

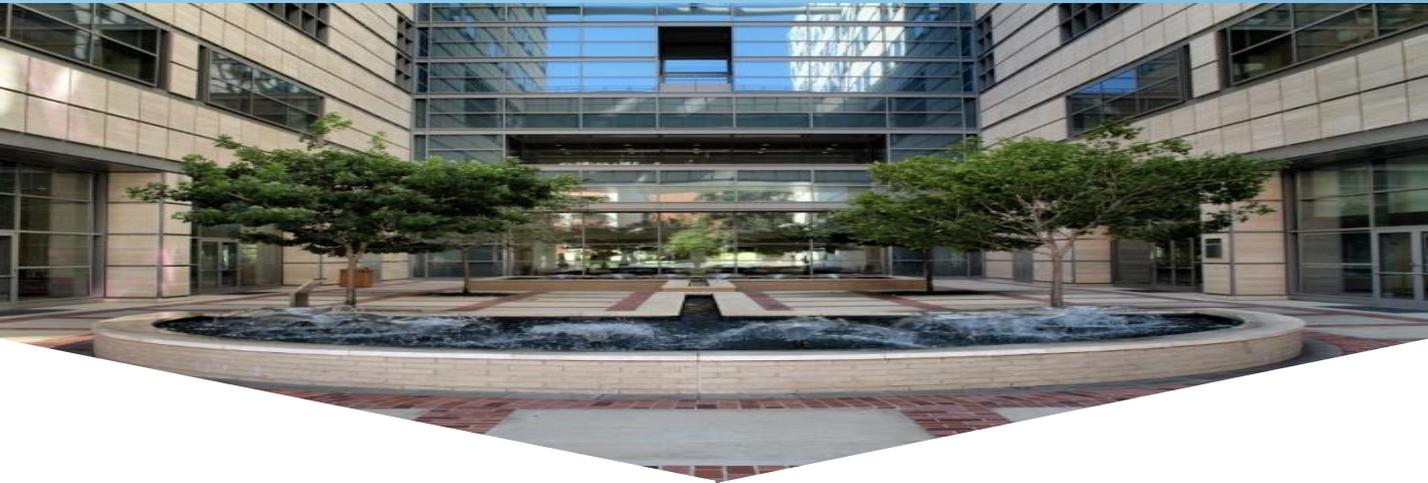


UCLA Health Executive Management Program

UCLA Anderson Faculty-led Session Descriptions

<p>Leading and Developing Others</p>	<p>This session’s goal is to enhance leadership capability across your organization. This interactive session content focuses around the leadership skills required to engage others in a business environment that is constantly changing – and how to do so in a way that’s authentic to your leadership style. Experiential activities focus on communicating with accountability, adaptability, and purpose. We dive deep into the idea of thinking bigger and more strategically to be an extraordinary leader.</p>
<p>Operational Excellence</p>	<p>Operations management is the functional area in an organization used to manage and improve the design, production, distribution and delivery of goods and/or services made by your organization. This session focuses on an important aspect of operations management, which deals with modeling, analyzing and optimizing processes. In particular, this session will enable you to look at key areas in your organization as processes, see if these processes match with the overall strategy of your organization, change the processes as needed to achieve alignment with strategy and improve the aligned process to make sure it meets your organization’s strategy in the most effective manner. To achieve these objectives, we will develop some definitions and a framework for process analysis. We will illustrate these ideas using examples and cases.</p>
<p>Marketing & Strategy for Healthcare Organizations</p>	<p>Health Care Reform has brought different players in the Community Health Center system together in unprecedented ways. New types of partnerships are forging in the interest of elevating patient-centered care, the value proposition in existing relationships is shifting, and long-standing peers are entering the market as new competitors. This session will survey these shifting dynamics and provide you with some concepts and tools to effectively manage these new and evolving relationships.</p>
<p>Applied Behavioral Science</p>	<p>A traditional economic approach to organizational policymaking assumes that individuals and organizations act in ways that maximize their self-interest. This rational agent model suggests three main tools to organizational policy making: information, incentives, and regulation. Information includes education programs, detailed documentation, and information campaigns. Incentives include financial rewards and punishments, bonuses, stock options, etc. Regulation entails a mandate or a prohibition of a particular behavior. While these traditional tools are indeed useful, modern behavioral economics and experimental psychology have documented a number of ways in which individuals and organizations systematically fall short of the assumptions of rationality on which they are based. These disciplines suggest powerful new tools of behavioral policymaking that I will introduce in three sessions.</p>





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<p>Introduction to the US Healthcare System</p>	<p>This course provides an overview of the US healthcare system and the components of the system (public, private, regulatory, and health care professionals). The course reviews the history of US healthcare, the four major managed care insurance plans, and introduces the learner to the different terminology used in managed care.</p>
<p>UCLA Health Organizational Overview</p>	<p>This course provides an overview of the UCLA Health organization and structure. Learners will gain a better understanding of UCLA Health, including its inpatient and outpatient services and the “UCLA Way.”</p>
<p>CICARE: UCLA Health's Patient Experience Model</p>	<p>With the healthcare environment more competitive and patient-focused than ever, meeting patient demands requires greater attention to customer service. This course teaches learners how to not only meet, but exceed expectations to provide world-class experience to patients. The course introduces UCLA's signature customer service philosophy- CICARE. Learners will be able to understand the CICARE model and learn techniques to build trust, manage, and apply CICARE in all situations.</p>
<p>MOVERS Quality Strategy</p>	<p>MOVERS is an acronym that represents the Quality Improvement initiatives we focus on at UCLA Health. This course teaches the Quality strategy and value-based healthcare. The course reviews how UCLA Health uses the MOVERS Strategy to reduce risk adjusted MORTALITY, improve process and OUTCOMES measures, implement VALUE-based redesign, enhance the patient EXPERIENCE, reduce preventable READMISSIONS, and strengthen patient SAFETY.</p>
<p>Healthcare Financial Management</p>	<p>In this course, learners are exposed to the financial structure of healthcare organizations and the environment within which they operate. This course teaches learners how to evaluate financial performance, budget capital, read financial statements and manage payment systems. Managers will learn the information needed on surveying the financial and economic opportunities within the organization.</p>
<p>Human Resources Best Practices</p>	<p>This course discusses the necessary skills, knowledge base, and current trends for human resources and provides an overview of UCLA's best practices in human resources. The course discusses how UCLA uses the Talent Plus tool to recruit personnel that aligns with the UCLA culture and the importance of cultural fit as well as the onboarding process.</p>

