



**Lori Wightman**  
**SVP, Chief Nursing Officer**  
**SCL Health**

Lori joined SCL Health as our system Chief Nursing Officer in April of 2019, and her work has already had an incredible impact across our ministry. SCL Health is a faith-based, mission-centric health system that serves Colorado, Montana and Kansas, providing care to the communities we serve through 8 hospitals and more than 150 physician clinics, home health, mental health and safety net services. Recognizing her incredible experience and talent, Lori was named as the Incident Commander for our System Incident Management Team (SIMT), leading our collective response to COVID-19 since February, 2020. Beyond instilling confidence and clarity to our teams in a time of great uncertainty, Lori led with courage and compassion, recognizing the human impact not just on our patients and communities, but on our caregivers. Lori kept people at the heart of her work, and her impact was felt and appreciated by leaders and caregivers at the bedside.

Examples of her courageous leadership include:

Spearheading workforce optimization efforts specific to COVID-19, including the creation of a system float pool to provide our care sites with real-time access to additional labor support to address potential staffing shortages without delay. This resource helped alleviate the stress that nursing managers felt as positive COVID-19 cases increased, especially in our Intensive Care Units, and provided relief for staffing concerns, allowing nursing leaders to focus on supporting their teams and nurses to focus on their patients.

Initiating a cross-training program for nurses to learn skills to assist in the ICU and other high-demand areas to support our COVID-19 response and any potential surge in patients that would require additional staffing. This program was put into place in just one week, and in the first few weeks of operation, the team received 400 calls per day with requests for trained nurses available for shifts. To date, 38 nurses have been trained for ambulatory triage work and 143 for clinic triage work, including standardized training and onboarding, to ensure better staffing coverage across our system.

Leading the process behind the development of COVID-19 system guidance and policy work, which influenced every individual who has been a part of our response to pandemic and certainly had a positive impact on patient outcomes across our system. A unified, coordinated response to COVID-19 helped to ensure that data, learnings, best practices, information and resources were shared across the system in a timely manner to ensure we were following the latest, rapidly changing guidance and improving patient outcomes. Since early March, 278 communications have been shared from our SIMT that provided guidance, processes and policies to our hospitals and clinics. Fostering the development of a nursing branch of the incident management team, which ensured that nursing had a voice in shaping our response across the system and brought in critical aspects that influenced associate and patient care, such as Patient/Family Experience expertise and the nurse staffing information shared above.

*Nominated by:*  
*Britta Robinson*  
*Director of Communications*  
*SCL Health*