



**University of Nevada, Las Vegas**  
**Master in Healthcare Administration Program Competencies**

Students in the Master of Healthcare Administration (MHA) program at UNLV are expected to develop competencies that will help them be successful professionals. Competencies are intended to be an 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 base of the competencies to a point up to, and including an advanced level of the competency. The student in the MHA program will be exposed to 23 competencies covered in four domains. Although the student is not expected to achieve "advanced competence" on each competency, students should be able to demonstrate intermediate level attainment in a majority of the competencies in each of the domains. Students will complete a pre-assessment of competencies at the beginning of the program and a final assessment of competencies at the end of the program.

**Level of Competency Attainment in MHA Courses:**

**Basic Competence (Level 1 - Knowledge and Memorization):** The student is able to demonstrate overall general knowledge and basic skills in regards to the competency. They are able to describe and comprehend the basic principles, content, and/or history related to this competency.

**Intermediate Competence (Level 2 - Analysis and Application):** The student displays the knowledge, skills, and/or abilities related to this competency. They can analyze and apply these in somewhat difficult situations, occasionally needing guidance.

**Advanced Competence (Level 3 - Evaluation and Creativity):** The student demonstrates the knowledge, skill, or ability related to this competency. They can demonstrate synthesis and evaluation skills independently in difficult situations.

**Program Competencies:**

**A. Knowledge of Healthcare Environment**

1. Healthcare Issues and Trends (Demonstrate a broad knowledge of the healthcare industry and trends involved in provision, coverage, and access to care)
2. Standards and Regulations (Identify standards, laws, regulatory and accreditation criteria applicable to healthcare organizations)
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)
4. Healthcare Payment System (Develop a strong understanding of the reimbursement process for healthcare in the United States including the private and public sector payers)

**B. Communication and Relationship Skills**

5. Effective Written, Oral and Presentation Skills (Be able to communicate in a clear and logical manner within both formal and informal groups)
6. Interpersonal Communication and Working Effectively in Teams (Build collaborative relationships, create, participate in, be accountable to, and lead teams)

**C. Leadership, Professionalism, and Ethics**

7. Personal and Professional Ethics (Adhere to ethical personal and business principles; exhibit ethical behaviors)
8. Diversity and Inclusion (Understand the importance of promoting diversity and inclusion to improve healthcare services)
9. Assess Individual Strengths and Weaknesses (Evaluate personal and professional values; participate in continuing education and lifelong learning)
10. Systems Thinking (Broad systems connections -- potential impacts and consequences of decisions in a wide variety of situations)
11. Change Management (Promote and manage change)

**D. Business Knowledge and Skills**

12. Health Economics (Analysis and application of economic theory and concepts to business decisions)
13. Organizational Dynamics and Governance (Apply organizational theory and behavior to develop, assess, design or redesign healthcare organizations)
14. Problem-Solving and Decision-Making (Formulate questions, use multiple methods and sources to seek information, apply models or tools to address issues or problems, and create solutions and/or recommendations)
15. Financial Management (Ability to compile and analyze financial data; develop capital, operating and cash flow budgets; analyze investment data; pro forma development)
16. Strategic Planning (Ability to perform environmental analysis; discern competitive strategy; formulate business and marketing strategy based on evidence)
17. Information Management/Understanding and Using Technology Skills (Apply techniques and methods to plan, design, implement and assess information flow and communication)
18. Quantitative Skills (Analyze data and interpret quantitative information)
19. Legal Principles Development, Application and Assessment (Analyze managerial issues related to the law governing healthcare organizations; compliance; fiduciary responsibility)
20. Assess Quality and Performance (Apply tools and techniques to improve quality, patient safety, and minimize risk to the organization)
21. Project Management (Able to design, plan, implement and assess projects related to performance, market segmentation, and structure and outcomes of health services)
22. Health Policy Formulation, Implementation and Evaluation (Identify policy issues and key stakeholders; design and evaluate policy strategies)
23. Workforce Development Management (Define clinical and nonclinical roles and apply methods and techniques related to the management of healthcare organization employees and professional staff)