

Medical center builds **inclusive workplace** and community

Erie County Medical Center Corp.

- ▶ **Info:** 462 Grider St., Buffalo, NY 14215 • ecmc.edu
- ▶ **CEO:** Thomas Quatroche Jr.
- ▶ **Diversity officer:** Cynthia Bass, director of Office of Diversity and Inclusion
- ▶ **About company:** Health care
- ▶ **Founded:** 1918
- ▶ **FTE employees in WNY:** 3,904
- ▶ **Proudest accomplishment:** Experiencing a “culture shift” as a result of our work. Through continuous training and open communication, we’re building relationships with staff to serve as a resource to assist in shaping what an inclusive culture looks like on a daily basis. This ensures that we are delivering the best patient care and experience, as well as promoting a cohesive, respectful work environment.
- ▶ **Advice for other companies:** ECMC’s Office of Diversity and Inclusion focuses on building an inclusive workplace culture. Leadership commitment is key to the success of promoting and driving core initiatives associated with this effort. Our first initiative was conducting a cultural assessment through focus groups to analyze the state of our organization. ... It helped us build our strategic goals and initiatives, as well as build trust and promote equity.



WHAT'S NEXT: *Training and education, collaboration with other departments and in the community, implement professional development programs and form an employee resource group and mentorship program.*