Master of Health Administration Competencies

**Healthcare Environment and Community**

*Analyze, synthesize, and act* on key trends, activities, and government policies in the health care environment (HEC - 0).

- *Perform* environmental scans and needs assessment in support of program and organizational development (HEC-1).
- *Interpret, monitor* and *comply* with laws and regulations that protect health practitioners, organizations and the public (HEC-2).

**Healthcare Organizations and Performance**

*Implement* strategies that further the mission of the organization (HOP-O).

- *Propose, develop, and implement* strategic approaches based on statistical, quantitative, and qualitative evaluations of clinical, financial, and organizational performance (HOP-1).
- *Incorporate evidenced-based approaches and external assessments* in the design and implementation of programs that improve population health, and organizational, financial and clinical performance (HOP-2).
- *Demonstrate* sensitivity to cultural, ethnic, and social characteristics in the design and delivery of programs and services (HOP-3).
- *Incorporate* principles and tools of human resource management, organizational behavior and change management to achieve organizational goals (HOP-4).

**Business Analysis and Techniques**

*Design and Conduct* quantitative analyses and other forms of analyses to measure and improve organizational performance (BAT-0).

- *Implement* project management techniques and systems thinking to plan and manage initiatives involving significant resources, scope, and impact (BAT-1).
- *Assess* multiple dimensions of financial performance to measure and improve the financial viability of provider organizations (BAT-2).
- *Evaluate* clinical and organizational performance using statistical and operations management techniques and procedures (BAT-3).
- *Apply* general and health economics concepts to the analyses of pricing, service demand, and risk (BAT-4).

**Leadership and Professionalism**

*Model and promote* professional behavior (LP-0).

- *Establish and engage* a network of professional and community relationships (LP-1).
- *Articulate* the criteria to assemble a team with balanced capabilities and utilization of effective group processes to hold team members accountable individually and collectively for results (LP-2).
- *Apply* effective and appropriate oral and written communication vehicles (LP-3).
- *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 (LP-4).
- *Articulate* how leaders energize stakeholders with a compelling vision that fosters and sustains shared commitment to organizational goals (LP-5).
- *Model* professional values and ethics (LP-6).