

Employee of the Year Nominee Profile
Christine Crisp – Inpatient Care Coordinator
Cherokee Indian Hospital Authority

At Cherokee Indian Hospital Authority, we believe the true measure of excellence lies in how deeply we care for each individual patient and how relentlessly we advocate for their future. Christine Crisp, Inpatient Care Coordinator, embodies that commitment with every action she takes. Her empathy, persistence, and professionalism make her a cornerstone of our inpatient team and a powerful force of support for the patients and families we serve.

Integrity

Christine leads by example in the truest sense. Every day, she arrives with a positive attitude and a deep sense of purpose. Her work extends beyond discharges and referrals to being about dignity, respect, and doing right by every patient. She understands that the right placement isn't just a clinical decision, but a personal one, factoring in family proximity, cultural needs, and emotional readiness.

Christine goes above and beyond, staying late without complaint and making call after call, locally and nationally, to ensure her patients don't just leave the hospital — they move on to the *right* next step. She never chooses the easy way — she chooses the right way, every time. Her integrity and ownership over the quality of care at CIHA are evident in her relentless advocacy and tireless follow-through.

Responsiveness

Christine treats every case with urgency and heart. When a patient is preparing for discharge, she's already ten steps ahead, coordinating with medical providers, therapists, social supports, and families to create the smoothest possible transition. She does more than just answer questions — she anticipates them.

Families trust her, even in emotionally difficult moments. She listens to their concerns and helps them navigate the realities of long-term care, rehab, or home health needs with compassion and honesty. Her decisions are thoughtful, organized, and grounded in a deep understanding of what's best for both patients and their loved ones.

Success

Christine is the definition of a vital team member. Her deep knowledge of insurance benefits, community services, and patient resources helps not only her patients, but her entire department. Nurses, providers, and case staff all rely on her for guidance, and she delivers every time.

Beyond discharge planning, Christine helps patients apply for essential support programs like Meals on Wheels, SNAP, Commodity Foods, and more. Her work directly improves outcomes for patients and families, ensuring that when someone leaves CIHA, they are not left alone, they are supported, informed, and equipped to succeed.

Teamwork

Christine is a collaborator to the core. She coordinates logistics, she builds relationships, bridges communication gaps, and unites clinical and non-clinical teams to center care around the patient.

One particularly complex case involved a patient with highly specific placement needs. Christine didn't stop at a few options, she built a plan that included multiple possibilities, coordinated interviews around family visits, and ensured that every decision-maker had what they needed to make informed choices. This is not a one-off example — this is what she does every week.

She works closely with clerks, nurses, physicians, and support staff — ensuring everyone is on the same page and always focused on what matters most: the patient's well-being.

Innovation

When Christine doesn't know the answer, she doesn't stop, she starts digging. She picks up the phone, reaches out to contacts, seeks out new programs, and adds those new resources to her toolkit. She is constantly learning, constantly adapting, and constantly building a stronger care network for the community.

Her ability to creatively navigate the gaps in long-term care or insurance coverage, and find workarounds that keep patients safe and cared for, is a testament to her initiative and resourcefulness. She never backs down from a challenge; she leans in, learns what's needed, and finds a way forward.

A Champion for Patients, Families, and Community

Christine Crisp is more than a Care Coordinator. She is an advocate, a collaborator, and a leader rooted in compassion. She brings knowledge, creativity, and a deep sense of humanity to everything she does. Her presence improves care, lifts up her team, and makes a lasting difference in the lives of the people she serves.

It is with deep respect and gratitude that we recognize Christine Crisp as a nominee for Employee of the Year at Cherokee Indian Hospital Authority. Her work changes lives — and CIHA is better because of her.