



Iowa Department of
INSPECTIONS & APPEALS
Health Facilities Division

Lucas State Office Building | 321 East 12th Street
 Des Moines, Iowa 50319 | 515.281.4115 | FAX 515.281.5022
dia.iowa.gov | dia-hfd.iowa.gov

Division Administrator
Steven Garrison
steven.garrison@dia.iowa.gov
 515.281.4233

Assistant Division Administrator
Linda Kellen
linda.kellen@dia.iowa.gov
 515.281.4245



Complaints & Abuse Hotlines

Health Facilities Complaint Hotline
hfd_complaint@dia.iowa.gov
 1.877.686.0027

Home Health Agency Complaint Hotline
 1.800.383.4920

Complaints FAX	Adult Abuse FAX
515.281.7106	515.281.7284



Direct Care Worker Registry (for CNAs)

Milissa Patmore or Terry Ollie
DCW@dia.iowa.gov
 515.281.0108 or 515.281.4077



Clinical Laboratory Improvement Amendments (CLIA) Program
Kristine Rotzoll, CLIA Compliance Manager (State Hygienic Laboratory)
kristine-rotzoll@uiowa.edu
 319.335.4500 or 1.800.421.IOWA



Resident Assessment Instrument (RAI) Coordinator
Jolyn Meehan
jolyn.meehan@dia.iowa.gov
 515.281.4079



Adult & Special Services Bureau

Catie Campbell, Bureau Chief
catie.campbell@dia.iowa.gov
 515.281.3759

Intermediate Care Facilities for the Intellectually Disabled & Assisted Living Programs that begin with A-L
Kristina Dolsen, Program Coordinator
kristina.dolsen@dia.iowa.gov

Residential Care Facilities and Children's Services & Assisted Living Programs that begin with M-Z
Deb Dixon, Program Coordinator
deb.dixon@dia.iowa.gov
 515.281.4081



Medicare Services Bureau

Hema Lindstrom, Bureau Chief
hema.lindstrom@dia.iowa.gov
 515.281.3079

**Hospitals, PPS Units, Portable X-Ray, Rural Health Clinics
 Program Coordinator Position VACANT**

Home Health Agencies and Hospices
Barbara Rasmussen, Program Coordinator
barbara.rasmussen@dia.iowa.gov
 515.281.4120

End-Stage Renal Disease Units, Ambulatory Surgical Centers, CORFs, & Rehabilitation Agencies
John Osborne, Program Coordinator
john.osborne@dia.iowa.gov
 515.281.4901

OASIS Education Program
Wendi Lippens, Program Coordinator
wendi.lippens@dia.iowa.gov
 515.250.0401



Iowa Department of
INSPECTIONS & APPEALS



Long-Term Care Bureau I

Vicki Worth, Bureau Chief
vicki.worth@dia.iowa.gov
515.344.1361

● **Teresa Grimm, Program Coordinator (East Central Iowa)**
teresa.grimm@dia.iowa.gov
515.238.3195

● **Christine Parbs, Program Coordinator (SE Iowa)**
christine.parbs@dia.iowa.gov
515.238.2055



Long-Term Care Bureau II

Christopher Dunn, Bureau Chief
christopher.dunn@dia.iowa.gov
515.281.3765

● **Dawn Carlson, Program Coordinator (NW Iowa)**
dawn.carlson@dia.iowa.gov
515.975.7298

● **Jeana Becker, Program Coordinator (West Central Iowa)**
jeana.becker@dia.iowa.gov
515.281.3352

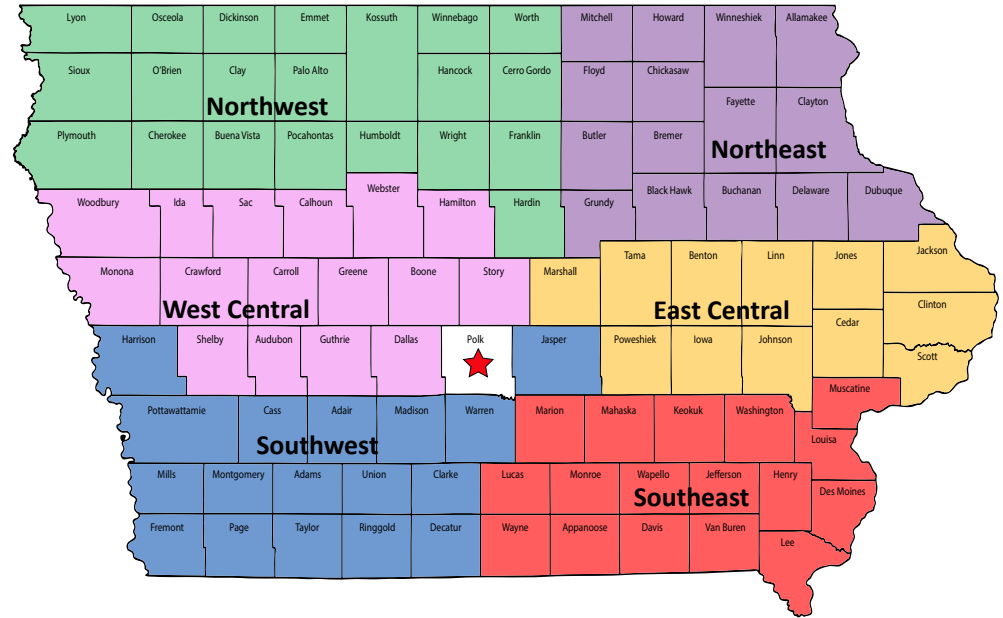


Long-Term Care Bureau III

Geri Paul, Bureau Chief
geri.paul@dia.iowa.gov
515.205.4314

● **Joe Saddler, Program Coordinator (NE Iowa)**
joe.saddler@dia.iowa.gov
515.669.8372

● **Program Coordinator Position VACANT (SW Iowa)**



★ **Polk County facilities served by the SE Iowa team (LTC Bureau I):**

- Altoona Nursing & Rehabilitation
- Azria Health Park Place
- Child Serve Habilitation Center
- Deerfield Retirement Community
- Fleur Heights Center for Wellness & Rehab
- Iowa Jewish Senior Life Center
- Manorcare Health Services - W. Des Moines
- Mill Pond
- On With Life
- Parkridge Specialty Care
- Pine Acres Rehabilitation & Care Center
- QHC Mitchellville
- Trinity Center at Lutheran Park
- Walnut Ridge

★ **Polk County facilities served by the SW Iowa team (LTC Bureau III):**

- Bishop Drumm Retirement Center
- The Bridges at Ankeny
- Brio of Johnston
- Calvin Community
- Genesis Senior Living Center
- Karen Acres Healthcare Center
- Kennybrook Village
- Polk City Nursing & Rehabilitation Center
- Prairie Vista Village
- Ramsey Village
- Rehabilitation Center of Des Moines
- Scottish Rite Park Health Center
- Sunny View Care Center
- University Park Nursing & Rehabilitation
- Urbandale Health Care Center
- Valley View Village
- Wesley Acres