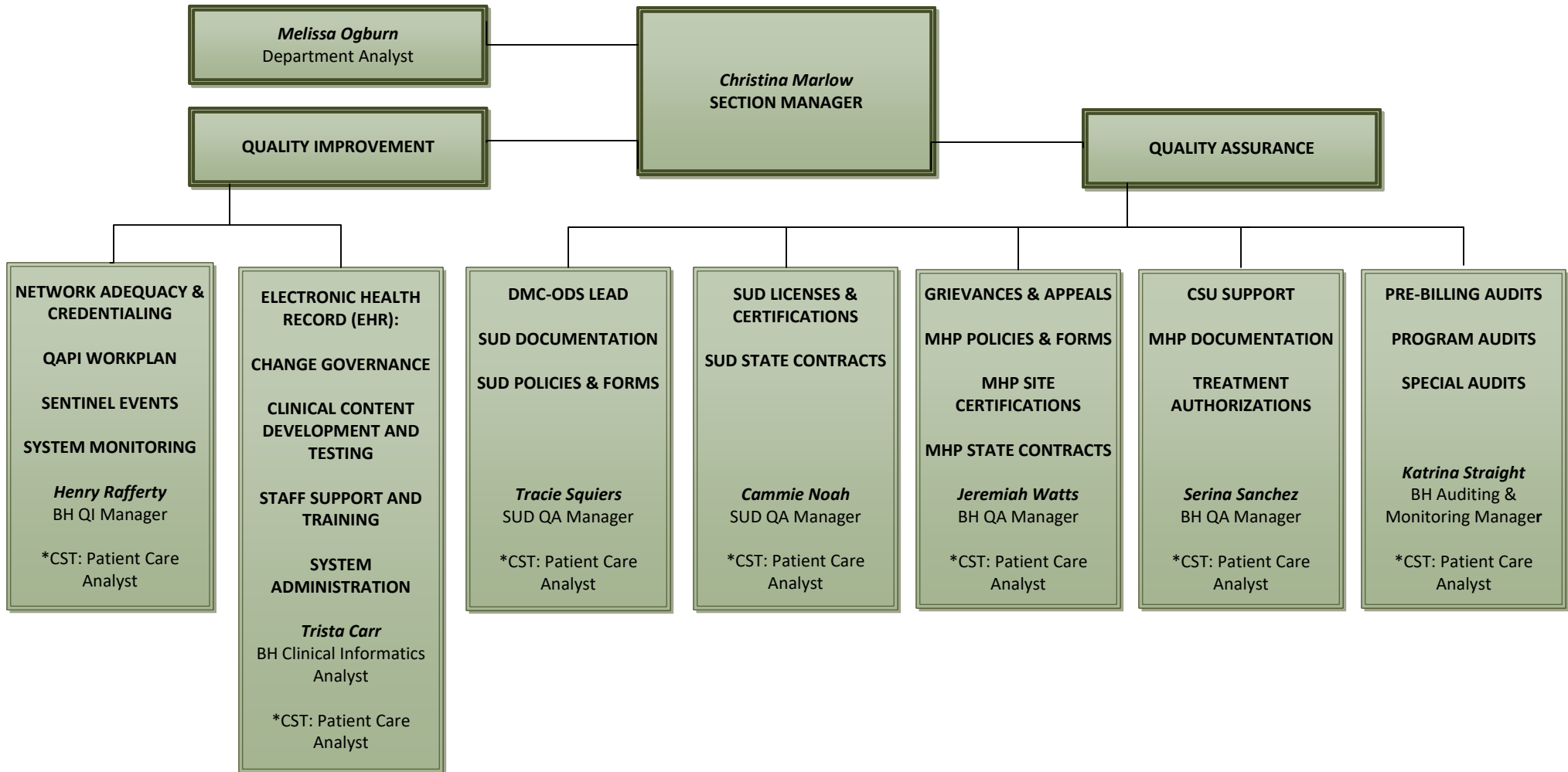




**QUALITY ASSESSMENT &
PERFORMANCE IMPROVEMENT**



Director: Nolan Sullivan
Issue Date: August 14, 2025
(Organizational Chart)



Quality Assessment & Performance Improvement

- Christina Marlow, Section Manager
 - Melissa Ogburn, Department Analyst
 - Quality Improvement
 - Network Adequacy & Credentialing; QAPI Workplan; Sentinel Events; System Monitoring; Henry Rafferty, BH QI Manager, *CST: Patient Care Analyst
 - Electronic Health Record (EHR): Change Governance; Clinical Content, Development and Testing; Staff Support and Training; System Administration; Trista Carr, BH Clinical Informatics Analyst; *CST: Patient Care Analyst
 - Quality Assurance
 - DMC-ODS Lead; SUD Documentation; SUD Policies & Forms; Tracie Squiers, SUD QA Manager, *CST: Patient Care Analyst
 - SUD Licenses & Certifications; SUD State Contracts; Cammie Noah, SUD QA Manager, *CST: Patient Care Analyst
 - Grievances & Appeals; MHP Policies & Forms; MHP Site Certifications; MHP State Contracts; Jeremiah Watts, BH QA Manager, *CST: Patient Care Analyst
 - CSU Support; MHP Documentation; Treatment Authorizations; Serina Sanchez, BH QA Manager, *CST: Patient Care Analyst
 - Pre-billing Audits; Program Audits; Special Audits; Katrina Straight, BH Auditing & Monitoring Manager, *CST: Patient Care Analyst