

Leading Through Crisis with a JEDI Lens

August 10, 2026 • 5:00pm – 6:00pm

Dr. Kathlyn Fletcher is a professor in the Department of Medicine at the Medical College of Wisconsin and the Milwaukee VAMC, where she has served as residency program director for the past 8 years. She earned her undergraduate degree from DePauw University and her MD from the University of Chicago Pritzker School of Medicine, later completing a health services research fellowship at the University of Michigan. She joined MCW's faculty in 2003 and works as a hospitalist at the Milwaukee VAMC and Froedtert Hospital's Complexity Intervention Unit. A former clinician-researcher funded by the VA, ACGME, and AHRQ, she has published over 100 papers on graduate medical education and patient care, and edited *Leading Through Crisis* (2024). She lives with her husband, three teenagers, and two dogs, and loves sports and the outdoors.

In this session, Dr. Fletcher will introduce an evidence-based framework for preparing educators to lead through different types of crisis. These concepts, strongly rooted in social science research, are drawn from her book *Leading Through Crisis: Intimate Stories of Teamwork, Caring, and Character in Graduate Medical Education.* She will also share some crisis scenarios that educators could face with specific implications for learners, teams, and communities from diverse backgrounds such as working through ICE presence in the community. The session will include opportunities to brainstorm ideas together and share best practices as participants think about how to apply the conceptual framework to the crisis scenarios. Learning objectives therefore include the following:

1. To become familiar with a conceptual framework for leading an educational team through a crisis
2. To plan specific exercises for your team to build strength before the next crisis starts
3. To learn some strategies for leading through crises that differentially affect specific constituent groups.

Registration Link:

<https://us06web.zoom.us/meeting/register/d2DxULaQtmCSM-h104J30Q>

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