NYU Wagner CAHME Health Management Competencies  
(Revised October 2011)

**Domain I – Leadership**
- The ability to manage teams, projects and people; to work in change-oriented health care organizations; and mentor a diverse and changing workforce
- The ability to understand and apply legal and ethical principles to managerial and leadership decisions affecting health care organizations
- The ability to align human resource capacity and human resource practices and processes with the strategic goals of an organization
- The ability to hold people accountable to standards of performance and/or ensure organizational, professional and ethical compliance

**Domain II – Process and quality management**
- The ability to measure, monitor and improve safety, quality, access and system/care delivery processes in health care organizations

**Domain III – Understanding of and contribution to the health care policy process**
- The ability to assess population and community health needs from a public service perspective
- The ability to examine social and behavioral determinants of health and understand how health systems can address the needs of vulnerable populations
- The ability to understand how policy and delivery processes work, and to consider the demographic, cultural, political and regulatory factors involved in and influencing health policy and management decision-making

**Domain IV – Critical thinking, problem-solving and strategic decision-making regarding health care organizations**
- The ability to draw implications and conclusions to develop an evolving vision that results in organizational viability
- The ability to use information systems and evidence-based management principles for problem-solving, strategic planning and decision-making and implementing and measuring change
- The ability to synthesize evidence, and apply statistical, financial, economic and cost-effectiveness tools/techniques in organizational analysis
- An understanding of health care financing and the ability to use financial analysis as a tool for organizational control
- The ability to implement management practices that optimize workforce performance

**Domain V – Communication, Networking & Continuous Learning**
- The ability to communicate and interact productively (via listening, speaking and writing) on matters of healthcare with a diverse and changing industry, work force and citizenry
- The ability to present convincingly to individuals and groups the evidence to support a point of view, position or recommendation
- The ability to engage in continuous learning; to reflect on and assess one’s strengths and developmental needs; to seek feedback from others; and establish and sustain a professional development network