

LYNCH BRINGS EXPERIENCE, VISION FOR PROSPEROUS FUTURE TO WDVA'S VETERANS HOMES

NEW WDVA VETERANS HOMES ADMINISTRATOR HAS 19 YEARS IN THE INDUSTRY



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Diane Lynch may be a newcomer to Wisconsin, but with nearly two decades in the senior care industry, effectively leading and meeting the emerging and changing needs of seniors is nothing new.

Lynch was ecstatic to start as the administrator of the Wisconsin Department of Veterans Affairs' Division of Veterans Homes in early April, filling a long-vacant position. She oversees and is responsible for long-term care policy at the WDVA's three Veterans Homes, a critical role for the department.

During her first week as administrator, Lynch said she enjoyed and appreciated touring and meeting staff at the three Veterans Homes at Chippewa Falls, King and Union Grove.

“There are a lot of really passionate people with great brain power and knowledge who love taking care of our veterans at the homes,” she said. “As with most things, there are opportunities for improvement, but we have to find out the best way to approach that together.”

Lynch said that with several challenges surrounding the industry nationwide, working together by using an open mind and forward thinking will better position WDVA and its Veterans Homes for the future.

“We're still crafting the long-term vision for the department, but we know that our homes deliver good care; that's evident in their quality satisfaction surveys and it's evident in their CMS rating,” Lynch said. “There are some challenges in front of us in terms of maintaining some census and financial stability, but I'm up to it and I know that the teams at the homes are up to it.”

Midwestern Roots

Born in upstate New York, Lynch is one of four children. When she

was a child, her family moved to Minnesota and she stayed there until only recently when she moved to Iowa.

While growing up, Lynch

developed an interest in long-term care and nursing, and she soon enough found herself working in hospitals and nursing homes as soon as she was able to. Her desire to help those who need assistance continuously grew, and she pursued several degrees in the field before starting on a career that included leadership positions at a number of companies in the senior care industry.

“I enjoy good customer service and I expect that people who work for me give good customer service,” she said.

It's that same set of values that Lynch has shared with her two daughters, who are now adults working in long-term care.

“They went to work a lot with me when they were growing up,” she said of her children. “They learned a lot about respecting and caring for seniors when they were very young, and they have a really good appreciation for what people do to make way for the next generation.”

Over the years, Lynch has worked with a variety of populations with various backgrounds, but never with military veterans. It's a group of people she said that she feels honored to have the opportunity serve and assist as they grow older.

“Having an appreciation for veterans is something that's always been pretty near and dear to my heart,” she said.

Outside of getting caught up to speed as the Veterans Homes administrator, Lynch said she enjoys spending time in the outdoors — whether it be hiking, sailing or walking her dog. Her significant other, Serge, still resides in Iowa until the two find a place in the Madison area to call their new home, but she's excited about the future in Wisconsin.

“Most of my spare time is either spent outside in some way or right now reading work-related things,” Lynch said.