HLA Competency Model
Adopted MHA Program Core Competencies

Domain #1: Communication and Relationship Management

Competency
A. Apply principles of communication and demonstrate specific applications
B. Present results of data analysis to decision makers
C. Use factual data to produce and deliver credible and understandable results
D. Facilitate group dynamics, process, meetings, and discussion
E. Utilize effective interpersonal skills

Domain #2: Leadership

Competency
A. Explain potential impacts and consequences of decision making in situations both internal and external
B. Encourage a high level of commitment to the mission, and values of the organization
C. Gain physician buy-in to accept risk and support new business ventures
D. Accurately assess individual strengths and weaknesses

Domain #3: Professionalism

Competency
A. Understand professional standards and codes of ethical behavior
B. Uphold and act upon ethical and professional standards
C. Demonstrate professional norms and behaviors
D. Engage in continued professional development including reflection and self-directed learning

Domain #4: Knowledge of the Healthcare Environment

Competency
A. Assess the interrelationships among access, quality, cost, resource allocation, accountability, and community
B. Prepare projects that are credible to governmental, regulatory, professional, and accreditation agencies
C. Use marketing and needs assessment techniques in support of healthcare program development and implementation
D. Apply principles and methods of health policy analysis
C. Analyze and apply funding and payment mechanisms of the healthcare system

Domain #5: Business Skills and Knowledge

Competency
A. Integrate information from various sources to make decisions and recommendations
B. Demonstrate critical thinking, analysis, and problem solving
C. Apply basic financial management and analysis principles
D. Apply reimbursement principles, ramifications and techniques including rate setting and contracts
E. Apply principles of operating, project, and capital budgeting
F. Use project management techniques
G. Use statistical and analytic tools to measure and improve performance

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