

## **MHA Program Competencies**

The program has developed twelve competencies arrayed within three domains, Personal Development, Professional Development and Applied Skills.

### **Personal Development**

- a. Communication: The graduate will demonstrate executive level proficiency in written and oral communication, be able to communicate across health disciplines, prepare executive summaries and make business presentations.
- b. Relationship Management: Be able to collaborate and develop positive relationships with peers, subordinates and superiors.
- c. Critical and Creative Thinking: The graduate will be able to seek information using management tools to collect data and apply metrics, to analyze data, form conclusions and make recommendations. Be able to promote innovation and see the big picture, balancing short term requirements with long term solutions.
- d. Professionalism: The graduate will be inculcated with a sense of accountability, demonstrate ability to initiate action and assume risk, be oriented to developing a life-long agenda of learning and demonstrate a commitment to ethical conduct and personal growth.

### **Professional Development**

- e. Leadership: The ability to effect change in teams and organizational units through positive influence and to further develop the talent of subordinates.
- f. Organizational Awareness and Governance: The ability to assess the political and regulatory environment, the internal organizational dynamics, and legal requirements effecting governance of an organization and develop recommendations for executive decision making.
- g. Community Awareness: The ability to investigate population health characteristics and develop a plan for improving population health in a local community. The graduate should demonstrate an awareness of the ecological and social factors that influence health behavior.

### **Applied Skills**

- h. Human Resources Management: Be able to manage the human resource processes needed for staffing and operating a healthcare organization.
- i. Financial Management: Ability to examine and interpret financial and accounting documents, plan and execute budgets, make capital investment decisions, and articulate executive fiduciary responsibilities.
- j. Information Technology Management: The ability to recognize critical elements of information technology, to manage information systems, and use information technology for decision support.
- k. Performance Improvement and Quality Management: The ability to use quality and systems tools to measure, promote and implement quality improvement initiatives in health service organizations.
- l. Strategic Management: The ability to conduct an external and internal environmental analysis of a health services organization and apply the principles of strategy formulation, implementation and control to development of corporate strategy, market research and planning. The graduate will be capable of managing team projects.