**Undergraduate Program Rubric—BACHELOR 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)** |
| **COMMUNICATION**PLO #1Demonstrate an ability to interpret and explain concepts effectively in various healthcare organizations and situations. | Demonstrates exemplary communication of healthcare concepts and steps related to crisis management. | Demonstrates advanced communication of healthcare concepts and steps related to crisis management. | Demonstrates effective communication of healthcare concepts and steps related to crisis management.  | Demonstrates partially effective communication of healthcare concepts and steps related to crisis management. | Demonstrates ineffective communication of healthcare concepts and steps related to crisis management. |
| **Criteria** | **Exemplary (5))** | **Accomplished (4)** | **Proficient (3)** | **Partially Proficient (2)** | **Unacceptable (1)** |
| **CRITICAL THINKING** PLO #3Analyze the relationships between costs, quality, and access to healthcare in the U.S. | Demonstrates exemplary understanding of the relationship between costs, quality, and access to healthcare in developing a crisis management plan. | Demonstrates advanced understanding of the relationship between costs, quality, and access to healthcare in developing a crisis management plan. | Demonstrates understanding of the relationship between costs, quality, and access to healthcare in developing a crisis management plan.  | Demonstrates partial understanding of the relationship between costs, quality, and access to healthcare in developing a crisis management plan. Some components of the analysis are missing.  | Demonstrates lack of understanding of the relationship between costs, quality, and access to healthcare in developing a crisis management plan. Little or no analysis is included.  |
| **Criteria** | **Exemplary (5))** | **Accomplished (4)** | **Proficient (3)** | **Partially Proficient (2)** | **Unacceptable (1)** |
| **QUANTITATIVE REASONING**PLO #2Apply principles of economics and finance to make effective decisions in various healthcare settings for various contemporary healthcare practices and functions. | Demonstrates exemplary application of principles of economics, and finance for contemporary healthcare practices and functions to recommend an effective crisis management plan. | Demonstrates advanced application of principles of economics, and finance for contemporary healthcare practices and functions to recommend an effective crisis management plan. | Demonstrates application of principles of economics, and finance for contemporary healthcare practices and functions to recommend an effective crisis management plan. | Demonstrates partial application of principles of economics, and finance for contemporary healthcare practices and functions to recommend an effective crisis management plan. | Demonstrates minimal application of principles of economics, and finance for contemporary healthcare practices and functions to recommend an effective crisis management plan. |
| **Criteria** | **Exemplary (5))** | **Accomplished (4)** | **Proficient (3)** | **Partially Proficient (2)** | **Unacceptable (1)** |
| **KNOWLEDGE OF CULTURE, SOCIETY, AND THE NATURAL WORLD**PLO #6Evaluate potential ethical and legal conflicts in healthcare related to legislative and regulatory issues affecting healthcare. | Demonstrates exemplary inclusion of the local community, key internal and external stakeholders, healthcare legal, and ethical conflict potential in development of a crisis management plan. | Demonstrates advanced inclusion of the local community, key internal and external stakeholders, healthcare legal, and ethical conflict potential in development of a crisis management plan. | Demonstrates inclusion of the local community, key internal and external stakeholders, healthcare legal, and ethical conflict potential in development of a crisis management plan. | Demonstrates partial inclusion of the local community, key internal and external stakeholders, healthcare legal, and ethical conflict potential in development of a crisis management plan. | Demonstrates lack of inclusion of the local community, key internal and external stakeholders, healthcare legal, and ethical conflict potential in development of a crisis management plan. |
| **Criteria** | **Exemplary (5))** | **Accomplished (4)** | **Proficient (3)** | **Partially Proficient (2)** | **Unacceptable (1)** |
| **INFORMATION LITERACY**PLO #5Evaluate the types of information and information systems capabilities / technology needed by healthcare organizations. | Exemplary approach evaluation of technology information and resources required by healthcare organizations in developing a crisis management plan. | Advanced approach to evaluation of technology information and resources required by healthcare organizations in developing a crisis management plan. | Effective evaluation of technology information and resources required by healthcare organizations in developing a crisis management plan. | Partially effective approach to evaluation of technology information and resources required by healthcare organizations in developing a crisis management plan. | Ineffective approach to evaluation of technology information and resources required by healthcare organizations in developing a crisis management plan. |
| **Criteria** | **Exemplary (5))** | **Accomplished (4)** | **Proficient (3)** | **Partially Proficient (2)** | **Unacceptable (1)** |
| **INQUIRY AND ANALYSIS**PLO #4Formulate current operations management practices and principles used in the current healthcare environment. | Demonstrates an exemplary understanding of current healthcare operations management practices related to crisis management. | Demonstrates an advanced understanding of current healthcare operations management practices related to crisis management. | Demonstrates an understanding of current healthcare operations management practices related to crisis management. | Demonstrates a partial understanding of current healthcare operations management practices related to crisis management. Some components of healthcare management practices are missing. | Demonstrates a lack of understanding of current healthcare operations management practices related to crisis management. Few or no healthcare management practices are included. |