



**MS in Healthcare Management Program**  
**Healthcare Leadership and Management Competencies**

*Revised 6-12-15*

Leadership and management competencies are critical for effective health care and nursing managers. These competencies, developed in and out of the classroom throughout the students' tenure in the program, cut across five domains:

**Communication and Relationship Management**

- Interpersonal Communication (Build collaborative relationships)
- Presentation Skills (Demonstrate effective oral communication and presentation skills)
- Working in Teams (Create, participate in, and lead teams)
- Writing Skills (Prepare effective written and business communications)

**Leadership**

- Leading and Managing Others (Hold self and others accountable for organizational goal attainment)
- Ability for Honest Self-assessment (Demonstrate reflection through self-assessment)
- Systems Thinking (Broad systems connections -- potential impacts and consequences of decisions in a wide variety of situations)
- Planning and Implementing Change (Promote and manage change)

**Professionalism**

- Personal and Professional Ethics (Adhere to ethical personal and business principles; exhibit ethical behaviors)
- Professional & Community Contribution (Participate in community service; balance professional and personal pursuits)
- Continuing Education & Lifelong Learning (Participate in continuing education and career planning)
- Cultural Competency (Recognize cultural differences and treat everyone with dignity and respect)

**Knowledge of the Healthcare Environment**

- Health care Issues and Trends (Demonstrate a broad knowledge of the health care industry and trends involved in provision, coverage, and access to care)
- Standards & Regulations (Identify standards, laws, regulatory and accreditation criteria applicable to health care organization)
- 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)

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

### **Business Knowledge and Skills**

- Health Economics (Analysis and application of economic theory and concepts to business decisions)
- Organizational Dynamics and Governance (Apply organizational theory and behavior to develop, assess, design or redesign health care organizations)
- Problem-solving and Decision-making (Formulate questions and apply models to address issues and problems)
- Time Management (Ability to balance multiple tasks and responsibilities; set and meet deadlines)
- Financial Management (Ability to compile and analyze financial data; develop capital, operating and cash flow budgets; analyze investment data; pro forma development)
- Strategic Planning (Ability to perform environmental analysis; discern competitive strategy; formulate business strategy based on evidence)
- Information Management/Understanding and Using Technology Skills (Apply techniques and methods to plan, design, implement and assess information flow and communication)
- Risk Management (Assessment of risk exposure; apply methods to ensure patient and staff safety; resolution of ethical and legal issues)
- Quantitative Skills (Analyze data and interpret quantitative information)
- Legal principles development, application and assessment (Analyze managerial issues related to the law governing health care; compliance; fiduciary responsibility)
- Marketing (Analysis and assessment of markets, market segmentation, strategy, change and innovation)
- Quality Improvement/Performance Improvement (Define and assess quality and performance)
- Planning and Managing Projects (Able to design, plan, implement and assess projects related to performance, structure and outcomes of health services)
- Health policy formulation, implementation and evaluation (Identify policy issues and key stakeholders; design and evaluate policy strategies)
- Human Resources (Apply methods and techniques related to the management of health care organization employees and professional staff.)