



CERTIFIED HEALTH CARE MANAGER, (CHM)

Program Summary

The Rutgers School of Management and Labor Relations – Executive and Professional Education and the Rutgers School of Health Professions are introducing a credential for health care managers called the Certified Health Care Manager (CHM). The credential addresses competencies that will enable health care managers to maximize the value they add to their respective organizations. The program consists of 30 modules and is delivered in three sections: The Health Care Landscape; Leadership and Relationship Management; and Business Acumen. Participants who complete the entire program will receive a trademarked and nationally recognized Certified Health Care Manager (CHM) designation and have the opportunity to earn nine academic credit hours toward the master’s degree in Health Care Management offered through the Rutgers School of Health Professions. Recertification is required in order to maintain the designation.

Purpose

The health care landscape is complex, dynamic, and performance-based. Health care managers and leaders need foundational and outcomes-related competencies that will enable them to fulfill their role and maximize the value they add to their respective organization. The CHM program will help ensure the success of health care managers and leaders, as well as the organizations they serve.

Audience

The target audience is aspiring and mid-level managers in health care organizations. Pre-requisites include a bachelor’s degree and established full-time career in the health care industry.

Benefits

Health care managers will acquire enhanced critical thinking skills, exposure to experiential case analysis, and an understanding of how to effectively contribute as a health care manager. As a result, those with the CHM credential will also be more marketable to current or to future employers.

Section One – The Health Care Landscape (comprised of 10, 3-hour modules)

- US Health care System, Organizations and Stakeholders
- Population Health
- The Value-Based Health care Initiative
- Hallmark Legislation (e.g. Aca, HiTECH) and Policies
- Consumerism
- Governance within the Health Care Industry
- Transcultural Health Care and Cultural Competency

- Quality of Care and Institutional Dynamics
- Health Care Marketing: Integrating Policy and Technologies
- Comparative Health Care Systems of Other Countries – What Works, What Doesn't

Section Two – Leadership and Relationship Management (10 modules)

- Leadership Styles
 - Leading Others for Success
 - Driving and Executing Strategy
- Mastering the Managerial Role
 - Leading High Performing Teams
- Relationship Management and Emotional Intelligence
- Intra-professional Collaboration
- Building a Positive and Motivating Work Environment
 - Succession Planning, Mentoring and Talent Development
- Performance Management and Accountability
 - Analyzing Performance Problems and Planning for Improvement
- Decision Making, Conflict Management and Negotiation
- Communicating for Results
- Change Management
- Fostering Creativity and Innovation

Section Three – Business Acumen – Essential Proficiencies for the Health Care Manager (10 modules)

- Alliances and Inter-Firm Relationships
- Supply Chain Management
- Marketing and Public Relations
- Human Resource Management and Labor Relations
- Risk Management
- Quality and Reliability
- Process Improvement Techniques and Tools
- Financial Decisions
- Information Utilization and Data Analytics
- Project Management

The Certified Health Care Manager (CHM) program will be administered as an open cohort at Rutgers on the Livingston campus located in Piscataway, New Jersey beginning February 2017. This program can also be delivered onsite at your facility with a minimum cohort of 15 participants.

To Register or for More Information:

Visit: smlr.rutgers.edu/certified-healthcare-manager-program

or call: 848 445 9416