

ahcancalED

2026 PROGRAMS CATALOG





Why Choose ahcancalED?

Whether you're a new administrator, an experienced nurse, a maintenance director, or leading an entire facility or company, ahcancalED provides practical education created by long-term care experts.

Our programs help you:

✓ Stay survey ready & meet CMS regulatory requirements

✓ Earn continuing education credits

✓ Strengthen leadership

✓ Improve quality outcomes

✓ Build a stronger workforce

30+ courses

7 Professional Learning Pathways

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Explore AHCA/NCAL's comprehensive education and certification programs designed specifically for long-term care professionals.

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    c. The Shift Coach Program
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New Exclusive AHCA/NCAL Member Savings on Nationally Recognized Activity Director Certification Programs!



NCCAP Activity Director Certified Credential (for Nursing Facility Activity Professionals) The self-paced **Activity Director Certified (ADC) course**, part of NCCAP's nationally recognized Modular Education Program for Activity Professionals (MEPAP), prepares activity and life enrichment professionals to develop meaningful programs that enhance quality of life for older adults. The course provides the educational foundation for eligible participants seeking the NCCAP ADC credential and supports compliance with CMS F680 activity professional qualification requirements. Course registration includes:

- NCCAP's national ADC certification exam
- Two-year recognition of the NCCAP ADC credential after successfully completing the exam with a score of 70% or higher
- Two-year membership of the National Association of Activity Professionals



NAAP's Assisted Living Enrichment Certification Credential (for Assisted Living Activity Professionals) online course offered by the National Association of Activity Professionals (NAAP) includes videos, readings, interactive tools and certification exam. Clear guidance is provided along each step including exam preparation. After successful completion of the course and exam, participants receive the Assisted Living Enrichment Certification (ALEC) through the National Certification Council for Activity Professionals (NCCAP), and a one-year free bonus NAAP membership.

SAVE 25%
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NCAL25
SEPT 1 - OCT 31

Assisted Living



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. Register here!

CEs	Type	Member Price	Non-Member Price	Audience
4.0 NAB, 4.0 Contact Hours	On-Demand	~~$199~~ **$149 W/ DISCOUNT**	$249	Administrators, Nurses, Managers. Assisted Living

Infection Prevention and Control "101" Assisted Living 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. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	$25	$65	Assisted Living Professionals

Quality Assurance Performance Improvement "101" for Assisted Living this 35-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 and explain how to do a root cause analysis. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	$25	$65	Assisted Living Professionals

Caring for a New Generation in Assisted Living explores the clinical and social factors shaping behavioral health needs in assisted living. The session offers practical strategies for addressing dementia and mental health, social conflict and aggression, substance use, and other emerging resident needs. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand/Webinar	$25	$65	Assisted Living Professionals

All by Myself: Overcoming Social Isolation and Loneliness in Assisted Living examines the health risks of social isolation and loneliness and offers practical approaches to strengthen connection, independence, and quality of life in assisted living communities. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand Webinar	$25	$65	Assisted Living Professionals

Metamorphosis: Leadership in Transformative Culture explores transformative leadership strategies for creating an assisted living environment that responds to changing resident and workforce expectations while strengthening satisfaction and culture. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand Webinar	$25	$65	Assisted Living Professionals

Receive 10 off registration 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 You Neighbor: Preventing Resident to Resident Aggression

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. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand Webinar	$25	$65	Assisted Living Professionals

Fire Safety and Evacuation – Best Practices for Assisted Living Providers This one-hour program reviews fire safety and evacuation planning best practices for assisted living communities. Topics include evacuation strategies, defend-in-place procedures, staffing and resident capabilities, sprinkler protection, fire drills, staff training, documentation, and coordination with local fire departments. Participants will gain practical strategies to strengthen compliance, protect residents, and reduce organizational risk. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free	$65	Assisted Living Professionals

Behavioral Health and Dementia Care



Trauma-Informed Care 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. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
5.10 ANCC/ 5.10 NAB	Self-Paced Online Course	$350	$650	Nurses, Clinical leaders, Administrators, Social Workers

Behavioral Health: Regulatory Overview and Behavioral Health Services 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. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free	$65	Nurses, Administrators, Assistant administrators, AIT, DON, ADON, Social Workers, and Clinical Staff

cares®
Online Dementia Training
HealthCare Interactive®

CARES On-Line 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. CARES also offers several other evidence-based dementia training courses.

Multi-user and site licenses available. All AHCA/NCAL members receive a 15% discount on all purchases when using **promo code AHCA15** at checkout for site and multi-user licenses. Use promo code **AHCA100** to save $100 off individual course registrations. Learn more!

Love Your Neighbor: Preventing Resident to Resident Aggression 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. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	$99	$65	Nursing facility and Assisted Living

Behavioral Health Guide The Behavioral Health Guide aims to assist long-term care providers in developing and maintaining effective behavioral health programs, offering modules that can be used individually or combined to meet specific needs, with a focus on regulatory compliance with F740 related to behavioral health services. This guide was developed by members of the AHCA Clinical Practice Committee, who have expertise and experience in building successful behavioral programs. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free		All staff

Customer Experience & Satisfaction

AHCA NCAL Customer Experience *Committee*

Turning Tension into Trust: Team Training to Improve the Customer Experience in LTC
Part 1 uses five real-world scenarios to help long-term care teams strengthen customer service and navigate challenging interactions. The training focuses on four core skills: awareness and empathy, communication and listening, de-escalation and service recovery, and team alignment. Participants learn practical strategies to recognize emotional cues, prevent escalation, resolve concerns, and build trust with residents, families, and colleagues. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free		All staff

Turning Tension into Trust: Team Training to Improve the Customer Experience in LTC Part II Through these realistic interactions, participants will explore how moments such as public inquiries, transitions of care, differing expectations, or complex behavioral situations can either create additional challenges or become opportunities to demonstrate professionalism, empathy, and collaboration. Part II of this training consists of three scenario-based scripts designed to build practical, applicable skills and facilitate meaningful discussion among team members. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free		All staff

Social Media Management for Senior Living: Tips and Best Practices This resource helps senior living communities build a professional, engaging, and consistent social media presence while protecting resident privacy and community reputation. Participants will learn best practices for creating meaningful content, engaging residents and families, managing challenging online interactions, and aligning staff communication across social media platforms. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free		All staff

Turning Complaints into Compliments Toolkit Developed by the AHCA Customer Experience Committee in collaboration with the AHCA Survey/Regulatory Committee, this guide helps skilled nursing providers strengthen complaint management and improve resident and family satisfaction. It provides practical guidance for turning complaints into opportunities for quality improvement, culture change, and a more positive resident and staff experience. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free		All staff

Emergency Preparedness & Life Safety

Life Safety: Fire and Smoke Door Inspection Training Learn how to properly inspect fire and smoke doors to ensure they meet safety standards. This updated training includes all the necessary information and a quiz to test your competence. Register Now!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free		Maintenance Director, Facility Manager, Facility staff, and Environmental Services Personnel



Maintenance Director Training The maintenance director helps long-term care facility managers and maintenance directors develop compliant environmental programs that support facility safety and regulatory requirements. The course includes focused modules covering key areas such as fire and smoke door inspections, generator maintenance, and electrical equipment testing. Register Now!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free	$65	Maintenance Director, Facility Manager, Facility staff, and Environmental Services Personnel

Finance & Reimbursement



SNF VBP Essentials provides instructions on using a SNF VBP prediction calculator tool (included with the course) that helps estimate the financial impact the measures will have on a nursing facility's Medicare Part A revenue.

The training delves into all eight measures which are:

- Hospital Readmissions
- Healthcare Acquired Infection Hospitalizations
- Long-stay Hospitalizations
- Discharge to Community
- Discharge Function Score
- Total Nurse Turnover
- Total Nurse Hours Per Resident Day
- Long-stay Falls with Major Injury

Understanding all eight measures and adopting best practices now will help avoid Part A payment penalties and potentially boost future incentive payments. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
1.25 NAB, 1.0 Contact Hour	On-Demand	Free	$65	Administrators, DON, Quality Improvement Leads/staff

Keeping Up with Managed Care: Navigating Claim Denials and Early Termination in 2025 This session helps skilled nursing facilities navigate recent Medicare Advantage rule changes affecting claims denials, appeals, and early termination of services. Participants will explore strategies to strengthen appeal processes, improve reimbursement outcomes, and prepare for early service terminations. **Learn more!**

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand/Webinar	Free	$65	Skilled Nursing Facility

Managing Managed Care Risks: Strategies for Navigating Shorter Stays and Early Discharges This session explores the challenges skilled nursing and post-acute providers face as managed care drives shorter stays, earlier discharges, and tighter reimbursement. Experienced providers share practical clinical and financial strategies to manage these risks while supporting quality outcomes and operational stability. **Learn more!**

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand/Webinar	Free	$65	Skilled Nursing Facility



National Quality Award Program

Level 1: Bronze Award-Commitment to Quality: The goal of this award level is to provide applicants with the tools and resources they need to achieve performance improvement.

The "Bronze Criteria Series" is a sequential series of videos, each covering an individual question in the Bronze Criteria. You will write your Bronze application as you view the series, resulting in a complete application, ready to submit at the end of the series. Bronze Criteria Series

Level 2: Silver Award-Achievement in Quality: At this level, applicants continue to learn and develop effective approaches that help improve performance and health care outcomes. Silver Criteria Series

Level 3: Gold Award-Excellence in Quality: At this level, applicants must show superior performance in areas of the criteria including leadership, strategic planning, and customer and staff satisfaction. Gold Criteria Series

Please note while these videos may be viewed in any order, the National Quality Award Program recommends viewing these videos in order and in totality.

Permission to use, copy and/or distribute any documentation and/or related images from this series shall be expressly obtained from AHCA.

If you have any questions, please contact qualityaward@ahca.org.



Make Smarter Decisions – Learn How Investors Evaluate Your Business & Broaden Your Industry Lens with NIC Academy

AHCA/NCAL members can strengthen their understanding of capital, investment, and financing through the National Investment Center for Senior Housing & Care (NIC) Academy. Developed by industry experts, NIC Academy provides practical education to help owners and operators communicate effectively with investors and make informed financial decisions.

NIC Academy's CSHIP Programs

CSHIP is a fully online, self-paced program that helps owners and operators understand how investors and lenders evaluate their business, communicate with capital partners, and make more informed operational and strategic decisions — teaching the language of capital so providers can better position themselves to secure funding and execute transactions.

Available at two levels — Level I (Fundamentals) and Level II (Intermediate) the programs serve everyone from those building foundational knowledge to seasoned professionals looking to advance their expertise.

NIC Academy's 2026 Senior Living Bootcamp NIC Academy Boot Camps are intensive, practitioner-focused training programs designed to build sector-specific knowledge in senior housing and care market analysis, deal assessment, and emerging opportunities. The boot camps are ideal for assisted living, skilled nursing, and memory care owners, operators, and administrators looking to strengthen their business and financial acumen.

The 2026 in-person Senior Housing Boot Camp will be held Tuesday, October 20 in Chicago.

NIC Academy Special Topic Courses

Build targeted expertise with NIC Academy's Special Topics courses — fully online and self-paced. Each 4–6 hour course is taught by industry experts and designed around the disciplines that drive decision-making in senior housing. Flexible, practical, and focused, the growing library lets operators, developers, and investment professionals strengthen knowledge on their own schedule. AHCA/NCAL Members Save 25% with promo code **AHCA** or **NCAL** when registering for any of these NIC Academy Program.

Population Health Management (PHM) Innovation Lab

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.

The PHM Innovation Lab has been developed to educate long-term care and post-acute care (LTC/PAC) providers on the different PHM models and opportunities for participation and leadership within them.

All of the following trainings are available to you free of charge, but you will need to register for each separately. You may participate in any and all modules that are of interest to you and the work you do.

- **Population Health Management Fundamentals**
- **Accountable Care Organizations**
- **Bundled Payments**
- **Emerging Models: Direct Contracting**
- **Managed Care**
- **Provider Networks**

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand/ Webinar	Free		Leadership

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SEPT 1 - OCT 31

Quality Improvement



Infection Preventionist Specialized Training (IPCO) AHCA's Infection Preventionist Specialized Training (IPCO) is a specialized course of study for health care professionals who desire to serve as Infection Preventionists (IPs) 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. Register now!

CEs	Type	Member Price	Non-Member Price	Audience
24.50 ANCC, 24.50 NAB	Self-Paced	~~$450~~ **$350 w/ discount**	~~$650~~ **$550 w/discount**	IPs, Nurses, Administrators, Leadership/Management, Staff

Water Management 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. **Learn more!**

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free		Nursing Facility, Assisted Living



QAPI Prep Course and AAPACN Certification Exam 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. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
16.21 ANCC, 18.50 NAB	On-Demand	$654 (including QCP Exam)		Nursing Facility, Assisted Living

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. When ordered here, AHCA members receive AAPACN member prices which are 50% off non-member prices. Learn more!

Tool	CE	Type	Member Rate
The Guide to Enhanced Resident Safety	N/A	On-Demand	$161
Documentation Toolkit for Nurse Leaders	N/A	On-Demand	$107
Quality Measures Survival Guide * includes the AT-a-Glance tool		On-Demand	$71
At-a-Glance QM, QRP, and VBP tool	N/A	On-Demand	$24
Quality Measures Rescue Guide	N/A	On-Demand	$71
Quality Measures Survival Guide and Quality Measures Rescue Guide bundle	N/A	On-Demand	$126



Gero Nurse Prep is specifically designed for RNs, LPNs/LVNs working in long term care, the AHCA/NCAL Gero Nurse Prep course provides comprehensive online training that can also lead to board certification in gerontological nursing by the American Nurses Credentialing Center (ANCC) for RNs.

Research conducted by the University of Nebraska Medical Center College of Nursing in 2025 and 2026 found that nursing facilities with at least one nurse who had completed the Gero Nurse Prep program experienced lower turnover among CNAs, LPNs, and RNs; higher average occupancy rates; higher incentive reimbursement; smaller reimbursement losses; fewer payment denials; fewer deficiencies; and, lower fine amounts and citation fees when compared to virtually identical facilities in the same geographic areas without specially trained nurses. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
30 Contact hours	On-Demand	$790 - AHCA/NCAL members save $200 off the regular $790 fee through November 30, 2026, by using either the **RN26** or **LPN26** promo code when registering for Gero Nurse Prep. After November 30, 2026, use promo code **AHCAPAYLESS** to save $100 off the $790 price.		All RNs, BSNs, LPNs/LVNs working in long term/post-acute care. ANCC has additional requirements that must be met by RNs and BSNs who choose to sit for the ANCC certification exam.

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. **Learn more!**

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free	$65	Administrators, Social Workers, DONs, Regional directors, Regional Nurse Consultants, and Risk Management Professionals

Creating Inclusive Communities for LGTBQI and HIV Older Adults 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. Only available to AHCA/NCAL members. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
1.25 NAB	On-Demand	$150		All Staff, Leadership in long-term care facilities

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.

Medical Director Toolkit 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. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free	$25	Leadership, DONs, Administrators, Medical Director

Antipsychotic Medication Management Toolkit The toolkit is designed to assist facilities in moving toward a more appropriate decision-making process for antipsychotic medication use. The various tools and resources may be used individually or in combination with each other to best meet your individual needs. However, it does not provide a comprehensive package of all aspects of care. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free	$65	Leadership, DONs, Administrators,

Falls Prevention Guide helps long-term care providers develop, implement, and sustain an effective falls prevention program. Six modules address regulatory requirements, culture of safety, falls education, maintaining function, post-fall management, and Falls QAPI. Each module includes a short educational video, presentation, key takeaways, and additional resources. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free		Leadership, DONs, Administrators,



Falls Prevention Toolkit Developed by AHCA, this toolkit helps long-term care providers strengthen fall prevention programs using practical, evidence-informed strategies. Resources support interdisciplinary teams in assessing resident risk, implementing individualized interventions, improving staff communication, addressing environmental factors, and using data to drive ongoing QAPI improvement.

The toolkit is designed to enhance resident safety, improve outcomes, and support a culture of quality. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	Downloadable resource	Free		Leadership, DONs, Administrators,

Beyond the Bandage: A Holistic Systems Approach to Skin Health, Pressure Prevention, and Wound Management · The PAWSIC QAPI Program

Transform your wound program with a QAPI-driven approach. Move beyond traditional wound education with a proven roadmap for clinical and operational excellence. The PAWSIC QAPI program helps post-acute care teams identify system gaps, improve outcomes, and drive sustainable performance improvements across the organization.

What You'll Gain:

- Evidence-based wound and skin health education.
- Practical QAPI tools and implementation resources.
- Wound Rounds Playbook and audit guides.
- Espert-led training and wound specialist support.
- Customized Process Improvement Planning (PIP) framework.
- Education for interdisciplinary teams across all shifts.

Registering through pawsic.org/qapi-ahca Your 20%-member discount is applied automatically. No code needed.

Reaching the QAPI program elsewhere on pawsic.org? Enter your AHCA/NCAL member code at checkout: **AHCA20OFF** for Option 1, or **AHCABUNDLE** for Option 2.

CEs	Type	Member Price	Non-Member Price	Audience
None	On-demand	Option 1: QAPI Program 20% off $297.20 Option 2: QAPI + PAWSIC Premium Membership 20% off $279.20		Leadership, DONs, Administrators,

Regulatory

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. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free	$65	Nurse Supervisors, DONs, Administrators,

Pressure Injury Prevention and Wound Management in LTC This webinar provides practical guidance for preventing and managing pressure injuries using a patient-centered, multidisciplinary approach. Topics include risk assessments and skin checks, deep tissue injuries, medically unavoidable wounds, accurate documentation, ongoing monitoring, and effective team communication. The program also highlights key CMS and wound care resources to support quality care and regulatory compliance. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free	$65	Nurses, Wound Nurse, DONs

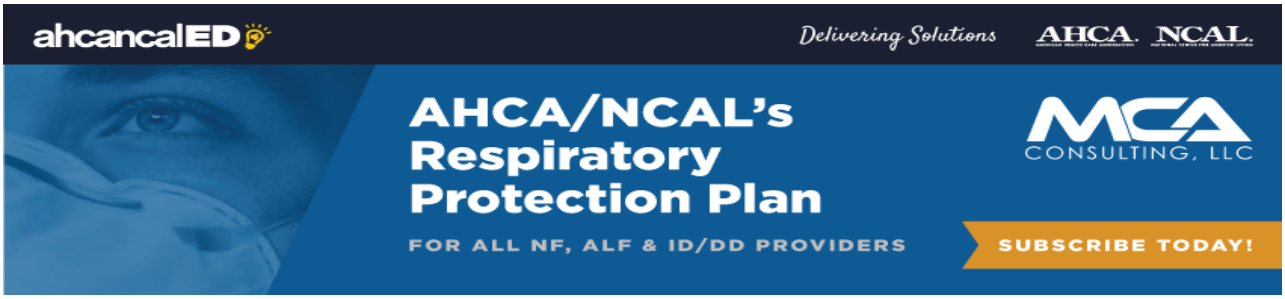
Survey Preparation for the New Facilities Manager This educational webinar walks through the CMS nursing home life safety inspection process, provides an overview of the applicable codes and standards, addresses how to access and navigate the codes, identifies CMS survey tools and reports, and discusses some of the most commonly cited life safety deficiencies. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free	$65	Facilities Manager, Engineering personal, Administrators, All staff, Emergency Preparedness

Accidents – How to Stay Ahead of F-689 and Keep Your Residents Safe - This 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. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
1.25	On-Demand	$40	$80	Leadership, DONs. Administrators, Regional Staff

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.



OSHA Respiratory Protection Plan: Training and Compliance Resources This all-in-one resource contains everything needed for full compliance with OSHA's Respiratory Protection Standard. Learn more!

Resources include:

1. *All OSHA-mandated forms*
2. *Step-by-step fit testing instructions*
3. *Customizable templates*
4. *Practical guides and tools for easy implementation*
5. *Video training for managerial staff and program administrators on respiratory protection requirements*
6. *Video for meeting OSHA's annual employee training mandate*

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	$499 **3-Year Subscription Rates Valued at $4,000+**	$699	Leadership, DONs. Administrators, Regional Staff

Past Noncompliance: How to Build Your Case this webinar helps facilities understand how to achieve Past Noncompliance (PNC) and effectively advocate for PNC during a survey. Participants will learn PNC requirements, steps to take after self-identifying an adverse event, common reasons PNC is not achieved, and strategies for presenting their case to surveyors. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free	$65	Leadership, DONs. Administrators

Payroll-Based Journal: Best Practices this webinar provides practical strategies for accurately submitting Payroll-Based Journal (PBJ) staffing data. Participants will learn how to use PBJ CASPER Reports to review and validate data before submission deadlines and prepare for potential PBJ audits. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free		Leadership, DONs. Administrators

CMPRP: Applications this webinar guides providers through the Civil Monetary Penalty Reinvestment Program (CMPRP) application process, addressing common misconceptions and providing practical guidance on completing applications, developing budgets, and identifying appropriate opportunities for funding. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free	$65	Leadership, DONs. Administrators

Strengthening Facility Assessments to Adapt to Regulatory Changes webinar provides facility leadership with the regulations, the CMS guidance, operational considerations, and examples of things facilities have done to implement the new requirements. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
1.25 NAB, 1 Contact hour	On-Demand	$50	$75	Leadership, DONs. Administrators, Regional Staff, and Clinical VP

Preparing for Upcoming CMS Guidance Changes: Key Updates and Action Items for Compliance this webinar reviews key updates to CMS Long-Term Care Surveyor Guidance, including revisions to Appendix PP and Critical Element Pathways (CEPs). Participants will gain an understanding of the guidance changes and practical action steps to support regulatory compliance and survey readiness. Learn more!

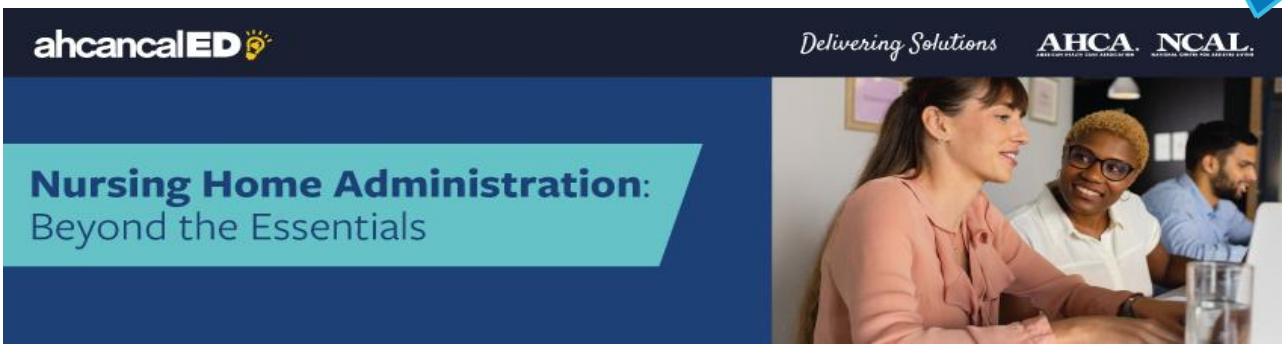
CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free	$65	Leadership, DONs. Administrators, All staff



The Five-Star Quality rating System This comprehensive training helps nursing facility administrators and nurse leaders understand how CMS Five-Star Quality Ratings are determined. Participants will learn the methodology behind the overall rating and its three key domains: health inspections, staffing, and quality measures, including how each contributes to the facility's overall Five-Star score. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
1.5 NAB, 1.5 contact hour	On-Demand	$40	$80	Leadership, DONs. Administrators,

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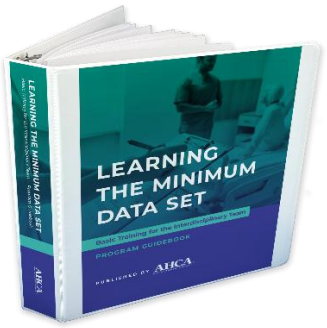
Nursing Home Administration: Beyond the Essentials This comprehensive series helps nursing facility administrators strengthen the financial, clinical, regulatory, and leadership skills needed to effectively manage their facilities.

Topics include reimbursement and revenue cycle management, PDPM, PBJ, CMS Five-Star Quality Measures, regulations, leadership and team building, survey preparation, QAPI, and plans of correction. The program includes 110+ videos, guides, and practical tools designed to build upon Administrator in Training education. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
21.5 NAB, 21.5 contact hour	On-Demand	~~$450~~ **$350 w/ discount**	~~$650~~ **$550 w discount**	Leadership, DONs. Administrators, Nurses, All staff



Learning the Minimum Data Set - Basic Training for the Interdisciplinary Team This comprehensive MDS training program prepares the interdisciplinary team (IDT) to improve assessment accuracy and effectively use Resident Assessment Instrument (RAI) guidance. Participants will learn the role of RAI, understand the MDS completion process, and complete an MDS assessment. The program can support orientation, performance improvement, and continuing education and is periodically updated to reflect RAI Manual changes. Learn more!



Optional MDS Guidebook

The optional **MDS Guidebook** complements the training with 500+ pages of organized resources and practical guidance to help participants understand, document, and apply key MDS concepts more effectively.

Available separately for **$75** at **mdsguidebook.com**.

CEs	Type	Member Price	Non-Member Price	Audience
13.25 NAB, 13.25 contact hour	On-Demand	~~$349~~ **$249 w/ discount** *Group purchase is available for groups of 2 or more.*	~~$549~~ **$449 w/ discount**	Leadership, DONs. Administrators, Nurses, All staff

Social Services This webinar reviews key federal social services requirements, including medically- related services, social worker qualifications, resident rights, care conferences, discharge coordination, and behavioral health. Additional topics include trauma-informed care, substance use disorder, grievance programs, and survey considerations, with practical strategies to support compliance and quality outcomes. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free		Social Workers

Immediate Jeopardy Toolkit This on-demand webinar helps skilled nursing leaders recognize, prevent, and respond to Immediate Jeopardy (IJ) situations under CMS guidance. The toolkit includes step-by-step correction processes, customizable templates and checklists, QAPI-based prevention strategies, and communication tools to strengthen survey readiness, reduce compliance risk, and support resident safety. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free		All Staff

Chasing the Trophy: Navigating the Risk-Based Survey Process this program helps providers understand how the Risk-Based Survey (RBS) differs from the traditional survey process, including eligibility and disqualification criteria. Participants will explore updated survey procedures and practical strategies for strengthening readiness in areas such as Five-Star performance, PBJ, MDS coding, infection prevention, staffing, and complaint management, while using LTC Trend Tracker data to identify risks and support continuous improvement. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	Free	$150	Administrators, Clinical leaders, quality professionals, regulatory staff.

Workforce

Improving Staff Resiliency and Retention: An Action Plan that Works this course provides practical self-care and stress-reduction strategies to help long-term care professionals manage workplace stress, improve resiliency, and support staff retention. Participants will learn to identify sources of stress, apply effective mindfulness-based techniques, and reduce perceived stress in themselves and their teams. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
3.5 NAB, 3.0 contact hours	On-Demand	$99 *Additional Discounts are available for groups of 26+.* ***Audience: All staff members***	$149	All Staff

Self-Care: The Secret to Surviving! course provides practical self-care and stress-management strategies for long-term care professionals. An interactive quiz helps participants assess their stress levels and identify individualized techniques for managing workplace stress. The course can also be used by managers and supervisors as a preventative training resource to support employee well-being and resiliency. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand	$25 **AHCA/NCAL Member Facility Option:** $350 for one-year access. Facilities may use a single login to access the course for individual learning or small-group staff in-service training.	$65	All staff, Leadership



The Shift Coach Program through short, practical modules, participants learn how to implement shift coaches and huddles, support a culture of safety, and sustain infection prevention improvement efforts across the facility. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
2 contact hours	On-Demand	Free	Free	Leadership, Infection Preventionists, Supervisors



Building Trust is an online training course with take-home practice exercises designed to help leaders build trust within and across teams, shifts, and departments, to improve staff wellbeing, retention & recruitment, and resident outcomes. Learn more!

CEs	Type	Member Price	Non-Member Price	Audience
4 NAB, 4contact hours	On-Demand	$250	$450	Leadership, All staff

AHCA NCAL WORKFORCE
WEBINAR SERIES

Attend Live or On-Demand! *LEARN MORE*



AHCA/NCAL Workforce Webinar Series is focused on workforce related matters impacting our long term care providers across the country. This series is focused on issues from career ladders to getting more youth interested in the long term care field to hiring immigrants and refugees. During this series, hear directly from provider members – including AHCA/NCAL workforce committee members – and other experts on these matters on what has and hasn't worked from their experiences. It is also an opportunity to get your pressing questions answered. Register now!

Webinars in this series will include:

1. Interested in an Apprenticeship Partnership?
2. Building the Path: Creating Careers in Long Term Care
3. Refugee Workforce Partnerships in Long Term Care
4. Career Upskilling: Creating Opportunities to Level Up
5. Key Strategies for Retaining Your LTC Workforce
6. Building Employee Resiliency through Person-Centered Approaches
7. Why Registered Apprenticeship? How It CAN Help Build Your LTC Workforce
8. Inspiring the Next Generation: Engaging Youth in Long Term Care: Part 1
9. Inspiring the Next Generation: Engaging Youth in Long Term Care: Part 2:
10. Building Resilient Teams Through Cross-Training: Strategies, Challenges, and Success Stories
11. Where Students and Community Meet: Transforming Workforce and Resident Experiences Together
12. Introduction to AI for Long Term Care: Supporting the Workforce with Smart Technology

And more to come in 2027!

CEs	Type	Member Price	Non-Member Price	Audience
None	On-Demand/Live	Free		Leadership, Supervisors

Don't Miss Important Updates from AHCA/NCAL

Visit the AHCA/NCAL Email Preference Center

The American Health Care Association and National Center for Assisted Living (AHCA/NCAL) is dedicated to sharing the latest news and events impacting long term care. That's why we created the Email Preference Center where you can customize the information you receive.



Stay informed with emails that matter to you.

Choose from:

- Weekly e-newsletters for skilled nursing and assisted living
- Weekly updates from Provider Magazine
- Updates on observances, events, and conferences, and more.

AHCA/NCAL members also have access to exclusive emails including member alerts, updates for ID/DD and Not for Profit providers, and Provider Daily - your morning roundup of the latest news.

3 EASY STEPS TO GET STARTED

1 Create Your Account

Visit https://members.ahcancal.org/ and click "Create New Account" on the top right.

2 Link to Your Company

Connect your account to your member company or facility to unlock member-only content and benefits

3 Choose Your Subscriptions

Go to the Email Preference Center and select My Subscriptions to select the publications you wish to receive.

Please note that different emails will come from different email addresses and will vary.
Please whitelist these emails to ensure you receive them and reach out to update@ahca.org with questions.

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https://members.ahcancal.org/My-Account/My-Subscription