Competencies for UNLV HCAP MHA program

Students in the Master of Health Care Administration (MHA) program at UNLV are expected to develop competencies that will help them be successful professionals. Competencies are intended to be effective application of available skillsets such as knowledge, skills, attitudes and values (KSAV’s) in complex situations. The student should be able to build on their knowledge based of the competencies to a point up to, and including mastery of the competency. The student in the MHA program at UNLV will be exposed to 301 competencies covered in four domains. Although the student is not expected to be an expert on each competency, students should be able to demonstrate a mastery over each of the domains. Students will complete a pre-assessment of competencies during Orientation or in MHA 701. Competencies are posted on the MHA website, select competencies are included in the program syllabi.

Level of competency covered in course

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<tr>
<th>Lower Level competencies – Knowledge. From an introductory perspective, the student will be exposed to basic concepts toward the competency to develop an understanding. Measurements for achieving the competency will include examinations, discussions and term papers.</th>
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<td>Higher Level competencies – Interpretation and application. Builds on their knowledge of the concept, where students apply their knowledge base of the competency through discussions, assignments, group projects, case studies and class presentations. Students should be able to integrate knowledge and skills into a wide variety of situations, consistently and independently, demonstrating a command of the professional function in decision-making to the point of being able to teach others about the competency learned. Students can expect group projects, case studies, and real world projects such as internships and team projects with “real world” application.</td>
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A. Knowledge of Health Care Environment
1. Health Care Issues and Trends (Demonstrate a broad knowledge of the health care industry and trends involved in provision, coverage, and access to care)
2. Standards and Regulations (Identify standards, laws, regulatory and accreditation criteria applicable to health care organization)
3. Populations’ Health and Status Assessment (Identify basic theory, concepts and models of health promotion, disease causation and prevention; analyze trends using primary and/or secondary community and health status data)

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4. Health Care Personnel (Define and assess clinical and nonclinical roles and practice; related to human resources management in health care)

5. Health Care Payment System (Develop a strong understanding of the reimbursement process for health care in the United States including the private and public sector payers)

B. **Communication and Relationship Skills**
1. Effective Written, Oral and Presentation Skills (Be able to communicate in a clear and logical manner within both formal and informal groups)
2. Interpersonal Communication and Working in Teams (Build collaborative relationships, create, participate in and lead teams)
3. Work effectively in a culturally diverse environment

C. **Leadership, Professionalism, and Ethics**
1. Personal and Professional Ethics (Adhere to ethical personal and business principles; exhibit ethical behaviors)
2. Professional and Community Contribution (Participate in community service; balance professional and personal pursuits)
3. Participate in and lead team activities that demonstrate collaborative group effort and effective group processes, including the ability to hold team members accountable individually and collectively.
4. Assess Individual Strengths and Weaknesses (evaluate personal and professional values; participate in continuing education and lifelong learning).
5. Systems Thinking (Broad systems connections -- potential impacts and consequences of decisions in a wide variety of situations)
6. Planning and Implementing Change (Promote and manage change)
7. Ability to assess needs of communities and have a visionary perspective for the own organization.

D. **Business knowledge and skills**
1. Health Economics (Analysis and application of economic theory and concepts to business decisions)
2. Organizational Dynamics and Governance (Apply organizational theory and behavior to develop, assess, design or redesign health care organizations)
3. Problem-Solving and Decision-Making (Formulate questions and apply models to address issues and problems)
4. Time Management (Ability to balance multiple tasks and responsibilities; set and meet deadlines)

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5. Financial Management (Ability to compile and analyze financial data; develop capital, operating and cash flow budgets; analyze investment data; pro forma development)
6. Strategic Planning (Ability to perform environmental analysis; discern competitive strategy; formulate business strategy based on evidence)
7. Information Management/Understanding and Using Technology Skills (Apply techniques and methods to plan, design, implement and assess information flow and communication)
8. Risk Management (Assessment of risk exposure; apply methods to ensure patient and staff safety; resolution of ethical and legal issues)
9. Quantitative Skills (Analyze data and interpret quantitative information)
10. Legal Principles Development, Application and Assessment (Analyze managerial issues related to the law governing health care; compliance; fiduciary responsibility)
11. Marketing (Analysis and assessment of markets, market segmentation, strategy, change and innovation)
12. Quality Improvement/Performance Improvement (Define and assess quality and performance)
13. Planning and Managing Projects (Able to design, plan, implement and assess projects related to performance, structure and outcomes of health services)
14. Health Policy Formulation, Implementation and Evaluation (Identify policy issues and key stakeholders; design and evaluate policy strategies)
15. Human Resources (Apply methods and techniques related to the management of health care organization employees and professional staff)