



National Center for Healthcare Leadership
Leading 21st century healthcare

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NCHL NAMES BON SECOURS VIRGINIA AND KALEIDA HEALTH TO DIVERSITY DEMONSTRATION PROJECT

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CHICAGO, September 2, 2008 – The National Center for Healthcare Leadership (NCHL) said today that two healthcare systems have been named to its Diversity Leadership Demonstration Project. Bon Secours Health System Virginia, an 11-hospital health system and Kaleida Health, which has five hospitals and is the largest healthcare provider in Western New York, will participate in the two-year demonstration project that will evaluate the impact of a planned series of diversity interventions on organizational performance.

“The successful delivery of healthcare services requires that hospitals and health systems understand their patient population and their workforces as they become increasingly diverse, and this will be a critical component as they strive to be high performing organizations,” NCHL President and CEO Marie E. Sinioris said. “In the past the topic has not been rigorously scrutinized and has been more anecdotal, rather than results driven. These demonstration projects, generously supported, in part, with a \$500,000 three-year grant and in-kind contribution from Sodexo Health Care Services, will for the first time provide the research results that will examine the link between diversity leadership and performance.”

The overall goals of the demonstration project are to develop the strategic diversity and leadership infrastructure to sustain change; to implement learning and organizational development interventions to drive performance; and to measure organizational performance including system-wide, unit, team, and individual measures to track short- and long-term change and measure the stability of the long-term systems change.

Participants in the demonstration projects have demonstrated a commitment to diversity issues and are eager to take their efforts to an even higher level.

"Kaleida Health has worked extremely hard over the past few years to improve our diversity efforts," Kaleida Health President and CEO James R. Kaskie said. "And we are proud of the results as we continue to see that cultural diversity is breaking down barriers that impair access to care, which is important for the patients that we serve. It is also important that we have a workforce that is reflective of the communities we serve."

Peter Bernard, CEO of Bon Secours Health System Virginia, explained that the demonstration project is an excellent fit with Bon Secours' basic values of respect and justice for all and their long tradition of commitment to diversity. "As we gain a better understanding of cross cultural competencies, we will be able to provide better services to our patients and their families. And as we become a stronger institution, we can share the knowledge and learnings that come from the demonstration project research with others."

NCHL stated that two additional sites are expected to be added to the diversity demonstration project.

ABOUT NATIONAL CENTER FOR HEALTHCARE LEADERSHIP

The National Center for Healthcare Leadership (NCHL) is a not-for-profit organization that is an industry catalyst to assure the availability of accountable and transformational healthcare leadership for the 21st century. Its vision is to optimize the health of the public through leadership and organizational excellence. As the authoritative and objective source on healthcare leadership, NCHL conducts research on global best practices and tests new models for leadership excellence within its Leadership Excellence Networks (LENS). It provides innovative leadership development programs through the *NCHL and GE Institute for Transformational Healthcare Leadership*. For more information please visit NCHL's website at www.nchl.org.

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