APSU – HHP MHA Competency Model

Mission: Our mission is to prepare diverse entry and mid-level professionals, to positively and directly contribute to middle Tennessee's robust regional healthcare market and beyond. Our accessible online degree program provides high-value, competency-driven training that prepares students for progressive leadership roles in a variety of healthcare settings.

MHA Competency Model is crafted primarily based upon the HLA model and has 5 identified domains each with specific related competencies.

Domain 1: Knowledge of Healthcare Systems

1. Explain the effect of economic and financial policies on systems and organizations.
2. Interpret trends related to payment systems, coverage and access to care
3. Interpret key laws and regulations as they relate to the healthcare environment
4. Apply a population health approach to improving health outcomes and eliminating health disparities
5. Articulate how healthcare is delivered in the U.S., incorporating differences in public and private based organizations, funding models, and market types.
6. Compare global healthcare systems, including the U.S., regarding access, affordability, and quality.
7. Exhibit understanding of how stakeholder incentives affect behavior, costs, and other outcomes

Domain 2: Communication and Interpersonal Effectiveness

1. Demonstrate effective written, oral and presentation skills
2. Demonstrate ability to identify and engage key stakeholders
3. Apply appropriate interpersonal communication tools to a variety of settings and audiences

Domain 3: Critical thinking and problem solving

1. Demonstrate ability to apply critical thinking skills to complex healthcare issues
2. Apply appropriate data and tools to solve problems and make decisions
3. Incorporate evidence- based approaches and empirical research in the design and implementation of healthcare programs and delivery systems.
4. Exhibit potential to manage a project involving resources, impact, scope and percentage of project completed.

Management and Business Skills

1. Distinguish the advantages and disadvantages of various organizational designs
2. Apply quality improvement theories and approaches to practical situations
3. Critique an organization's vision, mission, and strategic plan
4. Apply methods and tools to strategic human resources management
5. Assess the financial viability and vulnerabilities of healthcare organizations by applying tools and key financial metrics.
6. Apply appropriate information management technologies and tools

Domain 5: Leadership, Professionalism and Ethical Behaviors

1. Apply appropriate leadership styles and approaches to organizational performance and improvement
2. Apply tools and practices to assess and increase personal and professional self-awareness
3. Assess ethical decision and apply ethical decision making approaches to various dilemmas and situations
4. Demonstrate inclusive behaviors, appreciation for diversity, and cultural awareness
5. Apply policies and tools that promote equitable care practices
6. Exhibit leadership practices that support team effectiveness
7. Demonstrate ability to be self-aware and assess oneself in areas of leadership and other professional behaviors.
8. Employ conflict management tools to help employees improve work relationships.

The MHA competencies align with the mission and goals and objectives as evidenced by the competencies themselves. The competency matrix provided as fig. 8 indicates the expected level of competency attainment. Our mission is to serve entry and mid-level professionals; as opposed to executive and heavily experienced professionals. As such, the majority of our competency level final attainment is a 2 out of 3; what would be expected for entry to mid-level professionals. Our competencies also reflect our commitment to diversity and inclusion, skill attainment and demonstration and essential content knowledge necessary for progressive professional success in the field.