



Lindsey Karlson | Director of Quality Improvement

Lindsey Karlson joined CHAD in March 2021 as the director of quality improvement. In her role at CHAD, Lindsey is responsible for developing strategy and initiatives, facilitating and managing clinically related networks, supporting quality improvement, clinical measurement, and serving as the clinical partner with the Great Plains Health Data Network.

Lindsey spent the previous eight years working for Horizon Health Care, the largest Federally Qualified Health Center (FQHC) in South Dakota. There, she first served as director of the Prairie Health Information Technology (HIT) Network, a collaboration of three FQHCs in South Dakota focused on IT support and HIT adoption. Under her leadership, the Prairie HIT Network secured rural health network funds to develop and implement the “IT’s a HIT! Training Program” to build HIT expertise among rural health care staff. Lindsey transitioned to the role of director of quality improvement at Horizon in 2016. In that role, she developed and led Horizon’s quality program, including attaining patient-centered medical home (PCMH) recognition at nine clinic sites.

For more than 15 years, Lindsey has been an advocate for rural places and what they need to thrive. She began her career working in rural communities and economic development and leverages that experience to continue supporting rural health care services.

Lindsey holds a bachelor’s degree from Augustana University in economics and sociology. She is a graduate of the IHI Improvement Coach program. She lives on a farm near Madison, SD, with her family.