

Baldrige Health Care Glossary HD: Empowerment

Empowerment

The term “*empowerment*” refers to giving people the authority and responsibility to make decisions and take appropriate actions. **Empowerment** results in decisions being made closest to the **patient** or business “front line,” where **patient** and other customer needs and work-related knowledge and understanding reside.

Empowerment is aimed at enabling people to satisfy **patients** and other **customers** on first contact, to improve **processes** and increase **productivity**, and to improve the organization’s health care and other **performance results**. An **empowered workforce** requires information to make appropriate decisions; thus, an organizational requirement is to provide that information in a timely and useful way.

Note: **Blue** words above are hyperlinks to other **GLOSSARY HD** terms and their definitions.

I am pleased to offer the **HEALTH CARE GLOSSARY HD** as a no charge service to Baldrige Criteria users worldwide - Paul Steel

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