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Is culture the barrier? This paper will briefly explore what we mean by culture, and why healthcare organizations struggle to create the culture they envision. We'll also provide practical advice . article focuses on the CNO's role in the development and sustainability of one mission critical component—orga-nizational culture,a culture that continually evolves to meet and exceed the . The Culture of Excellence initiative provided our team with a clear structure and vision to integrate and focus all of our various efforts over the past few years. Empowering staff to deliver safe, high-quality, reliable care can provide a step-change in results. This unique international report shares the experience of over 20 healthcare leaders from 15 healthcare organisations in 8 different countries. sustaining culture, patient care versus the bottom line, the amount of culture change necessary, strategies for changing organizational culture and accountability for culture change, and the importance of culture change being led by a physician. Service Excellence puts people at the centre of health systems people have become invisible in measurements of quality across health systems worldwide. The focus is on inputs, even though these are not what matter to patients. data show that 5 million lives could potentially be saved through quality improvements.