

Jason Sain**Employee Relations Manager, Cherokee Indian Hospital Authority****Hayes Award Nominee**

Jason Sain exemplifies data-driven leadership and compassionate service in his role as Employee Relations Manager at Cherokee Indian Hospital Authority (CIHA). A key architect of several cross-functional initiatives, Jason's work consistently advances CIHA's strategic goals around workforce development, staff engagement, and organizational improvement.

Jason led the transition from a traditional satisfaction survey to a more meaningful Employee Engagement Survey using the Baldrige framework, helping CIHA better understand employee experience and build stronger retention strategies. His efforts resulted in higher participation rates, improved satisfaction scores across departments, and established a new baseline for long-term improvement.

As a data steward, Jason manages workforce analysis and turnover reporting, tracking vital statistics on staff demographics, leadership pipelines, and voluntary vs. involuntary turnover trends. His reporting enables department heads and the Executive Team to make informed, proactive staffing decisions.

Jason is also the systemwide Survey Monkey Administrator, supporting more than 30 surveys annually. His expertise provides departments with crucial insight into staff feedback, award nominations, community input, and climate assessments—making data accessible and actionable.

In his role on the Strategic Planning Committee, Jason has helped reshape CIHA's Performance Appraisal System, identifying systemic patterns that guided the organization toward a fairer and more accurate evaluation method. His analysis revealed a concerning trend of inflated ratings, prompting a new scoring system that emphasizes accountability and merit.

A familiar face at CIHA events, Jason serves on the Employee Association, not only participating in morale-boosting activities but also championing the HEART program, which supports employees during financial hardship. He tracks donations, usage, and impact of the program, further reinforcing his commitment to staff well-being.

Though much of his work in employee relations remains confidential, his support has had a profound effect across the organization. Known for his calm demeanor, objectivity, and thoughtful guidance during sensitive personnel matters, Jason enables managers to lead more confidently and fairly—resulting in stronger teams and better outcomes for CIHA as a whole.

Supported by his colleagues and admired across departments, Jason's quiet but powerful leadership continues to shape a healthier, more engaged workforce. His work exemplifies CIHA's commitment to excellence in people, service, and stewardship.