

Session Name: Crisis Leadership

Instructor Biography: Lynn Guerrero, President and CEO, Niagara Health

Lynn joined Niagara Health on February 18, 2020 just before the pandemic was declared and has managed all aspects of the hospital's accountabilities related to the pandemic response, including all Niagara region assessment centres, management oversight of two LTC facilities in crisis and vaccine administration.

An accomplished leader in the Ontario healthcare system, she has more than 30 years of leadership, management and clinical experience within a variety of healthcare settings, including provincial government, agency, acute care, rehabilitation and community care.

Lynn is known for her expertise in providing positive leadership in large, complex environments, leading to progressive improvements in healthcare practice and performance. She has a deep understanding of how a more integrated healthcare system benefits patient care as well as a strong commitment to providing patients and families with extraordinary caring in every aspect of their experience.

Seminar Description

Three weeks after beginning her role as president of Niagara Health, Lynn Guerrero was tasked with leading the organization through a pandemic. In this webinar Lynn Guerrero will discuss what it took to inspire confidence and trust amongst her new team of Niagara Health Staff and physician's, and the Niagara Community during a global health crisis.

Topics Covered

- Executive Communications and Crisis Response
- Organizational Relationships
- Transparent Leadership
- Leadership Privilege

Learning Outcomes

- Understanding the importance of organizational relationships
- Awareness of communicating and fostering mutually beneficial relationships
- Demonstrated knowledge of leading with integrity and transparency