**Graduate Program Rubric—MASTER OF HEALTHCARE MANAGEMENT**

**Expectations:** Student work at the undergraduate level is expected to focus on a broad overview of the academic discipline, along with—where appropriate—basic theoretical frameworks of professional practices and familiarity with discipline-specific tools and their application.

*DNS = Did Not Submit N/A = Not Applicable to Assignment*

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| **Criteria** | **Exemplary (5))** | **Accomplished (4)** | **Proficient (3)** | **Partially Proficient (2)** | **Unacceptable (1)** |
| PLO #1  Develop organizational and operational plans to solve problems and improve the healthcare environment and performance. | Exemplary assessment of the impact of the compliance risk recommendation implementation to the healthcare organization’s operational and organizational plans. | Advanced assessment of the impact of the compliance risk recommendation implementation to the healthcare organization’s operational and organizational plans. | Effectively assesses the impact of the compliance risk recommendation implementation to the healthcare organization’s operational and organizational plans. | Partial assessment of the impact of the compliance risk recommendation implementation to the healthcare organization’s operational and organizational plans. Some components of the impact assessment is missing. | Ineffective assessment of the impact of the compliance risk recommendation implementation to the healthcare organization’s operational and organizational plans. Little or no impact assessment is provided. |
| **Criteria** | **Exemplary (5))** | **Accomplished (4)** | **Proficient (3)** | **Partially Proficient (2)** | **Unacceptable (1)** |
| PLO #2  Analyze various leader, follow, cultural, and situational characteristics that contribute to leadership, and adapt to the needs of situations, employees, and co-workers. | Demonstrates exemplary analysis of leadership, cultural, and situational characteristics of the compliance risk implementation to support the needs of situations, employees, and co-workers. | Demonstrates advanced analysis of leadership, cultural, and situational characteristics of the compliance risk implementation to support the needs of situations, employees, and co-workers. | Demonstrates analysis of leadership, cultural, and situational characteristics of the compliance risk implementation to support the needs of situations, employees, and co-workers. | Demonstrates partial analysis of leadership, cultural, and situational characteristics of the compliance risk implementation to support the needs of situations, employees, and co-workers. Some characteristics are missing. | Demonstrates incomplete analysis of leadership, cultural, and situational characteristics of the compliance risk implementation to support the needs of situations, employees, and co-workers. Little or no analysis included. |

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| **INFORMATION LITERACY**  PLO #3  Apply qualitative and quantitative analysis to evaluate the quality of decision-making and research to solve problems. | Demonstrates exemplary application of quantitative and qualitative analysis to evaluate the quality of the compliance risk implementation. | Demonstrates advanced application of quantitative and qualitative analysis to evaluate the quality of the compliance risk implementation. | Demonstrates effective application of quantitative and qualitative analysis to evaluate the quality of the compliance risk implementation. | Demonstrates partially effective application of quantitative and qualitative analysis to evaluate the quality of the compliance risk implementation. Some of the analysis is missing. | Demonstrates ineffective application of quantitative and qualitative analysis to evaluate the quality of the compliance risk implementation. Little or none of the analysis is included. |
| **Criteria** | **Exemplary (5))** | **Accomplished (4)** | **Proficient (3)** | **Partially Proficient (2)** | **Unacceptable (1)** |
| PLO #4  Use knowledge of economics, financial drivers and competitive analysis concepts, principles, and theory to critically analyze and evaluate healthcare management problems and opportunities. | Demonstrates exemplary knowledge of economics, financial drivers, and competitive analysis to provide a SWOT analysis to healthcare stakeholders. | Demonstrates advanced knowledge of economics, financial drivers, and competitive analysis to provide a SWOT analysis to healthcare stakeholders. | Demonstrates knowledge of economics, financial drivers, and competitive analysis to provide a SWOT analysis to healthcare stakeholders. | Demonstrates partial knowledge of economics, financial drivers, and competitive analysis to provide a SWOT analysis to healthcare stakeholders. Some components of the SWOT analysis are missing. | Demonstrates a lack of knowledge of economics, financial drivers, and competitive analysis to provide a SWOT analysis to healthcare stakeholders. Little or no components of the SWOT analysis are included. |
| **Criteria** | **Exemplary (5))** | **Accomplished (4)** | **Proficient (3)** | **Partially Proficient (2)** | **Unacceptable (1)** |
| PLO #5  Evaluate the opportunities provided by technology for healthcare. | Exemplary evaluation of the opportunities provided by technology for implementation of the compliance risk recommendation. | Advanced evaluation of the opportunities provided by technology for implementation of the compliance risk recommendation. | Effectively evaluate the opportunities provided by technology for implementation of the compliance risk recommendation. | Partially effective evaluation of the opportunities provided by technology for implementation of the compliance risk recommendation. Some of the potential opportunities are missing. | Incomplete evaluation of the opportunities provided by technology for implementation of the compliance risk recommendation. Little or no opportunity recommendations are included. |
| **Criteria** | **Exemplary (5))** | **Accomplished (4)** | **Proficient (3)** | **Partially Proficient (2)** | **Unacceptable (1)** |
| PLO #6  Recognize, evaluate, and manage potential ethical and legal conflicts. | Demonstrates exemplary recognition of potential ethical and legal conflicts for the healthcare organization’s implementation of the compliance risk recommendation. | Demonstrates advanced recognition of potential ethical and legal conflicts for the healthcare organization’s implementation of the compliance risk recommendation. | Demonstrates recognition of potential ethical and legal conflicts for the healthcare organization’s implementation of the compliance risk recommendation. | Demonstrates partial recognition of potential ethical and legal conflicts for the healthcare organization’s implementation of the compliance risk recommendation. Some ethical or legal conflict information is missing. | Demonstrates a lack of recognition of potential ethical and legal conflicts for the healthcare organization’s implementation of the compliance risk recommendation. No potential ethical or legal conflicts are included. |
| **Criteria** | **Exemplary (5))** | **Accomplished (4)** | **Proficient (3)** | **Partially Proficient (2)** | **Unacceptable (1)** |
| PLO #7  Communicate effectively in management situations. | Demonstrates an exemplary approach to development of a strategic communication plan to initiate the compliance risk recommendation within and outside the healthcare organization. | Demonstrates an advanced approach to development of a strategic communication plan to initiate the compliance risk recommendation within and outside the healthcare organization. | Demonstrates an effective approach to development of a strategic communication plan to initiate the compliance risk recommendation within and outside the healthcare organization. | Demonstrates a partially effective approach to development of a strategic communication plan to initiate the compliance risk recommendation within and outside the healthcare organization. Some communication processes are missing. | Demonstrates an ineffective approach to development of a strategic communication plan to initiate the compliance risk recommendation within and outside the healthcare organization. Little or no strategic communication approaches are included. |