

Home and Community Service Division (HCS) –Hospital Escalation Contacts November 2023

Region 1	Primary	Primary	Primary	Secondary	Tertiary	Tertiary
Area and Counties	Nursing Home	Acute Care Hospital	*Psychiatric Hospital	Field Services Administrator	Deputy Regional Administrator	Regional Administrator
North: Chelan, Okanogan, Ferry, Stevens, Pend Oreille, Douglas, Grant, Spokane, Lincoln, Adams, Whitman	Marcie Lee 509-496-2816 Marcie.lee@dshs.wa.gov	Melanie Thomason 509-867-7967 melanie.thomason@dshs.wa.gov	Sharon Miranne 509-368-1632 sharon.miranne@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	Marcie Lee 509-496-2816 Marcie.lee@dshs.wa.gov	Melanie Thomason 509-867-7967 Melanie.thomason@dshs.wa.gov	Sharon Miranne 509-368-1632 Sharon.miranne@dshs.wa.gov	Marci Benefiel 509-440-1505 marci.benefiel@dshs.wa.gov	Teri Bichler 509-568-3761 Teri.bichler@dshs.wa.gov	Tami Rucker 509-568-3780 Tamara.rucker@dshs.wa.gov

***Note:** All other non-Eastern hospital psychiatric hospitals escalation and questions, contact Melanie Thomason

Region 2	Primary	Primary	Primary	Secondary	Tertiary	Tertiary
Area and Counties	Nursing Home	Acute Care Hospital	Psychiatric Hospital	Field Services Administrator	Deputy Regional Administrator	Regional Administrator (Acting)
North: Whatcom, Skagit, Snohomish, San Juan, Island	Kellie Williard 425-977-6558 Kellie.Williard@dshs.wa.gov	Cindy Nomura 425-873-9674 Cindy.nomura@dshs.wa.gov	Tuong Pham 425-473-7964 Tuong.Pham@dshs.wa.gov	Joanna Blanford 425-339-4064 Joanna.blanford@dshs.wa.gov	Erin Klones 206-341-7745 Erin.klones@dshs.wa.gov	Erin Klones 206-341-7745 Erin.klones@dshs.wa.gov
South: King	Kellie Williard 425-977-6558 Kellie.Williard@dshs.wa.gov	Cindy Nomura 425-873-9674 Cindy.nomura@dshs.wa.gov	Tuong Pham 425-473-7964 Tuong.Pham@dshs.wa.gov	Tina Le 206-341-7815 Tina.le@dshs.wa.gov	Erin Klones 206-341-7745 Erin.klones@dshs.wa.gov	Erin Klones 206-341-7745 Erin.klones@dshs.wa.gov

Region 3	Primary	Primary	Primary	Secondary	Tertiary	Tertiary
Area and Counties	Nursing Home	Acute Care Hospital	Psychiatric Hospital	Field Services Administrator	Deputy Regional Administrator	Regional Administrator
North: Pierce, Clallam, Jefferson, Kitsap, & St. Anthony	Brandi Del Mundo 360-764-6447 brandi.delmundo@dshs.wa.gov	Christine Romo 360-764-3888 christine.romo@dshs.wa.gov	Christine Costello 253-476-6813 Christine.costello@dshs.wa.gov	Linda Milton 253-290-3392 linda.milton@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	Brandi Del Mundo 360-764-6447 brandi.delmundo@dshs.wa.gov	Christine Romo 360-764-3888 christine.romo@dshs.wa.gov	Christine Costello 253-476-6813 christine.costello@dshs.wa.gov	Trisha Armenta 360-664-9414 trisha.armenta@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	Brandi Del Mundo 360-764-6447 brandi.delmundo@dshs.wa.gov	Christine Romo 360-764-3888 christine.romo@dshs.wa.gov	Christine Costello 253-476-6813 christine.costello@dshs.wa.gov	Tami Mistretta 360-890-5006 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

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. ***Christine Costello** is the HCS primary contact for Pierce County **ONLY**