

Governance, Leadership, and Direction (GLD)

Overview

Providing excellent patient care requires effective leadership. Effective leadership begins with understanding the various responsibilities and authority of individuals in the organization and how these individuals work together. Those who govern, manage, and lead an organization have both authority and responsibility. Collectively and individually, they are responsible for complying with laws and regulations and for meeting the organization's responsibility to the patient population served.

Organization leaders promote safety culture across the organization. Over time, effective leadership helps overcome perceived barriers and communication problems between departments and services in the organization, and the organization becomes more efficient and effective. Services become increasingly integrated. In particular, the integration of all quality management and improvement activities throughout the organization results in improved patient outcomes.

