

Graduate Program in Health Administration Competencies

Competencies: The set of essential knowledge, skills, and other attributes that are expected of program graduates.

On completing the Program, graduates should be able to:

Healthcare Environment and Community

- Continually scan and interpret key trends and activities in the health care environment
- Use evidence based approaches to design and implement programs that improve community health.
- Apply principles and methods of health policy analysis and development to key national, state, and local health issues.
- Understand, monitor, and comply with laws and regulations that protect health practitioners, organizations, and the public.
- Use marketing and needs assessment techniques in support of health care program development and implementation.

Business Analysis and Techniques

- Use project management techniques and systems thinking to plan and manage an initiative involving significant resources, scope, and impact.
- Use statistical and analytical tools to measure and improve organizational performance.
- Apply general and health economics concepts and show demonstrated competence with analyses of pricing, service demand, and risk.
- Apply basic financial management and accounting principles in a health care context.
- Apply quality improvement principles and evidence-based techniques to analyze and improve patient care processes.

Healthcare Organizations and Performance

- Use the principles and tools of human resources management, organizational behavior, and the leadership of change to achieve organizational goals.
- Measure and improve clinical and organizational performance and, as needed, redesign, organizational systems and processes.
- Use principles of strategic human resources management to optimize workforce recruitment, retention, and performance.
- Understand and communicate the value of administrative, clinical, and decision-support technologies in improving organizational performance.
- Understand the roles and responsibilities of the governing board and identify effective techniques for establishing sound relationships between senior leaders and the board.
- Develop, evaluate, and understand how to implement strategies that further the mission, vision, and values of the organization.

Leadership and Professionalism

- Understand how leaders energize stakeholders with a compelling vision that fosters and sustains their shared commitment to organizational goals.
- Assemble a team with balanced capabilities and use effective group processes to hold team members accountable individually and collectively for results.
- Identify and effectively use appropriate communication vehicles based on audience characteristics and communication goals.
- Articulate, model, and promote professional values and ethics.
- Accurately assess individual strengths and weaknesses (including the impact that you have on others) and engage in continual professional development including reflection and self-directed learning.
- Establish, build, and sustain a network of professional relationships.