HIGH POINT UNIVERSITY
The Premier Life Skills University®
Master of Healthcare Administration

Newsletter Highlights

5 Part Series: Key Competencies within the MHA Program

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Announcements and Reminders

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KEY COMPETENCIES IN THE MHA PROGRAM: PART 2

In continuation of our five-part series on High Point University's MHA Program competencies, we delve into the crucial theme of culture and community engagement, with a special focus on its significance in the healthcare industry and what healthcare administrators should consider throughout their careers.

In an ever-diverse world, communities vary greatly, each presenting unique challenges and solutions. Healthcare administrators must possess the ability to grasp diverse cultural norms, values, and needs within their community. Moreover, they should remain attuned to factors such as religion, race, and financial background, recognizing that these aspects play a vital role in shaping a comprehensive understanding of a patient's concerns. Building trust and effective communication hinges on this holistic view.

One of our adjunct instructors, Roxanne Ray, adds her contributions: "In the Organizational Culture course, we explore ways to observe and understand culture from the aspect of what are desired behaviors (values) compared to the actual behaviors (expected) in the organization and the potential causes if there is a gap and how to move the culture toward the desired state. The movement involves including all levels of the organization to come together and work toward the shared values. (*Continued on page 2*)

Important Dates

Registration Begins

Spring A&B: November 14, 2023

Thanksgiving Break

November 20-24, 2023

Semester Break

December 4, 2023-January 7, 2024

Registration Ends

Spring A: January 7, 2024

The understanding gained and skills learned in the course can be utilized beyond assessing an organization's culture. This comes in the form of enhancing one's observation skills, the ability to test assumptions, the identification of one's own values and thinking and behaviors and how they influence and impact others around them. Key to learning about culture is to actually be able to heighten awareness of both self and others – learning to be sensitive and appreciative of people and the different ways that they approach their work and interact with each other. We can gain information and increase our knowledge and understanding of individuals, teams, and the organization as well as the community by listening, ask questions and testing our assumptions which will go a long way to valuing the differences we encounter in our everyday lives. By valuing the difference, we can develop strategies to be effective in all situations with people who are different from us."

MHA ANNOUNCEMENTS AND REMINDERS

- Effective beginning Spring 2024 Term A, MHA is changing its grading policy. Currently, the MHA's grading standard ranges from an "A" to a "B minus" and anything below this results in an "F". This grading scale was initially adopted to be consistent with the other programs in the Department of Medical Sciences. Due to the difference in scholarly degrees, I proposed changing the MHA's grading scale to match the grading standards of High Point University's Graduate School. High Point University's Graduate School has a grading standard from an "A" to a "C minus", with anything lower resulting in an "F". The school notes that some graduate programs may vary their grading scale, but that their general scheme sets the minimal standards for a graduate program at HPU. Changing the MHA program grading standards is consistent with university expectations, and the department's mission of academic excellence.
- Students can access their grades, GPA, financial info, and current and remaining courses through HPU Student Self-Service using their HPU credentials.
- Within the next two weeks, High Point University's MHA program will submit their Eligibility Statement to CAHME to begin the accreditation process.