

**LORI FERGUSON APPOINTED
SENIOR VICE PRESIDENT, PRODUCT & CUSTOMER OPERATIONS OF
NCQA**

*May 2021 - Bridge Partners is pleased to announce the appointment of **Lori Ferguson**, as Senior Vice President, Product & Customer Operations of NCQA*

NCQA (The National Committee for Quality Assurance) exists to improve the quality of health care. Founded in 1990, NCQA is an independent nonprofit located in Washington, DC, that provides measurement, transparency, and accountability to highlight top performers in the healthcare industry and drive improvement.

Lori Ferguson has been appointed Senior Vice President, Product & Customer Operations of NCQA.

The SVP is a member of the Senior Leadership Team shaping the strategic direction of the company, and leading a staff of 120+ in the implementation, delivery, and ongoing operations of NCQA's products. Lori's portfolio will include NCQA's flagship Health Plan Accreditation, Patient-Centered Medical Home (PCMH) Recognition, and Software Certification (for vendors implementing HEDIS® measures) and will soon include commercial software products. As SVP, Lori is responsible for customer retention, customer satisfaction, and quality and efficiency goals.

Lori was most recently Senior Vice President and Chief Managing Director, MSO at Visiting Nurse Service of New York. She has previously served as VP, National Chief Operations Officer & CEO at AlphaCare of NY.



Lori Ferguson

ABOUT BRIDGE PARTNERS:

- [Bridge Partners](#) is a retained executive search firm, founded and led by a diverse team of women and leaders of color. We have an unrivaled track record of nearly two decades leading an inclusive search process and centering both our work and our culture in equity and inclusion.
- Our firm's mission is to assist our clients in their efforts to build an inclusive culture and attract the very best leadership team, with the most diverse range of experiences and backgrounds, in order to innovate and reflect the customers, communities and constituents they serve.
- We have both a nonprofit practice (other clients include The American Society of Clinical Oncology, Northwestern University, The Federal Reserve System, and the Wikimedia Foundation) and a global for-profit practice (clients include Freddie Mac, Estee Lauder, the Hershey Company, McKesson, and Starbucks). What they have in common is a desire to adapt to a changing global market and diversify their leadership teams.