBT experience, and common questions and scenarios to make sure your staff is skilled at LGBT cultural competency.

After completing this online learning module, participants will be able to:

- Describe the unique needs of LGBT older adults.
- Provide reasons why LGBT older adults may hide their LGBT identities or be fearful of accessing services.
- Identify practices to create a more welcoming and supportive environment.

CEs: 1.25 NAB approved CE upon course completion.

Cost: \$150 for AHCA/NCAL Members

- *Facility Group/ Team Purchase Option is available. This option does not offer CEs to the group. Group subscriptions are valid for 18 months from the date of purchase.*

Group Registration Cost:

- \$400 for facilities with staff 1-25
- Additional group rates for facilities with 25+ staff

Audience: All staff and leadership in long-term care facilities.

Visit [CreatingInclusiveCommunities.com](https://www.ahca.org/creating-inclusive-communities) to learn more.

If you need assistance accessing ahcancaLED, e-mail educate@ahca.org with your name and facility contact information.



Medical Director Toolkit

This guide was created to assist facility leadership (Administrators and DONs) in establishing, maintaining, and improving relationships between leadership and the facility's Medical Director. The guide outlines regulatory requirements for policies and procedures, as well as how policies apply to Payroll Based Journal (PBJ) submissions. Job responsibilities are provided, per regulation, but facilities will need to tailor this information to meet the specific facility/resident needs. Best practices are included to encourage the strengthening of relationships with Medical Directors and provoke thoughts into how to establish and/or improve these relationships.

CE: None

Cost: Free for AHCANCAL Members | \$25 for Non-members

Audience: Facility leadership, DONs, Administrators, and Medical Director

Visit [Medical Director Toolkit](#) to learn more.

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.



Trauma-Informed Care

Trauma-Informed Care (TIC) is a regulatory requirement for nursing facilities. Nine CMS F-tags cover TIC-related requirements. TIC is also an approach to care that requires specific staff competency as well as a system of care delivery to achieve the intent of the regulation and provide the necessary support to care for residents who may suffer from trauma.

This nine-module course provides education to help nursing home providers implement TIC in their facility with staff who are appropriately trained and competent to care for residents who are at risk for re-traumatization. The joint AAPACN/AHCA-developed training contains foundational steps and practical recommendations that can help improve resident outcomes.

CEs: 5.10 ANCC CEs for nurses and 5.75 NAB CEs for administrators.

Cost: \$350 for AHCA/NCAL Members | \$650 for Non-members

Audience: Nurses, clinical leaders, administrators, and Social Workers

Visit [TraumaCareTraining.com](https://www.traumacaretraining.com) to learn more.

If you need assistance accessing ahcanceled, e-mail educate@ahca.org with your name and facility contact information.

Behavioral Health: Regulatory Overview and Behavioral Health Services

This package includes two separate courses:

Behavioral Health: Regulatory Overview, participants will be able to:

- Understand the regulation, definitions, and guidance surrounding Behavioral Health regulations and caring for those with mental disorders and substance use disorders (SUD).
- Apply regulation changes with real-life case study examples related to caring for those with mental disorders and substance use disorders.
- Recognize operational changes needed to meet updated guidance and regulatory requirements.

Behavioral Health Services: Diagnosis, Treatments, Interventions, & Care Plan Considerations, participants will be able to:

- Understand different types of behavioral health diagnosis, such as trauma, PTSD, Depression, Anxiety, and substance use disorder.
- Understand treatment and non-pharmacological interventions.
- Understand the importance of person-centered care planning.
- Understand use of a behavioral health contract.
- Application of F689 (Accidents & Incidents) to substance use disorder.

CEs: None

Cost:

Free for AHCA/NCAL Members | \$65 for Non-members

Audience: Administrators, assistant administrators, AITs, DONs, ADONs, nurses, Social Workers, and clinical staff.

Visit [Behavioral Health: Regulatory Overview and Behavioral Health Services](#) to learn more.

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

CARES Online Dementia Trainings

HealthCare Interactive's CARES® Dementia Basics™ module is recognized by the Alzheimer's Association® for successfully incorporating the evidence-based Dementia Care Practice Recommendations in the following topic areas: Alzheimer's and dementia, person-centered care, assessment and care planning, activities of daily living, and behaviors and communication. This course is also available [in Spanish](#).

CARES® training is unique because it also includes actual direct-care video "before and after" training with an easy-to-use, easy-to-remember approach to dementia care called the CARES® Approach (C-Connect, A-Assess Behavior, R-Respond, E-Evaluate, and S-Share). The CARES® Approach can be used in any situation, with any person with dementia, and at any stage of the disease.

After staff complete CARES® *Dementia Basics*, consider additional CARES online programs including:

- CARES® Dementia Advanced Care™
- CARES® Dementia-Related Behavior™
- CARES® Activities of Daily Living™
- CARES® End-of-Life Dementia Care™
- CARES® Dementia Care for Families™
- CARES® Elder Abuse Awareness & Prevention™
- CARES® Serious Mental Illness™ Online Training Program
- CARES® Dementia-Friendly Hospitals™

CEs: None. Certification is available through HealthCare Interactive.

Cost: \$99 per individual course per person. Multi-user and site licenses available.

- **All AHCA/NCAL members receive a 15% discount on all purchases when using promo code [AHCA15](#) at checkout.**

Audience: All nursing facility and assisted living staff.

Visit www.hcinerative.com to learn more.

Love Your Neighbor: Preventing Resident-to-Resident Aggression

While there has been increasing attention to the subject of abuse prevention in long-term care, aggression between residents is rarely recognized as a significant concern. Too often, negative, and aggressive physical, sexual, or verbal interactions that in any other community setting would likely be construed as unwelcome and potentially leading to physical or psychological distress are overlooked.

The COVID-19 Pandemic has added an additional layer of stress to an already volatile environment. Heightened anxiety, depression, loneliness, and cabin fever have resulted in an increase in dissatisfaction and social unrest. This session provides strategies for anticipating the circumstances and events that may trigger negative interactions in a diverse community of residents, offering new thinking on how to achieve an environment of healing and recovery for today, and tomorrow.

At the conclusion of this training, participants will be able to:

- Describe the impact of the COVID-19 Pandemic relative to quarantine and social distancing on psychosocial well-being.
- Develop a well-trained, culturally competent staff prepared to meet the behavioral health needs of a diverse and ever-changing population; and
- Implement effective interventions to anticipate and minimize the potential for aggression and altercations.

Cost: \$25 for AHCA/NCAL Members for each webinar. **Receive \$10 off registration fee when purchasing all four webinars:**

- [*Caring for a New Generation in Assisted Living*](#)
- [*All by Myself: Overcoming Social Isolation and Loneliness in Assisted Living*](#)
- [*Metamorphosis: Leadership in a Transformative Culture*](#)
- [*Love Your Neighbor: Preventing Resident-to-Resident Aggression*](#)

All webinars must be in your cart during the checkout process to receive a discount.

Audience: Appropriate to all disciplines and positions

CEs: None.

If you need assistance accessing ahcancaLED, e-mail educate@ahca.org with your name and facility contact information.

Revenue Cycle Management Academy

[Revenue Cycle Management \(RCM\) Academy](#) delivers concrete strategies for skilled nursing facilities to secure earned dollars, minimize unnecessary losses, and stay paid. Building a deeper understanding of the myriad SNF payor differences is essential for effective RCM and revenue flow.

RCM Academy teaches:

- RCM 101 Basics
- Billing and Admission Essentials
- Billing by Payor – Medicare, Medicaid, Medicare Advantage & Duals

Who Should Take This Course:

- SNF Business Office Managers, Billers & Accountants New to LTC
- All Administrators in Training (AITs)
- Newer Administrators & Nurse Leaders

CEs: 6.75 NAB approved CEs.

Cost: \$350 for AHCA/NCAL members | \$650 for Non-members

Audience: Newer business office managers, billers, accountants, administrators, nurse leaders and all AITs.

Visit RCMacademy.ahcancal.org to learn more.

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

SNF VBP Essentials

New CMS SNF VBP measures effective 10/1/2023 will determine Medicare Part A rates beginning 10/1/2025. Understand the new skilled nursing value-based purchasing changes now or start writing your excuses for losing future Medicare reimbursements.

Learn how:

- CMS calculates VBP measures, risk adjustment, facility score and payment adjustment.
- How CMS will apply the incentive payment multiplier
- To use a SNF VBP prediction calculator to estimate the financial impact of quality measures on Medicare Part A revenue.
- Adopting best practices now helps avoid Part A payment penalties and can boost future incentive payments.

CEs: 1.25 NAB CEs and 1 Contact hour through Iowa Board of Nursing

Cost: \$40 AHCA/NCAL Members | \$80 Non-members

Audience: Administrators, directors of nursing, and quality improvement leads/staff.

Visit [SNF VBP Essentials](#) to learn more.

If you need assistance accessing ahcancaLED, e-mail educate@ahca.org with your name and facility contact information.

Person-Centered Care In A PDPM World

AHCA/NCAL offers a four-module webinar to train staff about the delivery of person-centered care under the Patient Driven Payment Model (PDPM). [Person Centered Care in a PDPM World](#) is built to train senior staff about delivering short-stay post-acute person-centered care and position them to then train other facility staff.

PDPM was implemented to focus payment for rehabilitative episodes of care on individual needs and preferences to implement more person-centered care delivery. Person-centered care is at the core of PDPM and can improve care practices that lead to better patient outcomes.

The first three modules examine the person-centered care framework, making personal preference determinations and challenges in delivering personalized care to short stay residents. The last module is divided into four separate presentations that can be used to train various staff members including administrators, professional staff, CNAs, and other essential staff with content specifically designed to promote team application of the concepts into clinical practice and elevate person-centered care throughout an organization.

CEs: 4.50 contact hours for nurses through the Iowa Board of Nursing.

Cost: \$150 AHCA/NCAL Members | \$300 Non-members

- Discounts are available for group/team registrations when registering five or more individuals by following these [group registration instructions](#).

Visit [Person-Centered Care In A PDPM World](#) to learn more.

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

Advancing Assisted Living Leadership – It’s Time to Level Up!

Assisted Living organizations have faced numerous challenges over the past decade. Long term care has shifted to providing care and services to more acutely ill residents than ever before. Assisted Living Administrators and nurses have the task of knowing and understanding state specific regulations, standards of practice, and how to implement them effectively.

Leaders must balance the technical skills of running an assisted living community with the essential soft skills of being a team leader. Technical skills and leadership skills are necessary to effectively run a successful organization. It is time to level up your leadership skills.

[Advancing Assisted Living Leadership – it’s Time to Level Up!](#) will help you take your leadership skills to the next level by adopting the right mindset and communication practices. In addition, you will learn the critical role you play in mission, vision, and values for your team and your organization. Learners will build their knowledge about emotional intelligence, conflict resolution, relationships navigation, and the power that data holds.

CEs: NAB CEs will be available upon completion of all modules in the training series.

Cost: \$199 NCAL Members | \$650 Non-members

Audience: This course is appropriate for administrators, nurses, and department managers working in assisted living.

Visit [Advancing Assisted Living Leadership – it’s Time to level Up!](#) to learn more

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

Infection Prevention and Control “101” for Assisted Living

COVID-19 sheds a spotlight on the need to improve infection prevention and control (IPC) programs in long term care. With emerging communicable diseases, including multidrug resistant organisms (MDROs), it is important for assisted living team members to understand standard, contact, and airborne precautions.

This session reviews what an effective assisted living IPC program should include, the role quality improvement plays in assisted living IPC, the importance of understanding IPC precautions, and identifies the key stakeholders to engage in an IPC program.

After this 60-minute session, participants will be able to:

- Describe the significance of infections.
- Explain the chain of infection and how infection spreads.
- Discuss how to prevent the spread of infections.
- Identify elements to include in a written infection prevention and control program.
- Recognize themes and underlying causes of deficient infection prevention and control practices.

CEs: None

Cost: \$25 NCAL members | \$65 Non-members

Audience: All in assisted living

Visit [Infection Prevention and Control “101” for Assisted Living](#) to
learn more



If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

Quality Assurance Performance Improvement “101” for Assisted Living

Why do we work in long term care? The answer is simple. We are here to support the residents and provide them with the best quality of life, and care, for however long they have with us while we continuously try to improve outcomes. How can we improve the outcomes for residents as well as staff? Again, the answer is simple. Facilities must be engaged in continuous quality improvement efforts, data collection, and system improvement processes.

This 60-minute training course, participants will be able to:

- Describe what quality assurance performance improvement is.
- Discuss steps to implement a quality assurance performance improvement program.
- Explain how to do a root cause analysis.

CEs: None

Cost: \$25 NCAL members | \$65 Non-members

Audience: All in Assisted Living

Visit [Quality Assurance Performance Improvement “101” for Assisted Living](#) to learn more

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

Caring for a New Generation in Assisted Living

The contemporary long-term care community is challenged to address a broad range of emerging clinical and psychosocial considerations, as the next generation of residents is far more complex. In the wake of the COVID-19 Pandemic, many older adults report feelings of depression and anxiety, turning to substance use, and thoughts of suicide. The numbers of people impacted by dementia continues at epidemic rates, further complicating the contemporary adult care community's ability to create an environment that is satisfying to an increasingly diverse population.

Understanding the symptoms of illness and the psychosocial manifestations of trauma are two critical elements to creating a livable environment. This discussion explores the clinical and social influences to be considered in the assessment of and response to the behavioral health needs of the community. Accommodating the needs of the next generation requires an understanding of today's customers – far more independent, outspoken, and likely to march to the beat of their own drummer. Strategies for addressing issues relative to dementia and mental health, social conflicts/bullying/aggression, substance abuse, and related concerns are a focus of this conversation.

At the conclusion of this training, participants will be able to:

- Explain the increasing complexity and cultural influence on social and ethical considerations in matters concerning behavioral health, sexual expression, and substance use in assisted living communities.
- Describe the importance of understanding the symptoms and challenges associated with a diagnosis of Dementia, PTSD, Mental Disorder, or substance use disorder; and
- Develop a well-trained, culturally competent, trauma-informed staff prepared to meet the needs of an increasingly diverse population.

CEs: None

Cost: \$25 NCAL members for each webinar. **Receive \$10 off registration fee when purchasing all four webinars:**

- [*Caring for a New Generation in Assisted Living*](#)
- [*All by Myself: Overcoming Social Isolation and Loneliness in Assisted Living*](#)
- [*Metamorphosis: Leadership in a Transformative Culture*](#)
- [*Love Your Neighbor: Preventing Resident-to-Resident Aggression*](#)

All webinars must be in your cart during the checkout process to receive a discount.

Audience: Appropriate to all disciplines and positions

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

All by Myself: Overcoming Social Isolation and Loneliness in Assisted Living

Social isolation and loneliness are serious yet largely unrecognized public health risks that affect significant numbers of disabled and older adults. Many of these adults are socially isolated or lonely in ways that put their health at risk. Assisted living communities often represent a more desirable lifestyle over home care or other long-term care environments, insulating residents from the realities of dementia and more advanced physical dependency.

While the community culture may be more satisfying, the independence associated with the assisted living lifestyle lends itself to diminished socialization and engagement. This discussion offers innovative ways to improve the social culture, while offering support for the independence and autonomy that is so vital to quality of life.

At the conclusion of this presentation, participants will be able to:

- Describe the impact of the changing demographics in assisted living on quality of life and quality of care.
- Explain the increasing complexity of social and ethical considerations in matters concerning socialization, productivity, and therapeutic engagement; and
- Develop a culturally competent community prepared to meet the needs of a diverse population.

CEs: None

Cost: \$25 NCAL members for each webinar. **Receive \$10 off registration fee when purchasing all four webinars:**

- [*Caring for a New Generation in Assisted Living*](#)
- [*All by Myself: Overcoming Social Isolation and Loneliness in Assisted Living*](#)
- [*Metamorphosis: Leadership in a Transformative Culture*](#)
- [*Love Your Neighbor: Preventing Resident-to-Resident Aggression*](#)

All webinars must be in your cart during the checkout process to receive a discount.



Audience: Appropriate to all disciplines and positions

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

Prioritizing Infection Prevention and Control in a Post-COVID-19 World

This presentation aims to bolster assisted living infection prevention and control programs. The lessons learned from the COVID-19 pandemic create an opportunity to integrate infection prevention education into the community culture and ensure appropriate resources are ready when needed.

Learn to implement key practices that help prevent and reduce the spread of harmful and deadly infections. This webinar delivers practical strategies that support the assisted living preventionist role and take infection control prevention practices to the next level.

Objectives:

- Understand why COVID-19 has merely highlighted the need to implement evidence-based IPC practices in long-term care.
- Ignite your passion for reducing due to communicable and infectious diseases.
- Implement proven preventative strategies that support creating a strong infection prevention and control (IPC) culture.

CEs: None. A certificate of attendance will be available after the webinar.

Cost: \$25 for AHCA/NCAL Members | \$50 for Non-Members

Visit [Prioritizing Infection Prevention and Control in a Post-COVID-19 World](#) to learn more.

If you need assistance accessing ahcanceled, e-mail educate@ahca.org with your name and facility contact information.

Metamorphosis: Leadership in a Transformative Culture

AL/RCF leaders are traumatized, fatigued, disillusioned and, in some cases, hopeless to recover from the COVID-19 Pandemic. With many seasoned leaders opting out of the next chapter of AL/RCF, valuable experiential knowledge and support is out of reach for a new generation of leaders. What will the AL/RCF community of tomorrow look like? Do you know where your organization is headed or how you will attract and sustain the workforce, you'll need to meet the needs of future customers?

This conversation will inspire a new leadership perspective, moving all leaders to be creative and tenacious in meeting the challenges of the emerging culture of AL/RCF. The concept of transformative leadership and strategies every leader should consider in creating an environment of care that speaks to the needs and satisfaction of everyone living and working in the community is the focus of this session.

At the conclusion of this training, participants will be able to:

- Describe the impact of the COVID-19 Pandemic on the culture of AL/RCF care relative to behavioral health, quality care, and quality of life.
- Apply the concept of transformational leadership and explain the benefits to workforce development.
- Explain the value of mastering Emotional Intelligence (EI) to improve morale, social, and work-related interactions; and
- Create an environment of care that speaks to the quality of life of everyone living and working in the community.

Cost: \$25 for AHCA/NCAL Members for each webinar. **Receive \$10 off registration fee when purchasing all four webinars:**

- [**Caring for a New Generation in Assisted Living**](#)
- [**All by Myself: Overcoming Social Isolation and Loneliness in Assisted Living**](#)
- [**Metamorphosis: Leadership in a Transformative Culture**](#)
- [**Love Your Neighbor: Preventing Resident-to-Resident Aggression**](#)

All webinars must be in your cart during the checkout process to receive a discount.

Audience: Appropriate to all disciplines and positions



CEs: None.

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

Turning Complaints into Compliments – The Key to Customer Service

Customer service is at the heart of any business, including long-term care. However, complaints can be hard to hear and manage. Having an effective complaint management program can turn complaints into compliments. This session will review keys to good customer service and how to turn those complaints into successful resolutions.

After listening to this session, participants will be able to:

- Identify the five key elements to customer service programs in long term care.
- Discuss guiding principles for customer service.
- Describe the process for understanding complaints.
- Explain how to turn complaints into compliments.

CEs: None

Cost: \$25 AHCA/NCAL Members | \$50 Non-members

Audience: Leadership and management in assisted living and nursing facilities. Administrators, DONs, Department heads.

Visit [Turning Complaints into Compliments – The Key to Customer Service](#) to learn more.



If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

High-Intensity Physical Rehabilitation in Medically Complex Populations

Many older adults are at risk for functional decline due to underlying medical complexity, as well as deconditioning following a bout of inpatient care. This course presents an evidenced-based approach for the implementation of a high intensity progressive rehabilitation paradigm, offered as an evolution of current, lower intensity post-acute treatment approaches to address this constellation of needs. Rehabilitation professionals (Physical Therapist & Physical Therapist Assistant; Occupational Therapist & Occupational Therapy Assistant) will have access to an interactive multimedia learning experience including responsive, self-paced presentation of foundational concepts, simulated case scenarios, and a moderated discussion environment for learning with fellow clinicians – all informed by the latest learning science and innovative technology.

CEs: None

Cost: \$495 AHCA/NCAL members and for an employee or contracted employee registering as affiliated with an AHCA member facility

\$595 non-member registrants

Audience: Rehabilitation professionals (Physical Therapist & Physical Therapist Assistant; Occupational Therapist & Occupational Therapy Assistant)

Visit <https://educate.ahcancal.org/p/restore>

to learn more.

If you need assistance accessing ahcancalED, e-mail educate@ahca.org with your name and facility contact information.

Population Health Management (PHM) Innovation Lab

Population Health Management Fundamentals

Population Health Management (PHM) is a term that describes the application of various interventions and strategies aimed at improving the health outcomes and managing the costs of a targeted group of individuals. PHM models vary based on the degree of risk, degree to which payment is tied to quality, reliance on data analytics, and level of care coordination.

Historically, population health models have been led by hospitals, health systems, physician groups and large insurance organizations. More recently long-term care (LTC) and post-acute care (PAC) providers have been assuming a leadership role in developing and employing some PHM models.

Accountable Care Organizations

Accountable Care Organizations (ACOs) are one of the largest alternative payment models in Medicare, and they also exist in Medicaid and commercial payors.

ACOs are networks of physicians, hospitals, and other healthcare providers that voluntarily come together to coordinate care and manage the total costs of a defined population, sharing in the financial risks and rewards of performance against benchmarks and on patient outcomes.

Bundled Payments

Bundled payments are a type of alternative payment model designed to incentivize high quality, cost-effective care. Bundled payments, also known as episode-based payments, are single payments for all care and services provided, which could include multiple settings, for a single condition over a defined period of time (episode of care).

Managed Care

Managed care involves a healthcare delivery system that encompasses care, services, and payment and seeks to control costs and enhance quality through the establishment of provider networks and employment of utilization management strategies.

Provider Networks

Provider networks are a joint venture of independent providers that come together to focus on the benefits for the residents, enhance quality outcomes, and work on value-based reimbursement.

CEs: N/A

Cost: Free to AHCA/NCAL members



Visit PHMInnovationLab.com to learn more.

If you need assistance accessing ahcanceled, e-mail educate@ahca.org with your name and facility contact information.