

Ms. Lynette J. Taylor, MSHA, BSN, RN

Healthcare System, Chief Operating Officer

Topic: Leadership Resilience in a Crisis

Summary: Establishing trust with transparency as a crisis is identified. Discussion about how to address the crisis and outline a communication plan. In a crisis, credibility is crucial but what if you are new to a position? It is important to establish the emotional bank account with staff and within the organization. Lastly continuity of operations; the maintaining of morale and support for staff during a crisis.



Ms. Taylor has served as the Veterans Integrated Service Network (VISN) 12 Deputy Network Director since February 2018. She has been a dedicated VA employee for more than 20 years and began her VA career as a student nurse before elevating to a Registered Nurse. Prior to her selection as VISN 12 Deputy Director. Her VA experience also includes serving as Acting Director of Jesse Brown VA Medical Center in Chicago and Edward Hines, Jr. VA Hospital in Hines, Ill.; Deputy Network Director of VISN 18; and Assistant Medical Center Director of Jesse Brown VA Medical Center in Chicago.

Ms. Taylor holds a master's degree in Health Administration from St. Francis (Ill.) University and a bachelor's degree in Nursing from Olivet Nazarene University. She is a Fellow of the VA Leadership (LVA) National Program and also a Fellow with the VHA National Mentor Certification Program. She is also a graduate of the Healthcare Leadership Institute (HCLI), VHA National Executive Career Field (ECF) program, and is a member of the American College of Healthcare Executives (ACHE).