For ACHE Face-to-Face Education Credits

Diversity and Inclusion

Length: 1.5 hours
Target Audience: All healthcare executives

Description: The communities for which healthcare organizations operate are rapidly diversifying. Not only do they provide care for a diverse community of patients and families, but their workforce is also growing more diverse. This diversity is exhibited in a number of ways, including nationality, race, religion, socioeconomic status, language, age, sexual orientation and physical ability.

The business implications and imperatives healthcare organizations face concerning diversity and inclusion are immense. Diverse communities will demand different care needs, improved quality, new or modified operational processes and services, strategic planning for a diverse patient demographic and continuum of care.

It is incumbent on healthcare organizations and their leaders to both understand and embrace the needs of diverse populations. Their ability to respond to the needs and preferences of a broader customer base will be critical to their financial and operational survival.

Faculty: Moderator and two to three panelists. The moderator should be a high-level healthcare executive with extensive knowledge of and sensitivity to diversity issues and best practices of inclusion.

The panel should be composed of a hospital C-suite executive successful in diversity and inclusion practices, a chief diversity officer or human resources executive, and a member of a legal counsel or a consultant with experience concerning diversity and inclusion. A clinical leader who has led programs in cultural competency would also be an appropriate panelist.

Topics for Discussion:

- Exploring organizational and community implications and barriers to inclusion
• Assessing the diversity within your community and staff
• Administering quality practices for diverse populations
• Realizing financial outcomes from implementing diversity initiatives
• Understanding federal and state diversity compliance and regulation
• Measuring patient and employee satisfaction
• Comparing organizational diversity models and plans
• Evaluating organizational culture and cultural competency

Questions for Discussion:

1. How does your organization define diversity?
2. What are you doing to measure the needs of your community, patients and staff?
3. How has your organization responded to the diverse needs of the community you serve?
4. Are new groups of people coming to your community? What new challenges do they bring?
5. What are the business imperatives to respond to diversity issues?
6. What successful initiatives or best practices has your organization identified concerning diversity and inclusion issues?
7. What outcomes has your organization realized from diversity initiatives or best practices?
8. What are the legal or compliance implications concerning organizational diversity and community need?
9. How does the composition of your board and management team reflect the community you serve? Discuss.
10. Where have you experienced resistance to expanding your approach to diversity and inclusion? How did you and your team respond?
11. What are your organization’s next steps in your diversity efforts? How are you planning for the future?

Materials for Distribution:


LaVeist, Thomas. 2014, “Expanding the Evidence Base for Health Equity.” In Frontiers of Health Services Management. Vol. 30, No. 3

Siegel, Bruce. 2014, “A Historical Perspective on Disparities as Context for Our Work Ahead.” In Frontiers of Health Services Management. Vol. 30, No. 3

Additional Resources:

- ACHE Commitment to Diversity
- Partners in Diversity
- ACHE studies
- Educational programs

Equity of Care: www.equityofcare.org.

Institute for Diversity in Health Management: www.diversityconnection.org.