

**Christa Williamson**  
**Professional Writer-Editor, EBCI Tribal Option**  
**Hayes Award Nominee**

Christa Williamson is a master of clarity, precision, and purpose—and her work at Cherokee Indian Hospital Authority (CIHA) is a powerful example of how exceptional writing can drive systemwide excellence. As a Professional Writer-Editor supporting CIHA and EBCI Tribal Option, Christa has made a lasting and measurable impact through her contributions to strategic initiatives, clinical policy development, and organizational planning.

In 2024 alone, Christa edited and refined more than 200 policies and procedures for Tsali Care Center—ensuring the facility's transition to its new location was grounded in clear, compliant, and up-to-date guidance. Her collaboration extended across nursing, clinical operations, administration, and regulatory leadership, helping create a unified foundation for high-quality, long-term care. Simultaneously, she played a pivotal role in the development and successful submission of CIHA's Baldrige Award application, coordinating content from multiple departments and aligning it to national standards of excellence.

Christa's work is not only prolific, it's also strategic. Her edits are informed by deep cross-referencing across departments, ensuring consistency in language, intent, and compliance with standards from The Joint Commission (TJC) and Centers for Medicare & Medicaid Services (CMS). She's an essential voice on the Strategic Planning Committee, where she brings focus to both employee and patient perspectives and helps memorialize organizational goals in clear, accessible language.

Her impact is evident in sustained outcomes. Through her efforts, Tsali Care now operates with reliable, accessible policies, equipping staff to deliver consistent, high-quality care. She also improved policy access by centralizing documents in the CIHA Education folder—closing a gap in communication that had long existed for the team.

In terms of efficiency and performance, Christa sets the standard. Her gift lies not only in identifying grammatical errors but in questioning processes, clarifying intent, and aligning multiple documents to create an integrated and accurate body of knowledge. Her work improves productivity for countless colleagues, saving time and reducing confusion. Departments rely on her to help make their intentions readable, actionable, and aligned with current best practices.

Christa is admired across the organization for her empathy, thoroughness, and generosity. Her colleagues describe her as the go-to expert when something needs to be said clearly and correctly—and someone who elevates everyone around her through her excellence.

Because of Christa's work, CIHA is more organized, more prepared, and more connected. Her influence extends far beyond the words she writes—she is a force behind the quality, consistency, and heart of CIHA's mission.