

Donica Conseen serves in Analenigsi Outpatient at the Cherokee Indian Hospital Authority and is widely recognized as a dependable leader, compassionate teammate, and positive force within the department. Through her dedication, adaptability, and unwavering support of both staff and patients, Donica has become an invaluable resource whose presence strengthens not only her department, but the broader Cherokee community as well.

Known for her bright personality and uplifting spirit, Donica consistently brings positive energy into the workplace. Colleagues describe her as someone who makes a point to connect with everyone throughout the day, offering encouragement, kindness, and a safe space for those who may need support. Her welcoming demeanor, professionalism, and genuine compassion create an environment where employees feel valued and supported. She leads by example through her daily interactions and demonstrates integrity through her willingness to help others, listen without judgment, and remain approachable regardless of the circumstances.

Donica has consistently demonstrated exceptional responsiveness and reliability, particularly during challenging periods within the department. For more than two years, while the department experienced vacancies in several key leadership and support positions, including Behavioral Health Outpatient Nurse Manager, Office Manager, and Data Coordinator, Donica stepped forward to help carry those responsibilities in addition to her own role as Operations Manager. Throughout that time, she remained attentive to staff needs, routinely checking in with nursing staff, ensuring they had the support and resources necessary to care for patients effectively, and quickly finding answers to questions when additional guidance was needed.

Her willingness to rise above and beyond the call of duty has had a tremendous impact on the success and stability of Analenigsi Outpatient services. Despite managing multiple responsibilities simultaneously, Donica handled each role with grace, determination, and professionalism. Nursing staff consistently felt comfortable seeking her guidance and support, knowing she would respond with empathy, attentiveness, and practical solutions. Her leadership during periods of transition helped maintain continuity of care, strengthen team morale, and ensure the department continued to meet the needs of patients and the community.

Donica's commitment to teamwork is evident in her willingness to step in wherever help is needed. During times of low staffing, she regularly assisted with departmental tasks outside of her primary role, including helping manage voicemails and administrative duties to support frontline staff. Her collaborative attitude and readiness to help foster a strong sense of unity within the department. Even after leadership positions were filled, staff remained confident that Donica would continue to be a dependable source of support whenever needed.

Beyond her daily responsibilities, Donica has also played an important role in community outreach efforts, particularly through her involvement with the "From Darkness Into Hope" event focused on mental health awareness and suicide prevention. Through her compassion, empathy, and commitment to helping others, she has helped extend support and awareness beyond the walls of the hospital and into the Cherokee community.

Donica's diverse professional background and broad range of experience have also made her an innovative and resourceful problem solver within the department. Colleagues frequently turn to her for guidance because of her ability to identify practical solutions, think creatively, and

collaborate openly with others. She values feedback, encourages discussion, and consistently seeks ways to improve processes and strengthen team effectiveness.

Through her leadership, compassion, and unwavering dedication to both staff and patients, Donica Conseen exemplifies the mission and values of the Cherokee Indian Hospital Authority. Her ability to lead with empathy, support her team during times of challenge, and positively impact the Cherokee community makes her exceptionally deserving of recognition as Employee of the Year.