



# Program Guidebook

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## MBA, Healthcare Management

*The Master of Business Administration Healthcare Management is specifically designed for those in an array of leadership roles as well as those transitioning into healthcare from a different industry to develop strong health care leaders by strengthening your analytical and critical thinking skills. The program prepares you for a mid-level to upper-level management position in private and public sectors of the healthcare industry including hospitals, health system management, consulting, physician practices, and government and non-government agencies.*

## Understanding the Competency-Based Approach

Practically speaking, how do competency-based programs like those offered at Western Governors University (WGU) work? Unlike traditional universities, WGU does not award degrees based on completion of a certain number of credit hours or a certain set of required courses. Instead, you will earn your degree by demonstrating your skills, knowledge, and understanding of important concepts.

Progress through a degree program is governed not by the amount of time you spend in class but by your ability to demonstrate mastery of competencies as you complete required courses. Of course, you will need to engage in learning experiences as you review competencies or develop knowledge and skills in areas in which you may be weak. To help you acquire the knowledge and skills you need to complete your courses and program, WGU provides a rich array of learning resources. Your program mentor will work closely with you to help you understand the competencies required for your program and to help you create a schedule for completing your courses. You will also work closely with course instructors as you engage in each of your courses. As subject matter experts, course instructors will guide you through the content you must master to pass the course assessments.

The benefit of this competency-based system is that enables students who are knowledgeable about a particular subject to make accelerated progress toward completing a degree, even if they lack college experience. You may have gained skills and knowledge of a subject while on the job, accumulated wisdom through years of life experience, or already taken a course on a particular subject. WGU will award your degree based on the skills and knowledge that you possess and can demonstrate—not the number of credits hours on your transcript.

## Accreditation

Western Governors University is the only university in the history of American higher education to have earned accreditation from four regional accrediting commissions. WGU's accreditation was awarded by (1) the Northwest Commission on Colleges and Universities, (2) the Higher Learning Commission of the North Central Association of Colleges and Schools, (3) the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges, and (4) the Accrediting Commission for Senior Colleges and Universities of the Western Association of Schools and Colleges. The university's accreditation status is now managed by the Northwest Commission on Colleges and Universities (NWCCU), which reaffirmed WGU's accreditation in February 2017. The WGU Teachers College is accredited by the National Council for Accreditation of Teacher Education (NCATE). The nursing programs are accredited by the Commission on Collegiate Nursing Education (CCNE). The Health Information Management program is accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM). The College of Business programs are accredited by the Accreditation Council for Business Schools and Programs (ACBSP).

## The Degree Plan

The focus of your program is your personalized Degree Plan. The Degree Plan is a detailed blueprint of the courses you will need to complete in order to earn your degree. The Degree Plan also lays out the accompanying learning resources and assessments that compose your program. The list of courses in the Degree Plan is often referred to as the standard path. The amount of time it takes to complete your program depends on both the amount of new information you need to learn and the amount of time you plan to devote each week to study. Your program mentor and course instructors will help you assess

your strengths and development needs to establish a study plan.

Students vary widely in the specific skills and information they need to learn. For example, some students may be highly knowledgeable in a particular subject matter and would not need to engage in new learning opportunities. Other students may find that portions of the program require them to learn new information and that they need to take an online class or participate in a study module to acquire the knowledge and skills needed to fulfill program competencies in that area. Some individuals may be able to devote as little as 15–20 hours per week to the program, while others may need to devote more time. For this reason, pre-assessments are there to help your program mentor form a profile of your prior knowledge and create a personalized Degree Plan.

## How You Will Interact with Faculty

At WGU, faculty serve in specialized roles, and they will work with you individually to provide the guidance, instruction, and support you will need to succeed and graduate. As a student, it is important for you to take advantage of this support. It is key to your progress and ultimate success. Upon your enrollment, you will be assigned a program mentor—an expert in your field of study who will provide you with regular program-level guidance and support from the day you start until the day you graduate. Your program mentor will set up regular telephone appointments (weekly at first) with you, which you will be expected to keep. The mentor will review program competencies with you and work with you to develop a plan and schedule for your coursework. Your program mentor will serve as your main point of contact throughout your program—helping you set weekly study goals, recommending specific learning materials, telling you what to expect in courses, and keeping you motivated. In addition to regular calls, your program mentor is available to help you resolve questions and concerns as they arise.

You will also be assigned to a course instructor for each course. Course instructors are doctoral-level subject matter experts who will assist your learning in each individual course. When you begin a new course, your assigned course instructor will actively monitor your progress and will be in touch to offer one-on-one instruction and to provide you with information about webinars, cohort sessions, and other learning opportunities available to help you acquire the competencies you need to master the course. Your course instructor can discuss your learning for the course, help you find answers to content questions, and give you the tools to navigate the course successfully. In addition, you will communicate with course instructors by posting in the online learning community and participating in live discussion sessions such as webinars and cohorts.

For many of the courses at WGU, you will be required to complete performance assessments. These include reports, papers, presentations, and projects that let you demonstrate your mastery of the required competencies. A separate group of faculty members, called evaluators, will review your work to determine whether it meets requirements. Evaluators are also subject matter experts in their field of evaluation. If your assessment needs further work before it “passes,” these evaluators, who review your work anonymously, will provide you with instructional feedback to help you meet evaluation standards and allow you to advance.

## Connecting with Other Mentors and Fellow Students

As you proceed through your Degree Plan, you will have direct contact with multiple faculty members. These communications can take a variety of forms, including participation in one-on-one discussions,

chats in the learning communities, and live cohort and webinar opportunities. As a WGU student, you will have access to your own personal MyWGU Student Portal, which will provide a gateway to your courses of study, learning resources, and learning communities where you will interact with faculty and other students.

The learning resources in each course are specifically designed to support you as you develop competencies in preparation for your assessments. These learning resources may include reading materials, videos, tutorials, cohort opportunities, community discussions, and live discussions that are guided by course instructors who are experts in their field. You will access your program community during your orientation course to network with peers who are enrolled in your program and to receive continued support through professional enrichment and program-specific chats, blogs, and discussions. WGU also provides Student Services associates to help you and your program mentor solve any special problems that may arise.

## Orientation

The WGU orientation course focuses on acquainting you with WGU's competency-based model, distance education, technology, and other resources and tools available for students. You will also utilize WGU program and course communities, participate in activities, and get to know other students at WGU. The orientation course must be completed before you can start your first term at WGU.

## Transferability of Prior College Coursework

Because WGU is a competency-based institution, it does not award degrees based on credits but rather on demonstration of competency. However, if you have completed college coursework at another accredited institution, or if you have completed industry certifications, you may have your transcripts and certifications evaluated to determine if you are eligible to receive some transfer credit. The guidelines for determining what credits will be granted varies based on the degree program. Students entering graduate programs must have their undergraduate degree verified before being admitted to WGU. To review more information in regards to transfer guidelines based on the different degree programs, you may visit the Student Handbook found at the link below and search for "Transfer Credit Evaluation."

[Click here for the Student Handbook](#)

WGU does not waive any requirements based on a student's professional experience and does not perform a "résumé review" or "portfolio review" that will automatically waive any degree requirements. Degree requirements and transferability rules are subject to change in order to keep the degree content relevant and current.

Remember, WGU's competency-based approach lets you take advantage of your knowledge and skills, regardless of how you obtained them. Even when you do not directly receive credit, the knowledge you possess may help you accelerate the time it takes to complete your degree program.

## Continuous Enrollment, On Time Progress, and Satisfactory Academic Progress

WGU is a "continuous enrollment" institution, which means you will be automatically enrolled in each of your new terms while you are at WGU. Each term is six months long. Longer terms and continuous enrollment allow you to focus on your studies without the hassle of unnatural breaks between terms that

you would experience at a more traditional university. At the end of every six-month term, you and your program mentor will review the progress you have made and revise your Degree Plan for your next six-month term.

WGU requires that students make measurable progress toward the completion of their degree programs every term. We call this “On-Time Progress,” denoting that you are on track and making progress toward on-time graduation. As full-time students, graduate students must enroll in at least 8 competency units each term, and undergraduate students must enroll in at least 12 competency units each term. Completing at least these minimum enrollments is essential to On-Time Progress and serves as a baseline from which you may accelerate your program. We measure your progress based on the courses you are able to pass, not on your accumulation of credit hours or course grades. Every time you pass a course, you are demonstrating that you have mastered skills and knowledge in your degree program. For comparison to traditional grading systems, passing a course means you have demonstrated competency equivalent to a “B” grade or better.

WGU assigns competency units to each course in order to track your progress through the program. A competency unit is equivalent to one semester credit of learning. Some courses may be assigned 3 competency units while others may be as large as 12 competency units.

Satisfactory Academic Progress (SAP) is particularly important to students on financial aid because you must achieve SAP in order to maintain eligibility for financial aid. We will measure your SAP quantitatively by reviewing the number of competency units you have completed each term. In order to remain in good academic standing, you must complete at least 66.67% of the units you attempt over the length of your program—including any courses you add to your term to accelerate your progress. Additionally, during your first term at WGU you must pass at least 3 competency units in order to remain eligible for financial aid. We know that SAP is complex, so please contact a financial aid counselor should you have additional questions. \*Please note: The Endorsement Preparation Program in Educational Leadership is not eligible for federal financial aid.

## Courses

Your Degree Plan includes courses needed to complete your program. To obtain your degree, you will be required to demonstrate your skills and knowledge by completing the assessment(s) for each course. In general there are two types of assessments: performance assessments and objective assessments. Performance assessments contain, in most cases, multiple scored tasks such as projects, essays, and research papers. Objective assessments include multiple-choice items, multiple-selection items, matching, short answer, drag-and-drop, and point-and-click item types, as well as case study and video-based items. Certifications verified through third parties may also be included in your program. More detailed information about each assessment is provided in each course of study.

## Learning Resources

WGU works with many different educational partners, including enterprises, publishers, training companies, and higher educational institutions, to provide high-quality and effective learning resources that match the competencies you are developing. These vary in type, and may be combined to create the best learning experience for your course. A learning resource can be an e-textbook, online module, study guide, simulation, virtual lab, tutorial, or a combination of these. The cost of most learning

resources are included in your tuition and Learning Resource Fee. They can be accessed or enrolled for through your courses. Some degree-specific resources are not covered by your tuition, and you will need to cover those costs separately. WGU also provides a robust library to help you obtain additional learning resources, as needed.

Mobile Compatibility:

The following article provides additional details about the current state of mobile compatibility for learning resources at WGU. It includes a list that can be referenced to determine the mobile friendliness of all core course materials used in a program.

[Student Handbook article: Can I use my mobile device for learning resources?](#)

## Standard Path

As previously mentioned, competency units (CUs) have been assigned to each course in order to measure your academic progress. If you are an undergraduate student, you will be expected to enroll in a minimum of 12 competency units each term. Graduate students are expected to enroll in a minimum of 8 competency units each term. A standard plan for a student for this program who entered WGU without any transfer units would look similar to the one on the following page. Your personal progress can be faster, but your pace will be determined by the extent of your transfer units, your time commitment, and your determination to proceed at a faster rate.

## Standard Path *for* MBA, Healthcare Management

Course Description	CUs	Term
Managing Organizations and Leading People	3	1
Operations Management	3	1
Accreditation Audit	4	1
Accounting for Decision Makers	3	2
Financial Management	3	2
Ethical Leadership	3	2
Data-Driven Decision Making	3	3
Marketing	3	3
Service Line Development	4	3
Global Economics for Managers	3	4
MBA, Healthcare Management Capstone	4	4

### Changes to Curriculum

WGU publishes an Institutional Catalog, which describes the academic requirements of each degree program. Although students are required to complete the program version current at the time of their enrollment, WGU may modify requirements and course offerings within that version of the program to maintain the currency and relevance of WGU's competencies and programs. As these changes are implemented, WGU will ensure that the length of the student's degree program (i.e., total competency unit requirements) will not increase and that competency units already earned will be applied to the updated program version. When program requirements are updated, students readmitting after withdrawal from the university will be expected to re-enter into the most current catalog version of the program.

# Areas of Study for MBA, Healthcare Management

The following section includes the areas of study in the program, with their associated courses. Your specific learning resources and level of instructional support will vary based on the individual competencies you bring to the program and your confidence in developing the knowledge, skills, and abilities required in each area of the degree. The Degree Plan and learning resources are dynamic, so you need to review your Degree Plan and seek the advice of your mentor regarding the resources before you purchase them.

## Management

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### Managing Organizations and Leading People

This course covers principles of effective management and leadership that maximize organizational performance. The following topics are included: the role and functions of a manager, analysis of personal leadership styles, approaches to self-awareness and self-assessment, and application of foundational leadership and management skills.

*This course covers the following competencies:*

- *The graduate uses contemporary theories of leadership to develop personal leadership skills based on a personal leadership philosophy.*
- *The graduate explains the theoretical bases, current knowledge, best practices, and trends related to the practice of management.*
- *The graduate applies management and leadership theories for long-term global-business success.*
- *The graduate analyzes appropriate methods to improve organizational performance.*

### Operations Management

This course focuses on the strategic importance of operations management to overall performance. This course also emphasizes principles of supply chain management relevant to a variety of business operations ranging from manufacturing goods to retail services. You will examine the various planning, control, and decision-making tools and techniques of the operations function.

*This course covers the following competencies:*

- *The graduate applies quality management methods for continuous improvement in an organization.*
- *The graduate utilizes process and method analysis, measurement techniques, and scheduling concepts to design the work systems design.*
- *The graduate organizes the supply chain to create competitive advantage for an organization.*
- *The graduate applies operations and inventory management requirements and concepts to achieve operating objectives.*
- *The graduate designs capacity, process, layout, and location strategies.*
- *The graduate employs just-in-time and lean systems to improve operating efficiency.*

## Healthcare Management

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### Accreditation Audit

Accreditation Audit covers regulatory audits, resource assessment, quality improvement, patient care improvement, organization plans, risk management, effective interaction, and compliance as evidenced during an accreditation audit.

*This course covers the following competencies:*



- *The graduate prepares organizational plans such as disaster plans, contingency plans, or staffing plans.*
- *The graduate ensures a healthcare organization is in compliance with mandatory regulatory audit guidelines pertaining to the organization.*
- *The graduate identifies and helps a healthcare organization comply with applicable healthcare statutes and regulations.*
- *The graduate designs quality improvement programs to enhance the level of patient care in a healthcare organization.*
- *The graduate develops risk management programs that result in improved quality patient care.*
- *The graduate interprets quality assessments and prioritizes patient care improvement needs.*
- *The graduate identifies and assesses external and internal resources available to a healthcare organization.*
- *The graduate can effectively interact with physicians, nurses, and other healthcare providers.*

## Service Line Development

Service Line Development will address how to critically assess the competitive marketplace as well as the internal environment to establish a new line of business. Topics include needs assessment, international healthcare trends, service line management, revenue analysis, costs and productivity, communication, negotiation, health policy, health legislation, and facilities management, which are variables in the evaluation process.

*This course covers the following competencies:*

- *The graduate designs, administers, and evaluates a community health needs assessment.*
- *The graduate effectively interprets health policy initiatives.*
- *The graduate designs, develops, creates, and communicates a healthcare organization's marketing strategy to staff and the public.*
- *The graduate effectively manages construction projects and other facilities management projects for a healthcare organization.*
- *The graduate analyzes international healthcare trends and assesses their impact on local health issues to develop strategies for improvement.*
- *The graduate manages costs and productivity to improve a healthcare organization's sustainability.*
- *The graduate evaluates and analyzes a healthcare organization's management of service lines.*
- *The graduate performs net revenue analysis to maximize a healthcare organization's financial performance.*
- *The graduate designs, administers, evaluates, and negotiates contracts to minimize the risk and liability for the organization.*
- *The graduate analyzes strategies that impact health legislation.*

## Accounting

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### Accounting for Decision Makers

This course provides you with the accounting knowledge and skills to assess and manage a business. Topics include the accounting cycle, financial statements, taxes, and budgeting. You will improve your ability to understand reports and use accounting information to plan and make sound business decisions.

*This course covers the following competencies:*

- *The graduate analyzes internal corporate controls to determine their adequacy and compliance with legal and regulatory requirements.*
- *The graduate uses budgeting tools for planning and control purposes, including analyzing cash flows to ensure adequacy of funds.*

- *The graduate uses cost-volume-profit concepts and applies various analytical tools to improve company profit potential.*
- *The graduate analyzes financial statements to evaluate company performance and makes recommendations.*
- *The graduate uses economic cost concepts and activity-based costing (ABC) data to make cost-based decisions.*

## Finance

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### Financial Management

This course covers practical approaches to analysis and decision making in the administration of corporate funds, including capital budgeting, working capital management, and cost of capital. Topics include financial planning, management of working capital, analysis of investment opportunities, sources of long-term financing, government regulations, and global influences. You will improve your ability to interpret financial statements and manage corporate finances.

*This course covers the following competencies:*

- *The graduate applies capital market theory in financial decision making.*
- *The graduate evaluates company performance based on financial statements and other measures in order to provide recommendations.*
- *The graduate applies long-term investment management concepts to capital budgeting decision making.*
- *The graduate demonstrates the management of working capital to achieve the appropriate value for the firm.*
- *The graduate examines the primary risk/return criteria regarding financial management in domestic and global environments.*
- *The graduate analyzes applicable legal and regulatory requirements to determine whether organizations meet legal responsibilities and act with social responsibility.*
- *The graduate applies valuation skills to evaluate capital investment projects and the overall value of a firm.*

## Leadership

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### Ethical Leadership

This course examines the ethical issues and dilemmas managers face. This course provides a framework for analysis of management-related ethical issues and decision-making action required for satisfactory resolution of these issues.

*This course covers the following competencies:*

- *The graduate develops policies, practices, procedures, and programs that foster organizational ethics and socially responsible behavior.*
- *The graduate assesses the practical relevance of leading ethical theories and concepts.*
- *The graduate analyzes applicable legal and regulatory requirements to determine whether organizations meet legal responsibilities.*
- *The graduate identifies influences on ethical leadership and analyzes a code of ethics.*

## Strategy

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### Data-Driven Decision Making

This course presents critical problem-solving methodologies, including field research and data collection methods that enhance organizational performance. Topics include quantitative analysis, statistical and quality tools. You will improve your ability to use data to make informed decisions.

*This course covers the following competencies:*

- *The graduate uses a variety of decision-analysis tools to evaluate alternatives during the decision-making processes.*
- *The graduate analyzes how work is accomplished and applies quality metrics and tools to increase efficiency, effectiveness, and quality.*
- *The graduate uses appropriate data to improve organizational performance.*
- *The graduate uses decision-making methods to develop strategies for organizational decision processes.*
- *The graduate analyzes data from business intelligence and knowledge management systems to make appropriate decisions.*
- *The graduate uses quantitative techniques and statistical tools to identify the most appropriate decision alternatives.*

## Marketing and Communication

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### Marketing

This course will focus on the marketing function and its impact on the overall success of an organization. Topics include consumer behavior, marketing theories and strategies, product positioning, the competitive environment, and effectiveness of the marketing function. A key element of the course will include the relationship of the “marketing mix” to strategic planning.

*This course covers the following competencies:*

- *The graduate analyzes the global market to identify opportunities to gain competitive advantage through marketing activities.*
- *The graduate evaluates the feasibility and profitability of new products and services within the organization.*
- *The graduate identifies risks and opportunities for an entrepreneurial enterprise.*
- *The graduate recommends customer relationship management practices for maximizing customer satisfaction and loyalty.*
- *The graduate designs a strategic marketing plan for a new product or service.*

## Economics

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### Global Economics for Managers

This course examines how economic tools, techniques, and indicators can be used for solving organizational problems related to competitiveness, productivity, and growth. You will explore the management implications of a variety of economic concepts and effective strategies to make decisions within a global context.

*This course covers the following competencies:*

- *The graduate explains fundamental economic principles, including supply and demand, scarcity, opportunity cost, price, income and cross-price elasticities, role of government, inflation, and monetary and fiscal policy.*
- *The graduate applies economic concepts to managerial decision making.*
- *The graduate analyzes contemporary economic and political forces; their interrelationship; and their impact on the global business environment.*
- *The graduate analyzes economic forces and operations of global markets in order to improve decision making.*
- *The graduate describes global economic forces influencing production, consumption, investments, and related policy challenges.*

## Capstone

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### MBA, Healthcare Management Capstone

This course is the culminating assessment of the MBA, Healthcare Management curriculum and focuses on strategic management while allowing for the synthesis of previous assessment topics. You will work in teams of three or four students to simulate running a business. One unique aspect of the simulation is that there are scheduled dates each week for simulation decisions. Since all teams are required to meet the deadlines and work at the same pace this aspect of the assessment cannot be accelerated.

*This course covers the following competencies:*

- *The graduate assesses the fundamental perspectives on strategic decision-making using analytical tools.*
- *The graduate integrates and synthesizes competencies from across the degree program, thereby demonstrating the ability to participate in and contribute value to the chosen professional field.*
- *The graduate assesses the value of competing in international markets, and determines the risks and rewards of diversification strategies*
- *The graduate analyzes the concepts of ethics, corporate social responsibility, and environmental sustainability and assesses the impact these policies have on strategic decision-making.*
- *The graduate analyzes generic strategies for winning a competitive advantage and determines how to apply maximum strategic power.*
- *The graduate evaluates the framework necessary to effectively execute strategy.*
- *The graduate identifies the strategic process and the execution of a strategic plan.*

## Need More Information? WGU Student Services

WGU's Student Services team is dedicated exclusively to helping you achieve your academic goals. The Student Services office is available during extended hours to assist with general questions and administrative or accessibility issues. The Student Services team members help you resolve issues, listen to student issues and concerns, and make recommendations for improving policy and practice based on student feedback. The Student Services team provides a formal means by which you can express your views, which in turn will inform the decisions we make.

Student Services team members also assist with unresolved concerns to find equitable resolutions. To contact the Student Services team, please feel free to call 877-435-7948 or e-mail [studentservices@wgu.edu](mailto:studentservices@wgu.edu). We are available Monday through Friday from 6:00 a.m. to 10:00 p.m., Saturday from 7:00 a.m. to 7:00 p.m., mountain standard time. Closed Sundays.

If you have inquiries or concerns that require technical support, please contact the WGU IT Service Desk. The IT Service Desk is available Monday through Friday, 6:00 a.m. to 10:00 p.m. and Saturday and Sunday, 10:00 a.m. to 7:00 p.m., mountain standard time. To contact the IT Service Desk, please call 1-877-HELP-WGU (877-435-7948) or e-mail [servicedesk@wgu.edu](mailto:servicedesk@wgu.edu). The support teams are generally closed in observance of university holidays.

For the most current information regarding WGU support services, please visit "Student Support" on the Student Portal at <http://my.wgu.edu>.