

2025 CQI Conference  
**Driving Continuous Quality Improvement into the Future**

October 28-29, 2025 | Champaign Illinois



**Session:** Back to Quality: Leading Change with Quality Champions

**Your Presenters**



**Brandon M. Bartels, MSW**

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**Carla "CJ" Chandler**

QI Systems Analyst  
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**Ragan Thrasher**

Quality Specialist  
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## Professional Bios

### **Brandon M. Bartels, MSW** - *Manager of Core Quality Improvement*

Brandon Bartels is UIC DSCC's Manager of Core & Connect Care Quality Improvement, where he leads a multidisciplinary team of nurses, social workers, and administrative professionals focused on advancing quality initiatives across DSCC's care coordination programs. With a Master of Social Work from Loyola University Chicago, Brandon brings a person-centered perspective shaped by years of experience in child welfare and care coordination quality improvement.

At this conference, Brandon will present on **Quality Champions**, a frontline staff-led quality initiative designed to empower employees, foster innovation, and drive sustainable improvements from the ground up. Brandon led this initiative at DSCC for several years and is eager to share how others can replicate it.

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### **Carla “CJ” Chandler** - *QI Systems Analyst*

At DSCC, CJ is member of Quality Improvement Data Team assisting in the development and maintenance of reports as well as providing support to the Quality Champions, providing data to identify initiatives and monitor results.

CJ acts as Liaison between business teams and IT development staff to ensure accurate and complete understanding of business needs and ensure the success of technical solutions to meet those needs. With more than 30 years of professional IT experience CJ has provided IT project management, business, systems and data analysis as well as software and database design. This also extends to system and user testing, data validation and even comprehensive user training.

CJ has a Masters Degree in Communications and holds certifications as a technical trainer, RoboHelp instructor and Microsoft Office User Specialist.

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### **Ragan Thrasher** - *Quality Specialist*

Ragan Thrasher, LCSW, is a Quality Specialist at the University of Illinois Chicago, Division of Specialized Care for Children with 10 years of experience. During her time as a Medical Social Worker, Ragan was introduced to Quality Assurance and Compliance. Now, Ragan conducts annual nursing agency audits, internal record reviews, provides support to Care Coordination staff for critical incidents, and serves as a Liaison to Nursing Agencies that partner with DSCC. Ragan appreciates traveling, spending time with her family, and volunteering at her children's school.