

Home and Community Service Division (HCS) –Hospital Escalation Contacts 3.17.2020

Region 1	Primary	Secondary	Tertiary	Tertiary
Area and Counties	Acute Care Hospital	Field Services Administrator	Deputy Regional Administrator	Regional Administrator
North: Chelan, Okanogan, Ferry, Stevens, Pend Oreille, Douglas, Grant, Spokane, Lincoln, Adams, Whitman	Valentina Karnafel 509-764-5721 Valentina.karnafel@dshs.wa.gov	Valentina Karnafel 509-764-5721 Valentina.karnafel@dshs.wa.gov	Teri Bichler 509-568-3761 Teri.bichler@dshs.wa.gov	Tami Rucker 509-568-3780 Tamara.rucker@dshs.wa.gov
South: Kittitas, Yakima, Klickitat, Benton, Franklin, Walla Walla, Columbia, Garfield, Asotin	Jessie Rangel 509-225-4409 Jesse.rangel@dshs.wa.gov	Jessie Rangel 509-225-4409 Jesse.rangel@dshs.wa.gov	Teri Bichler 509-568-3761 Teri.bichler@dshs.wa.gov	Tami Rucker 509-568-3780

Note: If a situation has been escalated to leadership within the hospital for resolution, it should also be escalated to regional leadership within HCS. Escalation may occur when the issue cannot be resolved at a lower level or there is an especially complex client situation that needs a higher level of attention.

Region 2	Primary	Secondary	Tertiary	Tertiary
Area and Counties	Acute Care Hospital	Field Services Administrator	Deputy Regional Administrator	Regional Administrator
North: Whatcom, Skagit, Snohomish, San Juan, Island	Cindy Nomura 206-341-7715 Cindy.nomura@dshs.wa.gov	Joanna Blanford 425-339-4064 Joanna.blanford@dshs.wa.gov	Erin Klones 206-341-7745 Erin.klones@dshs.wa.gov	Sonya Sanders 206-341-7616 Sonya.sanders@dshs.wa.gov
South: King	Cindy Nomura 206-341-7715 Cindy.nomura@dshs.wa.gov	Tina Le 425-873-9674 Tina.le@dshs.wa.gov	Erin Klones 206-341-7745 Erin.klones@dshs.wa.gov	Sonya Sanders 206-341-7616 Sonya.sanders@dshs.wa.gov

Region 3	Primary	Secondary	Tertiary	Tertiary
Area and Counties	Acute Care Hospital	Field Services Administrator	Deputy Regional Administrator	Regional Administrator
North: Clallam, Jefferson, Kitsap, Pierce	Christine Costello 253-476-6813 Christine.costello@dshs.wa.gov	Asia Vue 253-476-7283 Asia.vue@dshs.wa.gov	Kara Sells 360-664-9413 Kara.sells@dshs.wa.gov	Debbie Willis 360-664-9095 Deborah.willis@dshs.wa.gov
Central: Grays Harbor, Mason, Thurston, Pacific, Lewis	Trisha Woodward 360-664-9414 Patricia.woodward@dshs.wa.gov	Trisha Woodward 360-664-9414 Patricia.woodward@dshs.wa.gov	Kara Sells 360-664-9413 Kara.sells@dshs.wa.gov	Debbie Willis 360-664-9095 Deborah.willis@dshs.wa.gov
South: Wahkiakum, Cowlitz, Skamania, Clark	Tami Mistretta 360-397-9596 Tamra.mistretta@dshs.wa.gov	Tami Mistretta 360-397-9596 Tamra.mistretta@dshs.wa.gov	Kara Sells 360-664-9413 Kara.sells@dshs.wa.gov	Debbie Willis 360-664-9095 Deborah.willis@dshs.wa.gov