Overview

Leadership and Management in Complex Healthcare Systems prepares graduate nurses to be thoughtful strategists and informed decision makers who serve as strong leaders in high performing healthcare systems. Students develop competencies for managing diverse teams in complex systems, monitoring and measuring organizational performance, allocating financial and human resources, and leading change towards a transformed healthcare system. Additionally, students acquire the knowledge and skills to become full partners with other healthcare professionals by demonstrating nurse contributions toward high-quality care to patients and populations, while working collaboratively with interprofessional teams.

Competencies

- **Leadership Skills and Approaches**
  The graduate determines the effective leadership skills and approaches required to navigate a diverse staff in a changing healthcare environment.

- **Culture of Innovation**
  The graduate creates communication and change management plans to foster a culture of innovation.

- **Essential Business Practices for Nurse Leaders**
  The graduate analyzes data to measure progress in meeting organizational performance indicators in complex healthcare systems.

- **Effective Teams**
  The graduate determines system-level factors necessary to support and empower interprofessional teams.

- **Performance Measures**
  The graduate validates key performance indicators to measure the impact of nursing care on patient and population outcomes.

- **Strategic Planning**
  The graduate proposes a strategic business plan to start a nurse-managed practice.

Learning

Getting Started
Welcome to Leadership and Management in Complex Healthcare Systems. In this course, you will explore how nurse leaders become full partners within collaborative and interprofessional teams. This course is delivered in the WGU module-based learning platform and the course incorporates textbook access, videos, an e-portfolio, and other interactive learning components. Begin the course by reviewing the Start Here section, which includes clinical practice experience (CPE) information and the performance assessment directions and requirements. Next, review the pacing guide and develop a plan for completing the course and CPE. To help ensure you complete the required CPE deliverables and final assessment tasks, complete each section of the course and the corresponding activities in the order they appear. Review the assessment directions and rubrics carefully to make sure you understand the relationship between the CPE and performance task requirements. Contact your course instructor for assistance as questions arise.