

Learning Outcomes

- Describe how healthcare systems and settings work.
- Identify techniques for resolving conflict and mediating disputes.
- Explain how healthcare management is carried out.
- Describe how health information systems and technology work.
- Explain how goal-setting and person-centered care planning are carried out.
- Identify the ethical and legal considerations in care management.
- Discuss how performance management and evaluation are carried out.
- Outline the process of supervising and developing staff in healthcare management.