



September 2026



## Westward Heights Administrator Caitlin Delbridge Named Recipient of the Daniel J. Lex Award

The Wyoming Long Term Care Association is proud to announce that Caitlin Delbridge, NHA, Administrator of Westward Heights Care Center in Lander, has been named the recipient of this year's Daniel J. Lex Award — one of the highest honors bestowed on a long-term care professional in Wyoming.

The Daniel J. Lex Award recognizes leaders whose careers reflect concern for the profession, respect from peers, compassion for residents and families, and creativity in advancing long-term care. Caitlin's nomination, submitted by her colleagues at Westward Heights, spoke to all four of these qualities.

### A Career Built on Service

Caitlin's path to leadership began as People Development Coordinator and Human Resources leader at Westward Heights, where she spent five years building strong teams and developing future healthcare professionals. For the past three years as Administrator, she has continued to raise the bar for care while fostering a culture of growth, accountability, and excellence.

Her commitment to the broader profession is evident in her active involvement across the state. Caitlin serves as a board member of WYSIL and is a regular participant in Wyoming Long Term

Care Association activities, where she has played a key role in helping bring long-term care professionals together under one association — strengthening collaboration and advocacy statewide. She is also a May 2026 graduate of Leadership Fremont County and is pursuing further leadership development through Leadership Wyoming.

#### Respected by Peers, Trusted by Her Team

Colleagues describe Caitlin as approachable, knowledgeable, trustworthy, and authentic — someone who leads by example and earns respect through her actions rather than her title. Under her leadership, Westward Heights has become a workplace where employees feel valued, heard, and empowered.

#### Results That Speak for Themselves

Caitlin's innovative approach to workplace culture has produced measurable results: employee satisfaction scores at Westward Heights climbed from 77% to an outstanding 94% under her direction. That effort helped earn the facility recognition as a Great Place to Work. Meanwhile, her focus on quality has helped Westward Heights Care Center maintain a 5-Star CMS Rating, reflecting excellence in care delivery, regulatory compliance, staffing, and resident outcomes.

#### A Well-Deserved Honor

"Caitlin Delbridge is the kind of leader our profession needs," said Christopher Dailey, People Development Coordinator/HR Representative at Westward Heights, who nominated her for the award. "She leads with integrity, compassion, vision, and an unwavering commitment to excellence. Her influence extends beyond her facility, impacting caregivers, residents, families, and long-term care professionals throughout Wyoming."

Please join the Wyoming Long Term Care Association in congratulating Caitlin Delbridge on this well-earned recognition!



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