

Lindsey Karlson | Director of Programs



Lindsey Karlson serves as the director of programs at Community HealthCare Association of the Dakotas (CHAD). In her role at CHAD, Lindsey leads a staff team who delivers a broad array of health center facing programs, including clinical quality, outreach and enrollment, health equity, emergency preparedness and the Dakota AIDS Education Training Center (DAETC). Lindsey also leads initiatives related to health center board development, operational excellence and compliance.

Prior to joining CHAD, Lindsey spent eight years working for Horizon Health, a large, rural 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 community 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.