

# BALDRIGE HEALTH CARE GLOSSARY HD

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## 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 term definitions.

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