

Baldrige Health Care Glossary HD: Learning

Learning

The term “*learning*” refers to new [knowledge](#) or skills acquired through evaluation, study, experience, and [innovation](#). The [Baldrige Criteria](#) include two distinct kinds of [learning](#): organizational and personal. Organizational [learning](#) is achieved through research and development; evaluation and improvement cycles; [workforce](#), [patients](#), other [customers](#), and other [stakeholder](#) ideas and input; best practice sharing; and [benchmarking](#). Personal [learning](#) is achieved through education, training, and developmental opportunities that further individual growth.

To be [effective](#), [learning](#) should be embedded in the way an organization operates. [Learning](#) contributes to organizational [performance](#) success and [sustainability](#) for the organization and its [workforce](#). For further description of organizational and personal [learning](#), see the related [Core Value and Concept](#).

[Learning](#) is one of the dimensions considered in evaluating [Process Items](#). For further description, see the [Scoring System](#).

Note: [Blue](#) words above are hyperlinks to other [GLOSSARY HD](#) terms and their definitions.

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