



SNHU Competency-Based Healthcare Management Fundamentals Certificate Program

IMPACT REPORT



OVERVIEW

The DSRIP Statewide Investment Competency-Based Training Program aims to build the competence and confidence of the frontline healthcare workforce to improve the capacity of these workers to perform most effectively within team-based care models. The program also endeavors to make it possible for individual frontline healthcare workers to pursue higher education, if they so desire.

MassHealth via Commonwealth Corporation is partnering with Southern New Hampshire University to deliver their existing Healthcare Management Fundamentals Certificate program to individuals who work at MassHealth ACOs and CPs and their participating provider entities. Individuals must have a high school diploma or GED and less than an associate's degree to be eligible for the program.

This Healthcare Management Fundamentals Certificate program is implemented by SNHU's College for America department, which manages its competency-based education (CBE) programs. CBE learning is based on developing and demonstrating competence, so prioritizing what a student can do over how much time they put in. Southern New Hampshire University's College for America competency-based curriculum is made up of real-world projects which count toward skills-based "goals." CBE programs at SNHU blend academic content with the soft skills and core competencies that employers are looking for.

Completion of the program equates to 30 earned credits, which can be applied to other associate's or bachelor's degree programs at Southern New Hampshire University or transferred to other colleges or universities (depending on the transfer policies of those colleges and universities).

The technical and program-specific support provided through College for America is supplemented by access to a one-to-one coach at Commonwealth Corporation. For all student employees enrolled in the College for America program, Commonwealth Corporation staff provides and manages direct, one-on-one coaching and mentoring. Students meet in person or virtually with their coach to discuss assignments, review schedules, learn about methods for time management, discuss interactions with supervisors, and generally receive support beyond what is provided through the College for America academic program.

Student Testimonials



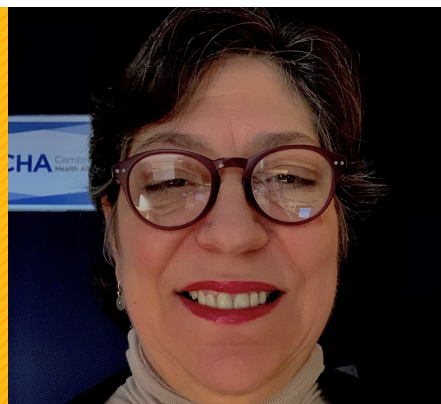


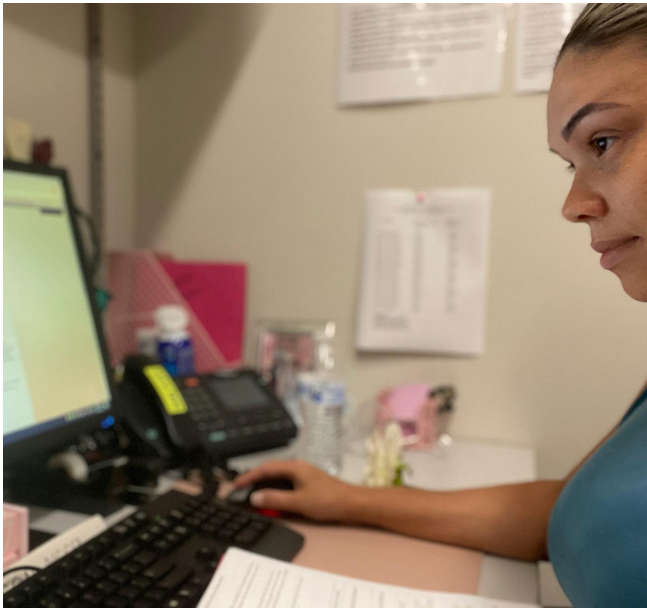
"Healthcare Project Planning was my favorite course! I was able to better organize myself in the committee that I am a part of. I found that this course made me more aware of all the moving wheels that go into projects at my workplace and I have been able to provide better feedback and brainstorming ideas in my committee meetings." -
Kassandra

"THE PROJECTS HAVE LET ME TAKE IDEAS AND TURN THEM INTO DIFFERENT WAYS THAT I CAN MAKE MY WORKPLACE BETTER NOT JUST FOR MYSELF, BUT FOR MY COLLEAGUES, TOO." -YOLANDE

"The projects that integrate culture really have me thinking about how someone's culture impacts how they react to things. In one project specifically around health outcomes, we went into even more depth about the effects that an individual's culture plays into not only how they are treated as patients, but also their views on healthcare and why they might not want to visit the doctor or seek medical care when they're ill. This project really opened my eyes to the different ways that culture impacts communication in healthcare." -
Savary

"The projects are relevant to my work. For example, I had to research a company and how they are approaching corporate responsibility. This gave me some good insight into how we can expand our corporate responsibility. I plan to sit down with staff and supervisors to see how we can implement some of these ideas." - Cheryl



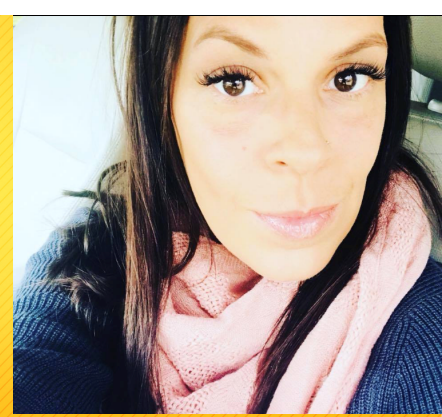
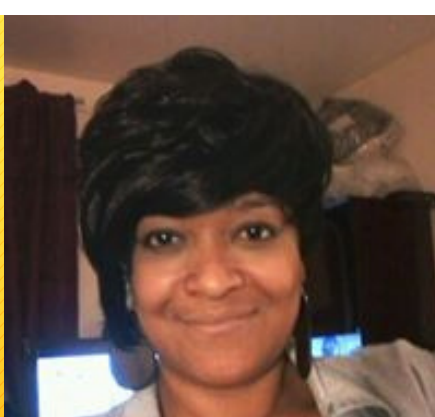


"The projects are relevant to the healthcare field and the learning potential is great. For example, I worked on a project around surveying and completing community assessments to determine needs and goals for the community. This is something I do in my current role and it gave me some ideas on how to tweak our community assessments in the future."
-Stephanie

**"THESE CLASSES HAVE TAUGHT ME HOW TO LOOK AT INFORMATION WITH A MORE CRITICAL EYE. I'VE ALSO LEARNED IT HELPS TO BE REALLY DETAILED ORIENTED AND REALLY LOOK AT WHAT IS BEING ASKED OF YOU."
-BOB**

"Time management skills, my focus, and goal orientation have all been strengthened in my workplace due to my participation in this program. The projects that focus on leadership and management styles have helped me to refine my own. I have learned about how people have different learning styles and now understand that what works for me is not necessarily going to transfer to another employee. I've been able to apply these leadership skills to my work and have transitioned from Staff Supervisor to Program Supervisor at my job." -Tatiana

"I feel more confident in my work. Now in meetings I am not as scared to share my ideas. The culture project had me thinking a lot. I really never thought about my culture before. I have a much better understanding of culture and its impact on how we think and make decisions. This is important because I work in a diverse community." - Joanne



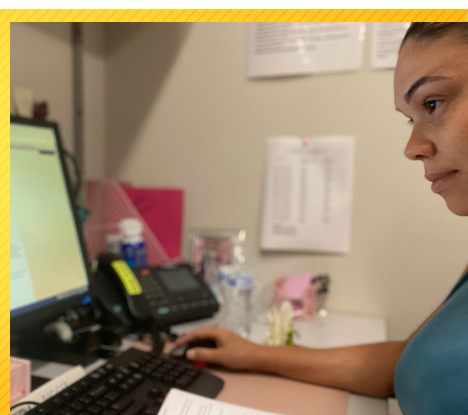
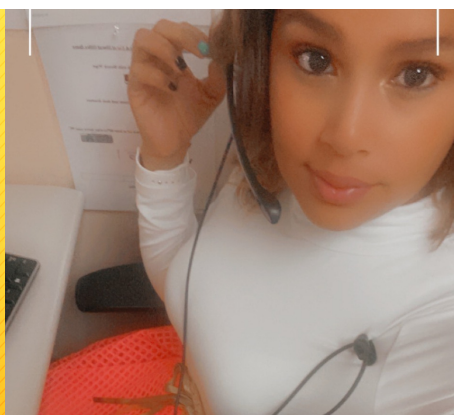


"Healthcare Project Planning was my favorite course! After that project I was able to better organize myself in the committee that I am a part of. I found that this course made me more aware of all the moving wheels that go into projects at my workplace and I have been able to provide better feedback and brainstorming ideas in my committee meetings." -Shana

"I'VE LEARNED A LOT OF NEW SKILLS OVER THE COURSE OF THIS PROGRAM. UNDERSTANDING THE DIFFERENT WAYS PEOPLE COMMUNICATE HAS HELPED ME TO BETTER RELATE TO, COMMUNICATE WITH, AND ASSIST PATIENTS. NOW WHEN PATIENTS ARE UPSET ABOUT SOMETHING, I FEEL MORE EQUIPPED AND CONFIDENT IN HELPING THEM WORK THROUGH THE PROBLEM."
-NIOVY

"Spreadsheet Applications to Interpret Information and Draw Conclusions was the most helpful course that I took in the certification program. While I thought I had a general knowledge of spreadsheets, I was able to learn a lot from the formulas needed in this class. I have since applied these formulas and this course to the work that I am doing and it has saved me a lot of time, as well as helped me better organize my information." -Colleen

"Ethics in Healthcare was a great course. I was able to apply this knowledge to my work by using the strategies that I learned in the course to the work I do in my everyday life. I also reflect on the scenarios in this course when I have conflict in the workplace. It has helped me resolve a lot of difficult decisions based on the ethical questions that I face daily." -Christine



Manager Testimonials





"One of the major things that has become evident for me is Sarah's ability to ask for help when she needs it. Instead of thinking she has to manage everything on her own or move forward with things she didn't know the answers to, Sarah will now stop and ask for help. This has made the overall quality of her work stronger, as well as given me a bit more confidence in her abilities to handle projects on her own."

"JOHENNY HAS BECOME MORE VOCAL IN MANAGEMENT MEETINGS AND DISCUSSIONS. SHE IS BETTER ABLE TO ARTICULATE HER IDEAS AND SUGGESTIONS."

"Mark appears to be more confident as going back to school has always been something he has wanted to accomplish. He has expressed how proud of himself he is for not giving up and his ability to manage his schoolwork with his work responsibilities."

"Sherley has developed a greater sense of self-confidence in her assessment of her own abilities and that she is truly 'college material'. She has taken the certificate program to heart, she's done stellar work and has only two projects left to complete. I think most importantly she is now enrolling at SNHU in an associate's degree program. I have known this person for eight years here at SSTAR- she has NEVER felt confident in her abilities, never felt that she was 'smart enough' or good enough to move forward academically. This certificate program is life-changing for her- and honestly, I see her continuing on in her education as well as advancing in her career. She has always had the ability, I am just grateful that now she believes it too."

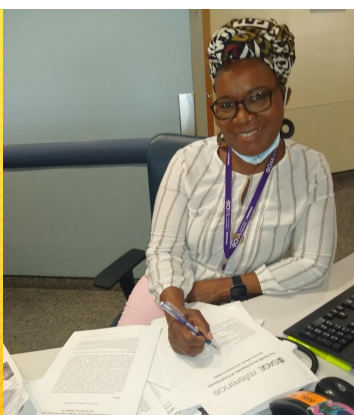
Employee Impact



When asked why they were interested in applying to the program, employees responded:

"I am choosing to enroll in the Fundamentals of Healthcare Management program because I am interested in gaining a much better understanding of the complexities of the organizational infrastructure of a community healthcare system so that I may be a more effective and persuasive contributor in advocating for the needs of our patients and our organization. In this new era of healthcare delivery I believe this program would be ideal in helping me to reframe my experience into a broader context to continue to make a positive difference in the work I do with the Department of Multicultural Affairs and Patient Services."

"I am mainly interested in this program because I want to learn how to competently and efficiently assist my clients achieve their goals. I want to learn new communication skills that will help me convey my clients' concerns using clinical language. I want to learn and feel empowered to confidently think outside the box and be able to develop different frames of work in order help clients overcome any unforeseen obstacles. I am currently working as a Recovery Support Navigator and my role is helping people connect with substance use treatments so they can recover whatever they had lost due to their substance use. At one point in my life I was homeless and alone in the streets in New York due to my own addiction. One day a group of people offered to help me. They did and I am currently 9 years sober and have gotten my daughter back in my life. The people who helped me to become sober were very knowledgeable and were able to clearly guide me on my path to my recovery. I want to acquire as much knowledge as I can through this Fundamentals of Healthcare Management Certificate program to be able to help my clients navigate the process of their own recovery and to be productive members of society, just as the people who helped me do the same."



"In my current position I see the need for me to be more skilled in how I approach certain tasks and responsibilities. I am hoping this program will provide me with the necessary skills to excel at my job."

"I started working full-time right out of high school and have been wanting to get back to school since. This program will give me the opportunity to do so and help me in my career."

"My goal is to do anything I can to improve my skills for patient care. I would like to learn new and better communication strategies and enhance my cultural competence and apply what I learn to actively support the organization I work for."

"I only have a high school diploma and this opportunity will help me reach my goal of getting a degree!"

"I feel as though it will serve as a stepping stone in helping me reach my goals of someday being a practice manager in the healthcare field. I will be able to use it, along with the experience I have gained as a Lead PARII."

"I am interested in this program because I want to expand my knowledge in the healthcare field. I have plans of furthering my education. I do have some college experience, but haven't been able to complete a degree yet. This will be a step towards getting back to the college world. I was able to participate in a Community Health Worker certificate program paid by MassHealth last year and complete the entire course. I am very motivated and want to keep moving forward."

"I am an immigrant whose unique passion is to advocate and assist those in need. My ultimate goal is to make a difference in people's lives. I also genuinely enjoy interacting and working directly with people. Taking this training will equip me with the knowledge and the necessary skills required to be successful in my community health worker profession. I also believe that this training will allow me to achieve my educational goal and to be an effective Cambridge Health Alliance worker."

