Competencies – Master of Science in Health Systems Administration

When students complete the program, they should possess the following competencies:

Performance Management & Quality Improvement Domain

Q.1. Describe the relationship between quality/performance improvement and health care value.
Q.3. Describe the interrelationships among patient safety, risk management and performance improvement.
Q.4. Analyze and apply methods to achieve the six domains of health care quality (safe, effective, patient-centered, timely, efficient, equitable).
Q.5. Analyze and evaluate the purpose, benefits, application, and evaluation of clinical information systems and management information systems.

Policy, Strategy & System Models Domain

P.1. Examine and understand the health care policy environment, policy initiatives, current issues and trends, and how these affect health systems and health care management.
P.2. Develop skills to anticipate and respond to changes in the external environment.
P.3. Evaluate and use business plans and marketing plans to support decision-making.
P.4. Examine and understand the various models of health systems with respect to market forces, creation of value, and overall societal and population health.
P.5. Develop a stakeholder management strategy, to include needs assessment and mutual expectations and commitments.

Leadership & Ethics Domain

L.1. Articulate the basic principles of bioethics and personal and organizational ethics.
L.2. Formulate and articulate a professional values system, inclusive of Jesuit values.
L.3 Articulate the role of personal and organizational ethics and values in leadership.
L.4. Apply oral and written communication skills to communicate effectively with all stakeholders at all levels.
L.5. Examine and understand the role of the leader in organizational dynamics and culture management.
Management Skills & Tools Domain

M.1. Evaluate governance structures, compliance functions, and the roles/responsibilities of board members.
M.2. Understand and apply concepts of strategic human capital management in business strategy to include: workforce planning, talent management, and organizational structure and development.
M.3. Understand the application of law, including medical-legal issues and privacy requirements, in contemporary management decisions.
M.4. Apply the basic concepts and approaches of change management to skillfully lead and negotiate the change process.
M.5. Examine and understand how to execute a stakeholder management strategy.
M.6. Understand the principles and use of risk modeling and risk management in organizations.

Knowledge Management, Analysis & Critical Thinking Domain

A.1. Integrate the key concepts and approaches in critical thinking, decision analysis, and problem solving.
A.2. Conduct an operational/organizational assessment and optimize resources through use of quantitative and qualitative methods.
A.3. Apply quantitative methods and evidence from research studies to assist in making management decisions and assessing the quality of patient care.
A.4. Examine data-driven insights and decision-making processes.
A.5. Understand how organizations learn — how they capture, store, and access information for all aspects of performance and performance improvement.
A.6. Examine and understand external benchmarking in an organization’s competitive and value-creating processes.

Financial Acumen and Management Domain

F.1. Analyze financial statements of health care organizations.
F.2. Apply capital budgeting techniques to assess capital investment projects.
F.3. Evaluate the tradeoffs of different types of financing, including debt equity and lease financing.
F.4. Understand the role of reimbursement and market characteristics in affecting how health care is organized and delivered.
F.5. Understand the role of insurance in financing health care and the relationship between the pooling of risk and the paying for care.
F.6. Understand the use of benchmarked financials and standards to assess efficiency, return on investment, and performance of an organization’s various functional areas.