

The UCLA Health Leadership Development Program is designed to spread the UCLA Way to other organizations. The program teaches healthcare leaders the unique skills and methods utilized at UCLA to manage a complex academic medical center.

Customized: The program is designed to meet the needs of any organization, and is separated into different modules. Organizations can choose in which areas they would like more in-depth discussion on, and the program will be tailored to fit their request.

Mentoring: Upon request, UCLA leaders will be available after the program has been completed to continue working with program participants to apply the skills and knowledge learned to their organization.

Flexibility: The program can be taught at UCLA’s Los Angeles campus or at the requesting organization’s facility.

Pricing: The price is dependent upon the module(s) chosen, the location chosen, and the need for additional support or mentorship.

**Example modules and content are shown below. Available content will be determined based on selected location, number of students, and program length.*

Module 1: General

Welcome and Introductions	Kick-off with Leadership
UCLA Health Overview	Overview of UCLA Health including both inpatient and outpatient services
UCLA Way	Overview of the UCLA Health Operating System

Module 2: People

Talent Plus and Onboarding	Discusses how UCLA Health recruits personnel that align with the culture at UCLA Health and the importance of cultural fit as well as the onboarding process
Employee Recognition and Retention	Overview and importance of the employee recognition program at UCLA and employee retention strategies
Leadership	The fundamentals of leadership and different leadership styles will be discussed as well as skills and techniques executives can use to cultivate a high performing team and conducive environment for employees.
Organizational Structure	Discussion of the evolution of UCLA Health's organizational structure, academic versus community structures, and the importance of different models.

Module 3: Service

Introduction to UCLA Patient Experience	Introduction to how UCLA maintains world-class service in a constantly evolving academic healthcare environment
Introduction to CICARE	Explores the UCLA Health customer service model
PCAT Rounds	Attendees to participate in PCAT rounds at either the WW or SM campus
HCAHPS Review and Initiatives	Introduction to HCAHPS scores and how UCLA Health leadership manages and tracks plans to improve patients' perspective of their hospital care as required to maintain accreditation

Module 4: Quality

MOVERS strategy	Discussion of Quality strategy at UCLA Health as well as overview of current Quality Improvement initiatives
Value / TDABC	Introduction to Time-Driven Activity-Based Costing method as well as the Value initiative at UCLA Health

Module 5: Operations

Performance Excellence Overview	Provides an overview of the Performance Excellence department at UCLA Health and how UCLA Health partners with Performance Excellence on performance improvement
Lean: 5S, PDCA, A3, VSM, Process Mapping, Standard Work, Sustainment	Overview of lean principles in healthcare and how it is applied at UCLA Health
Data Analytics	An overview of how we utilize data analytics to better manage quality, operations, and strategy at the health system. Provides insight into some of the current projects.
Operations Management (Program Monitoring and Evaluation)	Provides insight to what tools UCLA Health leaders and other typical organizational leaders use to monitor operational departments to ensure quality, safety, and continuous improvement.
Information Technology in Healthcare	An overview of how information technology is being used in healthcare in the US and an introduction to UCLA Health's electronic health record system, CareConnect
Supply Chain	Overview of Supply Chain management in the US and at UCLA Health

Module 6: Finance & Strategy

Accounting and Financial Management	Introduction to Accounting and Financial methods used in a non-profit healthcare organization
Health Insurance in the US and California	Provides an overview of health insurance in the US in both the public and private sector
Healthcare Regulations in the US and California-- Joint Commission Accreditation	Provides an overview of healthcare regulations nationally and in California

UCLA Health System strategy	An discussion of the current strategy at UCLA Health locally, regionally, and nationally and the economic factors driving us toward that strategy
Population Health Initiatives	Discusses current UCLA Health initiatives aimed at improving population health
UCLA Institute for Innovation in Health	Introduction to the Innovation Institute at UCLA Health
Marketing	Insight into healthcare marketing and how UCLA Health is developing its brand locally, regionally, and nationally.
Healthcare Law and Compliance in the US and California	Provides an overview of healthcare law, malpractice, and related issues nationally and in California