



# Oregon

Kate Brown, Governor

## Oregon Department of Human Services

*Safety, Oversight and Quality*

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### **NF-21-022 – Provider Alert**

Date: April 27, 2021

To: All Nursing Facilities

From: Safety, Oversight and Quality Unit,  
Office of Aging and People with Disabilities

Subject: **Nursing Facility Program – New Staff and Staff Updates**

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The Nursing Facility Program is very happy to announce and share we have two new NF Survey Managers, who began their new roles April 5, 2021.

Christi Cawa, MSW

Christi has been a surveyor with Nursing Facility Survey Unit since October 2017, in October of 2019 she stepped into a Lead Worker role with the North survey team. Prior to moving to Oregon Christi was a surveyor in the state of Missouri as well as an Adult Protective Community Worker where she monitored in-home Medicaid funded services. In that role Christi mentored and trained new employees. Christi is currently part of the Lean Academy and diligently working on the NF Triage Level B complaints following the Seven Step Lean Process. Christi exhibits many leadership qualities among her peers, leadership and the provider community. Christi relates well to others and brings excellent skills to lead and support our team.

Christi is managing the Central Region Surveyors and is in the SOQ office at Cherry Avenue.

Kristina Wells, LCSW

Kristina joins us with over 20 years of experience with ODHS, most recently with APD where she has been for over 5 years as a Case Management Supervisor, supervising long term care case management team. Prior to working for APD she worked with Child Welfare and Self Sufficiency programs. Kristina has managed and supervised several teams over the years, she enjoys building teams and working closely with staff to create a supportive work environment. Kristina brings strong communication skills, relating and working well with peers and leadership.

Kristina is managing the North Region Surveyors and is in the Tigard Cascade office.

Please join us in welcoming Christi and Kristina to their new roles.

Cory Oace continues to manage the South Regional Surveyors.

Keith Ramey who has been the Central Region manager for many years is retiring at the end of April, we wish him well as he moves on to his next adventure and many thanks for his years of service.

**Announcing another program change**, Cynthia Vargo, who has been managing the North Regional Surveyor, is now the NFSU Operations Manager. Cynthia is managing our NF Support Staff Team, including IT/ASPEN Support, the NF Training Team and the NF Complaint Intake/Triage Team.

**Contact information:**

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Kristina Wells – 503-979-5393 / [Kristina.wells@dhsoha.state.or.us](mailto:Kristina.wells@dhsoha.state.or.us)  
Cynthia Vargo – 971-227-2407 / [Cynthia.a.vargo@dhsoha.state.or.us](mailto:Cynthia.a.vargo@dhsoha.state.or.us)  
Cory Oace – 503-569-8932 / [cory.j.oace@dhsoha.state.or.us](mailto:cory.j.oace@dhsoha.state.or.us)

In the last year all of our staff have been issued cell phones and desk phones for the most part have been removed.

**Nursing Facility Licensing Unit Contact information:**

**Operations & Policy Analysts:**

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If you have questions, please contact Nursing Facility Licensing at:  
[NF.licensing@dhsoha.state.or.us](mailto:Nf.licensing@dhsoha.state.or.us)

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***ePOC Practice Tip and Reminders:***

*Facility Administration - ASPEN Web: e POC (electronic Plan of Correction) is the centralized worksite for completing all steps in CMS & State survey POC processing including:*

- *Receiving and reviewing Statements of Deficiencies (SODs),*
- *Formulating POCs,*
- *Submitting POCs and if desired,*
- *Attaching supporting Informal Dispute Resolution request & documents.*

*Register and maintain an active ePOC account to efficiently access your surveys, and at no cost to your facility. ePOC registration passwords are effective for 90 days and must be renewed timely to maintain an active ePOC account. As an active ePOC user, you will receive notifications of pending password expiration with renewal instructions. It may also be advantageous to have multiple ePOC registrants for your facility to ensure an active ePOC account is maintained at all times. For ePOC assistance and/or questions contact QTSO (<https://www.qtso.com>).*