Program content and courses described in this presentation can be tailored to meet your organization’s needs. Please contact IntlEdu@mednet.ucla.edu or call +1 310 794 9975 for questions and additional information.
THE UCLA EXPERIENCE
EXECUTIVE EDUCATION

Founded in 1954, UCLA Anderson Executive Education offers innovative learning solutions that focus on leadership, management and strategy for leading global organizations to meet their unique business objectives. UCLA Anderson Executive Education delivers programs with a unique combination of global management perspective, leadership acumen and strategic thinking. Using the latest learning technologies, we provide the hands-on applicability and tools executives need to ignite success enterprise-wide.

ABOUT UCLA

The University of California, Los Angeles (UCLA) is a public research university and a member of the Association of American Universities. UCLA was founded in 1919, the Anderson School of Management was founded in 1935 and Anderson Executive Education was founded in 1954, making 2019 our 65th year in business. Among UCLA’s faculty are 13 Nobel Laureates, 12 Rhodes Scholars, 12 MacArthur Fellows, 10 National Medal of Science winners, and 3 Pulitzer Prize winners.

Established in 1935, UCLA Anderson School of Management now ranks among the top-tier business schools in the world. An award-winning faculty renowned for research and teaching, highly selective admissions, successful alumni, and world-class facilities combine to provide an extraordinary learning environment in the heart of Southern California.
To offer a comprehensive and engaging journey into leadership development, focused on enhancing leadership skills and capabilities; growing professional networks; and creating a plan for how best to implement program learnings upon return to the corporate setting.

Our guiding focus is to partner with organizations to create a sustainable and integrated development opportunity for its leaders. Leveraging strategic and authentic dialogue, we demonstrate our core value of flexibility in all that we do in the design process. Our ongoing goal is to design a leadership development solution that embodies your organization’s culture, incorporates and propels the diligent talent management work that is already taking place, and creates a transformational development experience that continues long after.
OUR KEY STRENGTHS

Developing leaders since 1954

Unique integrated approach combining global management, leadership and strategic thinking

We develop more than 2,500 Executives annually

Design and deliver more than 90 programs annually

Flexibility to deliver programs in any global location

Anchored in the extraordinary intellectual capital of UCLA Anderson faculty

Extensive network of strategic partnerships with other top ranked Business Schools & Organizations

Open enrollment programs in leadership, general and functional management, diversity and strategic vision

Custom programs designed in collaboration with leading organizations to meet their specific business objectives
The UCLA Meyer and Renee Luskin Conference Center (LCC) is UCLA’s premiere on-campus conference venue and offers guest rooms, meeting space and dining options to ensure an outstanding executive education experience. The LCC is a five-minute walk from UCLA Anderson School of Management.

Every member of the UCLA Luskin Conference Center’s staff strives to make stays here pleasant, convenient and comfortable. Take advantage of all the amenities and services that the Luskin Conference Center has to offer, including discounted day passes to UCLA’s recreation facilities, dry cleaning service, and Plateia, the hotel’s Mediterranean-inspired restaurant and lounge.

For more information about the Luskin Conference Center: https://luskinconferencecenter.ucla.edu/

Current LCC Rates:
Approximately $255 per night
(UCLA affiliated program is required in order to stay at the LCC)
SESSION DESCRIPTIONS
<table>
<thead>
<tr>
<th>Introduction to the US Healthcare System</th>
<th>UCLA Health Organizational Overview</th>
<th>CICARE: UCLA Health’s Patient Experience Model</th>
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<td>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.</td>
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<td>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.</td>
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<td>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.</td>
<td>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.</td>
<td>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.</td>
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<td>Leading &amp; Developing Others</td>
<td>Operational Excellence</td>
<td>Marketing &amp; Strategy for Healthcare Organizations</td>
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<td>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.</td>
<td>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.</td>
<td>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.</td>
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