Master of Healthcare Administration Program Competencies

The core competencies for the MHA program are stated below. They were developed by the departmental faculty encompassing relevant elements from other competency models reviewed. The competency model includes four domains:

A. Management Science and Technology
B. Leadership, Planning and Communication
C. Public Policies and Community Engagement
D. Concepts of Economic and Financial Management

DOMAINS

A. Management Science and Technology

1. Explain and demonstrate an understanding of scientific operational definitions and their measurement, e.g., efficiency, effectiveness, and quality.
2. Integrate operational planning and management tools for performance and quality improvement.
3. Demonstrate the use of information systems and application software in health services, e.g., electronic medical records, GIS, and use of software tools for management decision-making.
4. Explain and demonstrate the application of quantitative analysis, e.g., descriptive and inferential statistics, regression, forecasting.
5. Build analytical thinking acumen, e.g., the ability to understand any issue by delving into its relevant components and formulating solutions.

B. Leadership, Planning, and Communication

1. Shape operational and strategic plans and integrate with marketing initiatives.
2. Lead improvement upon organizational design and culture, e.g., formal and informal decision-making structures, and champion workforce diversity.
3. Clarify human resources management and staff development.
4. Demonstrate public health values and reinforce ethical decision-making.
5. Integrate and demonstrate effective written oral communication

C. Public Policies and Community Engagement

1. Assess community needs and values and the role of external relations, e.g., demographic/population contexts for development and management of health services.
2. Comprehend and explain the legal and regulatory environment for health services.
3. Explain and identify the optimal quantity of health care services to provide, e.g., satisfying supply and demand constraints and resource limitations.
4. Analyze public policy context and choices.
5. Analyze the linkages between cultural competencies and diversity regarding health disparities.

D. Concepts of Economic & Financial Management

1. Comprehend and create budgets (e.g., variance analysis and standards development) and apply contribution margin analysis as used by clinical revenue-generating personnel and for product line management.
2. Explain the principles and applications of cost accounting, e.g., break-even analysis, the costing process, measurement, and control.
3. Understand and construct financial statements, applying ratio analysis and pro forma statement generation.
4. Execute financial mathematics, e.g., time value of money calculations, capital budgeting, return on investment, and project risk analyses.
5. Perform differential reimbursement calculations by payers (e.g., Medicare/Medicaid, self-pay, managed care) and describe the major principles of health insurance.
6. Understand and explain economic evaluation, e.g. cost benefit/cost effectiveness analysis.

Revised: 4/23/10