

Rebekah “Bekah” Jones serves in the Pharmacy Department at the Cherokee Indian Hospital Authority and is widely recognized as an exceptional leader, mentor, and advocate for both patients and staff. Through her professionalism, technical expertise, and unwavering commitment to operational excellence, Bekah has become an indispensable part of the pharmacy team and a driving force behind the department’s continued success.

Bekah consistently demonstrates integrity through kindness, accountability, and professionalism in every interaction. She is often the first person to take responsibility when challenges arise within the department, even when issues are outside of her direct control. Colleagues describe her as someone who leads with patience, respect, and grace, maintaining a calm and positive demeanor regardless of the circumstances. Her uplifting attitude and encouraging feedback create an environment where staff feel valued and supported, particularly during the busiest days when the pharmacy processes more than 2,000 prescriptions. Bekah’s genuine compassion and commitment to helping others embody the spirit of Guiding Principle One, reflecting a leadership style rooted in service, respect, and care for both patients and coworkers.

Known for her responsiveness and reliability, Bekah consistently gives her full attention to the person in front of her, even while managing numerous responsibilities simultaneously. She approaches every situation thoughtfully and ensures appropriate follow-up and resolution. She does not shy away from difficult conversations or personnel situations and instead handles them with professionalism, empathy, and a willingness to improve processes through feedback and collaboration. One example of this commitment was her creation of a suggestion box for pharmacy technicians to provide ideas for departmental improvements, encouraging open communication and staff engagement. She is also highly proactive in communicating unexpected workflow changes to both staff and the community, coordinating with the PR department to ensure patients remain informed during service disruptions or operational changes.

Bekah’s contributions to the success of the Pharmacy Department are extraordinary. She is widely recognized as the department’s primary resource for troubleshooting and maintaining the highly specialized ScriptPro robotic system, which is mission critical to safely processing the pharmacy’s large prescription volume. Staff frequently turn to her when processes malfunction or require clarification, and she often functions as the department’s de facto ScriptPro technician by replacing critical components and rapidly restoring operations. To further improve efficiency and accountability, Bekah developed a centralized tracking system for ongoing ScriptPro issues, ensuring all concerns are identified, monitored, and resolved promptly.

Her dedication extends far beyond normal expectations. Bekah routinely works beyond scheduled hours, picks up additional shifts when staffing shortages occur, and willingly assumes extra responsibilities to ensure uninterrupted patient care. She also serves as a key backup for the pharmacy inventory team, helping ensure medications remain appropriately stocked and available for patients in the most efficient and cost-effective manner possible. Through her extensive technical knowledge, proactive problem-solving, and relentless work ethic, Bekah plays a vital role in maintaining safe, efficient, and dependable pharmacy operations throughout the hospital.

Bekah also exemplifies outstanding teamwork and leadership within the department. She manages the highly dynamic scheduling process for 13 pharmacy technicians, constantly

adapting staffing coverage to meet workflow demands while ensuring clear communication among staff and leadership. Her ability to think creatively and remain flexible during unforeseen changes helps maintain continuity of care and smooth departmental operations. Beyond operational leadership, Bekah actively works to strengthen morale and foster camaraderie among her team. She has supported initiatives such as “Tech of the Month,” coordinated departmental morale-building activities including Pharmacy Olympics, and helped organize charitable efforts benefiting the Children’s Home. Her efforts to strengthen communication, morale, and engagement contributed to a doubling of the Technician Supervisor Leadership survey score from FY24 to FY25, demonstrating the measurable impact of her leadership.

Innovation and continuous improvement are central to Bekah’s approach. She created a comprehensive onboarding handbook for new pharmacy technicians to standardize training and better align the department with CIHA’s mission, vision, and values. During the ongoing pharmacy expansion and construction project, she worked closely with leadership to adapt workflows and implement creative operational solutions to maintain continuity of service. Bekah continuously researches new innovations aimed at improving technician workflow and patient safety. One notable example includes her collaboration with ScriptPro programmers to implement an additional authentication step during prescription dispensing to reduce errors and further enhance patient safety.

Through her leadership, compassion, technical expertise, and dedication to continuous improvement, Rebekah “Bekah” Jones exemplifies the mission, values, and guiding principles of the Cherokee Indian Hospital Authority. Her impact on patients, staff, and pharmacy operations makes her exceptionally deserving of recognition as Employee of the Year.