ETSU’s Master of Health Administration (MHA) program prepares innovative leaders by developing student competency in four pillars of health administration: Finance, Quality, Policy & Regulation, and People & Partnerships. Each of these pillars incorporates methods of Leadership and Communication into the core of their coursework to ensure that these leaders are resilient and are fully capable of driving Population Health Improvement.

**MHA Key Competencies**

- Explain basic principles and tools of budget and resource management.
- Apply key principles of accounting and financial management in health services organizations.
- Discuss main components and issues of the organization, financing and delivery of health services in the U.S.
- Apply principles of leadership, governance and management, which include creating a vision, empowering others, fostering collaboration and guiding decisions.
- Apply principles of strategic planning and marketing in health services organizations.
- Select methods to evaluate health programs.
- Analyze data using biostatistics, informatics, computer-based programming, and software, as appropriate.
- Select data collection methods appropriate for a given health context.
- Interpret results of data analysis for health research, policy or practice.
- Apply quality and performance improvement concepts and tools to address organizational performance.
- Apply systems thinking tools to a health issue.
- Utilize analytical methods and informatics resources to investigate health and health services.
- Apply epidemiological methods to the breadth of settings and situations in public health practice.
- Design a population-based policy, program, project or intervention.
- Demonstrate written and oral skills for communicating health policy and management issues with different audiences.
- Discuss multiple dimensions of the policy-making process, including the roles of ethics and evidence.
- Apply legal and ethical principles to issues of health services management and policy analysis.
- Apply principles of human resources management in health services organizations.
- Assess population needs, assets, and capacities that affect communities’ health.
- Perform effectively on interprofessional teams (teams and teamwork, values and ethics).
- Select communication strategies for different audiences and sectors.
- Compare the organization, structure, and function of health care, public health, and regulatory systems across national and international settings.
- Leverage health data and leadership skills to facilitate/inform organizational or community change.
- Propose strategies to identify stakeholders and build coalitions and partnerships for influencing health outcomes.
- Apply negotiation and mediation skills to address organizational or community challenges.
- Apply awareness of cultural values and practices to the design or implementation of health policies or programs.