



St. Cloud VA Health Care System



Veteran Centered Health Care



Senior Leaders



Barry I. Bahl
Director



Susan Markstrom, M.D.
Chief of Staff



Cheryl Thieschafer
Associate Director



Meri Hauge, MS, RN, NEA-BC
Associate Director of Patient Care
Services/Nurse Executive

From the Director

As we look back at 2012, we are proud to report that the St. Cloud VA Health Care System continued to deliver excellence in health care and compassionate service to Veterans. We are proud to deliver safe, high quality, comprehensive health care, and are excited that our staff actively participate in a culture devoted to keeping Veterans healthy.

Our growth over the past few years has enabled us to continue to expand services to better meet the needs of Veterans today, and to also focus on setting the stage for the future—a future where the staff and resources of the St. Cloud VA Health Care System are postured to deliver excellence in patient centered care to Veterans for many years to come.

In fulfilling its responsibility to optimize the health and healing of every Veteran, VA is currently embracing the opportunity to move away from a problem-based disease health care approach to a patient centered focus.

This change will be most noticeable in the way we approach health care— from physician centered care to personalized, proactive, patient centered care based on relationships —relationships built on trust and committed to positive results over the Veteran's lifetime.

Continued next page



Simply put, this change places the Veteran at the center of the health care system, and begins with each Veteran's vision of health and their individual goals. It links the Veteran's personalized health plan to what matters to them in their lives, and it supports them in acquiring the skills and resources they need to succeed in making sustainable changes in their health and life.

This emphasis on wellness and prevention is underway at the St. Cloud VA Health Care System. We started this journey in 2011 with the implementation of Patient Aligned Care Teams (PACT). In 2012, we began the process of integrating mental health services with PACT teams, and continued developing a robust Health Promotion, Disease Prevention program that emphasizes healthy living into all of our clinical areas.

We implemented several additional initiatives, including efforts to enhance access by adding systems of care "without walls." Also called virtual care, examples include the addition or expansion of telehealth services, secure messaging, and My HealthVet. We also enhanced traditional forms of access, including the establishment of the Veterans Transportation Service.

We are also focused on staging our facilities for the future. We continued a substantial amount of construction and renovation this year.

Planning is underway for a new Mental Health building, additional Primary Care and outpatient mental health spaces, renovations to our community living center buildings, and the construction of a new rehabilitation center. Current projects in construction include the addition of an MRI suite and expansions of Dental, Audiology, and Pharmacy spaces.

It is a privilege to serve Veterans. We understand that Veterans have choices in health care and deeply appreciate the trust our Veterans have placed in us.

Key Numbers to Know: 2012

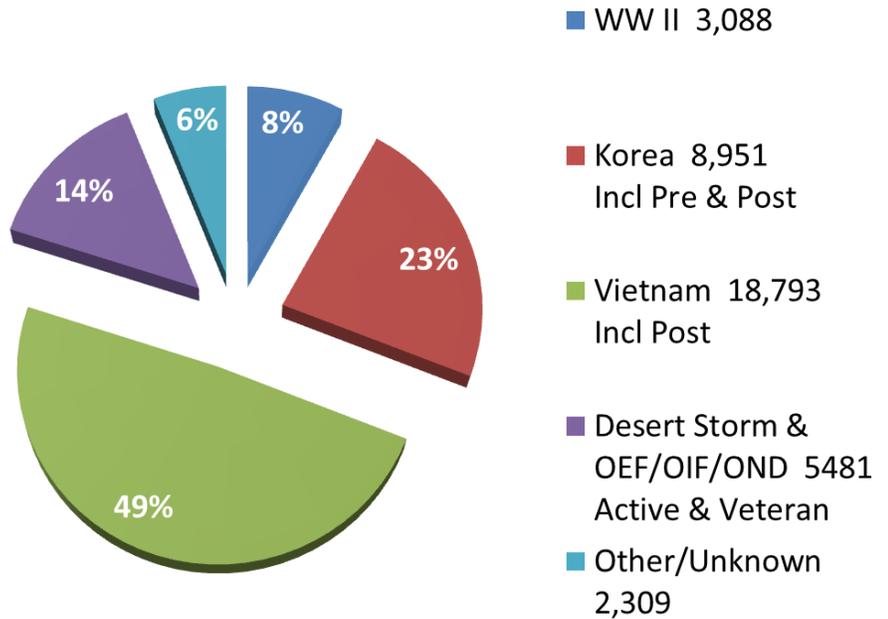


** Comprised of 1,290 full and 206 part time employees*

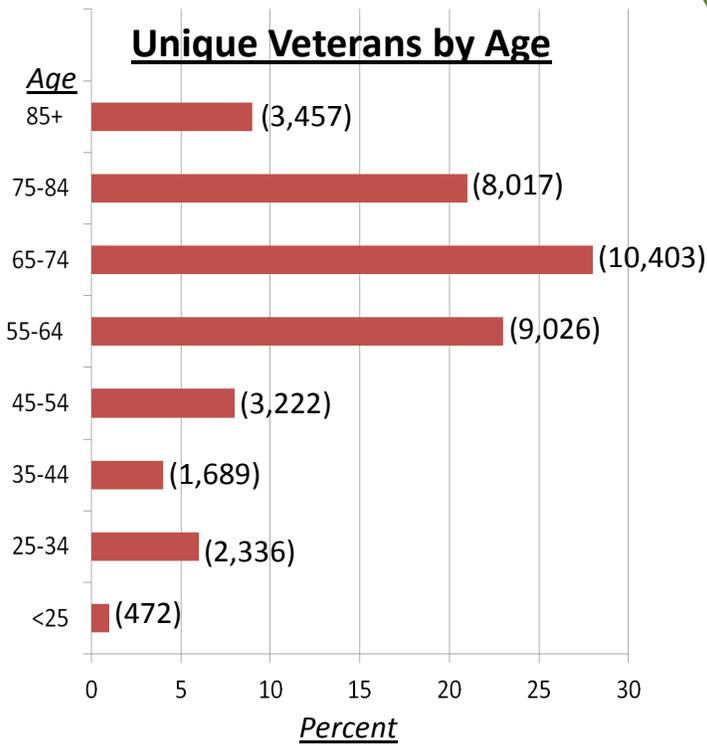
Who We Serve



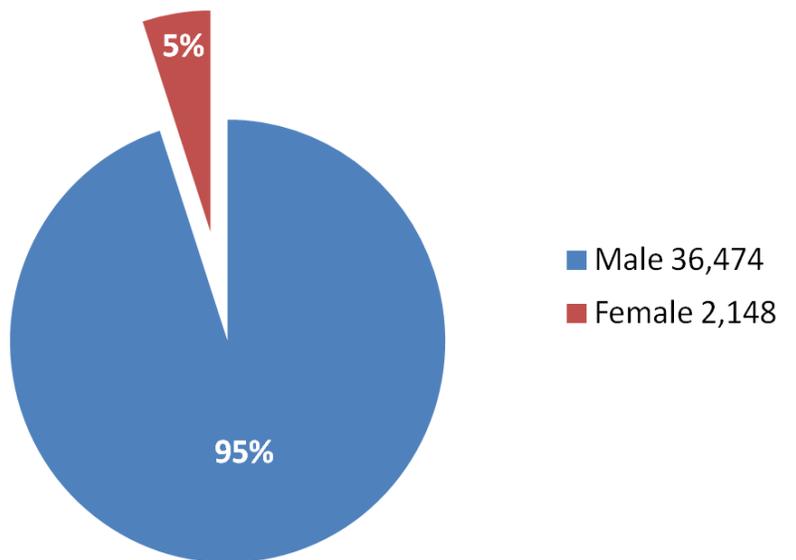
Unique Veterans by Era of Service



Unique Veterans by Age



Unique Veterans by Gender



Operating Locations



St. Cloud VA Medical Center — est. 1924

Community Based Outpatient Clinics



Brainerd CBOC — est. 1999

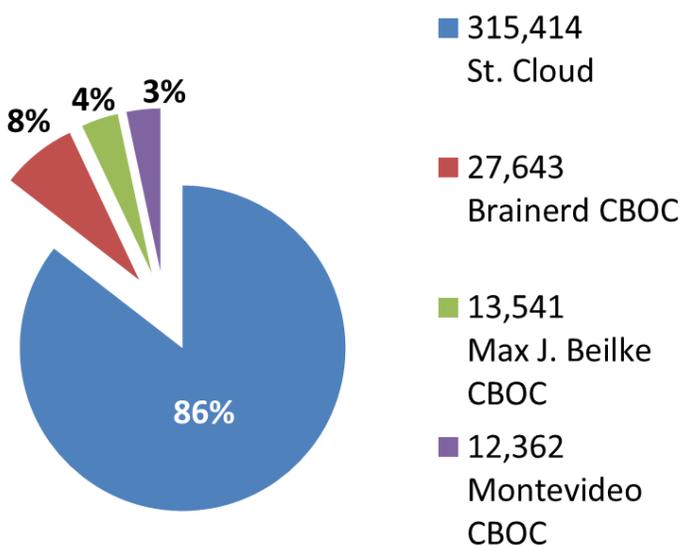


Montevideo CBOC — est. 2002



Max J. Beilke CBOC
Alexandria — est. 2009

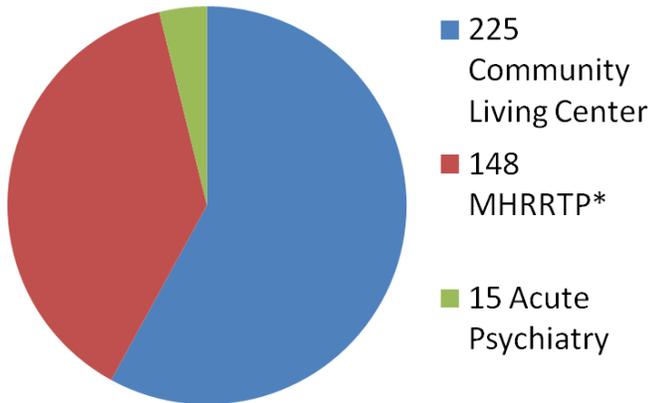
FY 2012 Outpatient Visits



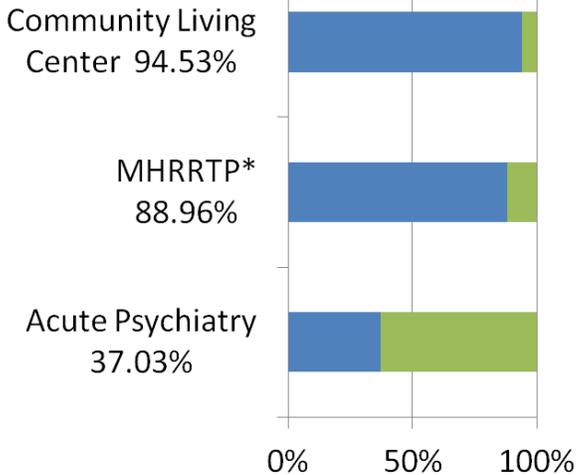
Operating Statistics, FY 2012



Total Operating Beds - 388

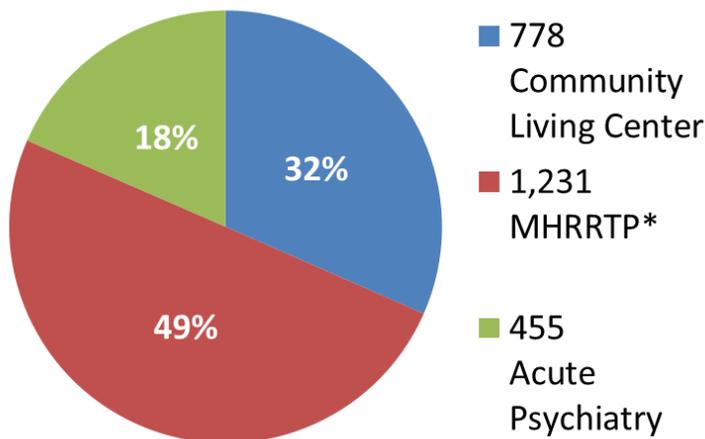


Bed Occupancy Rates



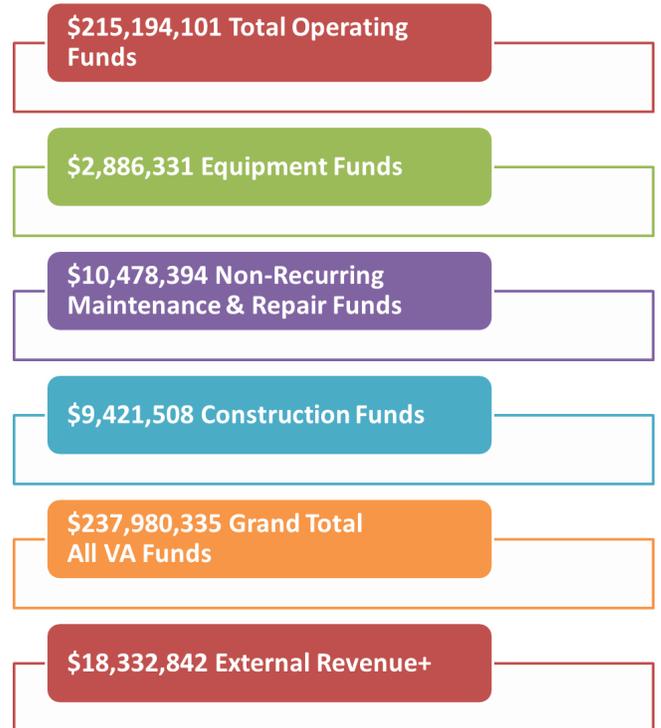
Overall Bed Occupancy Rate: 90.2%
Medical Center Average Daily Census: 350

2,464 Inpatient & Resident Unique Patients



**Mental Health Residential Rehabilitation and Treatment Program*

Budget Totals



+Also included in Total Operating Funds

Total Value of Volunteer Resources

\$2, 221,107**



***Includes value of cash, material donations, and dollar value of payroll equivalent provided by volunteers.*



Expanding Telehealth

Bringing Care Closer to Home

The St. Cloud VA Health Care System's telehealth program was significantly expanded in 2012, with more than twenty services now available to Veterans.

The telehealth program uses virtual care methods and consists of three separate care delivery models: Home Telehealth; Store and Forward Telehealth; and Clinical Video Telehealth.

Home Telehealth delivers care directly to a Veteran's home. The Veteran uses VA provided equipment to provide health status monitoring data to their assigned Care Coordinator. Veterans using home telehealth are followed for diseases such as diabetes, depression, chronic obstructive pulmonary disease, hypertension, and heart failure. VHA Weight Management (MOVE) is also monitored through Home Telehealth.



Store and Forward Telehealth technologies acquire and store clinical information (e.g. data, image, sound, and video) that is then forwarded to (or retrieved by) another site for clinical evaluation. The St. Cloud VA's Store and Forward program is a primary care-based model that screens Veterans with diabetes for retinopathy using teleretinal imaging, resulting in faster referral for treatment.

Clinical Video Telehealth is a care delivery method provided to patients via live video connection with providers. These video technologies make it possible for a Veteran to come to a Community-Based Outpatient Clinic and connect to a specialist physician in St. Cloud or elsewhere, instead of having the cost and inconvenience of traveling to an appointment.

Telehealth Services

- Amputee
- Clinical Pharmacy
- Cardiology
- General Surgery
- GI Liver
- Hematology/Oncology
- Infectious Disease
- Mental Health
- Metabolic/Endocrine
- MOVE Intensive
- Nephrology
- Nutrition
- Orthopedics
- Parkinson's Research
- Rheumatology
- Thoracic Surgery
- Urology
- Speech
- Spinal Cord Injury
- Traumatic Brain injury
- Infection Disease
- Living Well
- Rheumatology
- Primary Care
- Metabolic
- Vision Impairment

A Veteran arrived for his telehealth visit with Minneapolis via Clinical Video Telehealth. The Veteran could communicate verbally but couldn't hear due to a hearing disability. The telehealth session was conducted with the provider in Minneapolis typing on the screen so the patient could read what the provider was saying. The patient was able to see the screen clearly and communicate his questions for the provider appropriately. After the Telehealth visit the Veteran looked to the Telehealth staff and said, "I didn't know how this was going to go, but it went great! You gave me the confidence I needed to have the visit and get all of my questions answered!"

Clinical Organization



Primary & Specialty Medicine



Susan Markstrom, M.D.
Director

- Preventative Health & Chronic Disease Management
- Telephone Care
- Clinical Pharmacy
- Rheumatology Clinic
- Cardiology
- Shared Medical Appointments
- Women's Health Services
- Urgent Care
- Hematology/Oncology Clinic
- Pulmonology
- Compensation & Pension Exams
- Environmental Exams

Surgical & Specialty Care



Jay Collins, M.D.
Director

- Outpatient Surgery
- Optometry
- Podiatry
- Dental
- Orthopedics
- Audiology
- Urology

Mental Health



Sherrie Herendeen, M.D.
Director

- Outpatient Mental Health Treatment
- Substance Use Treatment
- Vocational Rehabilitation
- Psychological Testing and Assessment
- Mental Health Intensive Case Management
- Acute Psychiatric Inpatient Treatment
- Post Traumatic Stress Disorder Track
- Residential Rehabilitation Treatment Program
- Homeless Veterans Program
- Suicide Awareness Program

Extended Care & Rehabilitation



Lorraine Birkovich, M.D.
Medical Director



Mark Aberle, CNP
Administrative
Director

- Home Care Telehealth
- Dementia Care
- Hospice Care
- Nursing Home Care
- Respite Care
- Pastoral Care/Counseling
- Rehabilitation Therapies
- Home Improvement Structural Alteration
- Secondary Traumatic Brain Injury (TBI) Evaluations
- Adult Day Health Care
- Home Based Primary Care
- Gero-Psychiatry
- Ventilator Dependent Care
- Prosthetics Services
- Fitness and Wellness

Primary & Specialty Medicine



Susan Markstrom
Medical Director



Sadeem Ali
Physician



Robert Bacon
Physician



Don Blowers
Physician



Byron Busch
Physician



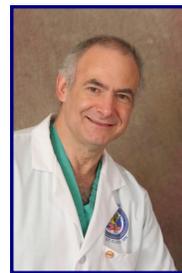
Jeanine Czech
Physician



Corinne Davis
Physician



Crispin Domingo
Physician



Stephen Firestone
Physician



Orleen Hoffman
Physician



Stacy Holberg
Physician



Gary Kolle
Physician



Keith Krueger
Physician



Julia Jacobson
Physician



Basil LeBlanc
Physician



Richard Linares
Physician



Charles Maron
Physician



Lucinda Marty
Physician



Brandon Mattison
Physician



Barbara Olson
Physician

Primary & Specialty Medicine



Daniel Sather
Physician



Jackson Thatcher
Physician



Joyce Warkentien
Physician



Harold Windschitl
Physician



Timothy Yeh
Physician



Shannon Borer
Physician Assistant



Mark Buhr
Physician Assistant



Dwight Harley
Physician Assistant



Cheryl Larson
Physician Assistant



Mary Kay Whorton
Physician Assistant



Angie Faundeen
Nurse Practitioner



Anne Rich
Nurse Practitioner



Christine Rohlfs
Nurse Practitioner



Steve Stasiewicz
Nurse Practitioner



Mickie Pittman-Leyendecker
Women's Health
Nurse Practitioner

Not Pictured:
Warren Luedtke, Physician

Primary & Specialty Medicine



Max J. Beilke Community Based Outpatient Clinic—Alexandria



Andrea Boe
Physician



Mary Leone-Flynn
Physician

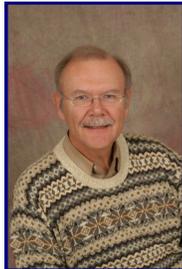


Erika Rodriguez
Physician Assistant

Brainerd Community Based Outpatient Clinic



Syed Ali
Physician



James Burrell
Physician



Thomas Polovitz
Physician



Susan Skarp
Physician



Jean Plested
Nurse Practitioner



**Susan Mathison-
Young**
Nurse Practitioner

Montevideo Community Based Outpatient Clinic



Richard Vandenberg
Physician

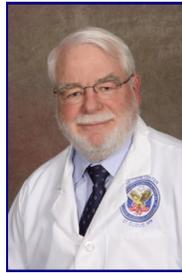


Penny Worsech
Nurse Practitioner

Surgical & Specialty Care



Jay Collins
Medical Director



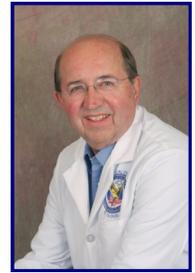
Dennis Callahan
Surgeon



Michael Dorle
Surgeon



Mark Engelsjerd
Surgeon



Roger Frerichs
Surgeon



Manuel Moran
Surgeon



Patrick Oakes
Surgeon



Harry Robinson
Surgeon



Alan Tims
Surgeon



Rod VanSursum
Oral Surgeon



Kristin McNutt
Physician Assistant



Mark Rudel
Physician Assistant



Kristin Jackson
Podiatrist



James Mann
Podiatrist



David Schleichert
Podiatrist



Joel Syvrud
Podiatrist



Terrence Duffy
Urologist



Gregory Parries
Urologist

Not Pictured:

Scott Andrews, Anesthesiologist

John Solan, Audiologist

John Warner, Audiologist

Bradley Anderson, Ophthalmologist

Surgical & Specialty Care



Jude Mueller
Certified
Registered Nurse
Anesthetist



Carrie Peterson
Certified
Registered Nurse
Anesthetist



Betsy Ellingson
Certified
Registered Nurse
Anesthetist



Bill Goodmanson
Certified
Registered Nurse
Anesthetist



Robert Hilsgen
Certified
Registered Nurse
Anesthetist



Sara Christensen
Audiologist



Jennifer Eggebrecht
Audiologist



Sara Konrad
Audiologist



Megan Lappin
Audiologist



Nick Martino
Audiologist



Mary Moran
Audiologist



Carrie Morris
Audiologist



Alan Sias
Audiologist



Jeff Uhl
Chief, Dental



Sallie Bellicot
Dentist



Cynthia Moran
Dentist



Janet Zingale
Dentist



Michael Zingale
Dentist



**Stacy Hinkemeyer-
Colatrella**
Optometrist



Polly Jaskowski
Optometrist



Troy Loomis
Optometrist



Carl Moon
Optometrist



**Amber
Scharnweber**
Optometrist

Mental Health



Sherrie Herendeen
Medical Director



Keith Brown
Psychiatrist



Kurt Fox
Psychiatrist



Kenneth Kemp
Psychiatrist



Witold Krasniewski
Psychiatrist



Shashi Prakash
Psychiatrist



Jaya Varma
Psychiatrist



Marianne Foldesi
Physician Assistant



Kay Keimig
Psychiatric
Nurse Practitioner



Diane Myers
Psychiatric
Nurse Practitioner



Luann Ackerson
Clinical Nurse
Specialist



Robin Johnson
Clinical Nurse
Specialist



Elizabeth Kosiba
Clinical Nurse
Specialist



Sue Sawyer-Demaris
Clinical Nurse
Specialist



Renotta Stainbrook
Clinical Nurse
Specialist



Ellen Manthe
Nurse Practitioner

Not Pictured:

Barbara Booth, Clinical Nurse Specialist

Hellen Ng'etich, Nurse Practitioner

Deb Zinken, Nurse Practitioner

Brian Unglaub, Nurse Practitioner

Vicky LaPlant, Advanced Practice Registered Nurse

Extended Care & Rehabilitation



Lorraine Birskevich
Medical Director



Mark Aberle
Administrative
Director



Carol Showalter
Physician



Kathy Beuning
Nurse Practitioner



Kay Iken
Nurse Practitioner



Angie Moscho
Nurse Practitioner



Charlene Lafrenz
Nurse Practitioner

Historic Campus Recognized for “Green” Efforts

Four Green Globes

Bldg. 1, Medical Services
Bldg. 4, Dietetics
Bldg. 49, CLC
Bldg. 50, CLC
Bldg. 51, CLC

Twenty patient care and administration buildings on the St. Cloud VA campus were certified with the achievement of Green Globes ratings by the Green Building Initiative. The Green Globes are an independent ratings based on environmental assessments. The ratings criteria include building energy efficiency and numerous sustainability factors rated on a 1000-point scale. Buildings earning a score of three Green Globes achieve 70% of the available points and buildings assigned a score of four Green Globes must achieve 85% of the available points.

Three Green Globes

Bldg. 2, Mental Health
Bldg. 3, Dental
Bldg. 5, Pharmacy
Bldg. 8, Recreation
Bldg. 9, Domiciliary
Bldg. 10, Administration
Bldg. 14, Warehouse
Bldg. 28, Mental Health
Bldg. 29, Primary Care
Bldg. 48, CLC
Bldg. 54, Garage
Bldg. 59, Laundry
Bldg. 88, Chapel
Bldg. 95, Canteen



Great People Serving Veterans



Employee of the Year

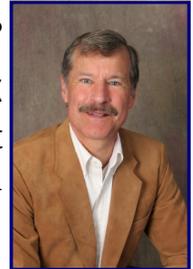
Glenda Abfalter

Human Resource Assistant
Resource Management

Physicians Award for Clinical Excellence

Kurt Fox

Psychiatrist
Mental Health



Outstanding Health Technician

Jody Wessel

Licensed Practical Nurse
Surgical & Specialty Care

Outstanding Registered Nurse

Krista Muzny

Registered Nurse in a Staff Role
Surgical & Specialty Care



Outstanding Licensed Practical Nurse

Lori Buettner

Licensed Practical Nurse
Extended Care & Rehabilitation

Hearts & Hands Award

Michael Mynczywor

Licensed Independent Clinical Social Worker
Mental Health





Montevideo CBOC Celebrates Ten Years of Service to Veterans

The Montevideo CBOC opened on Oct. 7, 2002, to provide VA health care close to home for Veterans in West Central Minnesota. The 7,460 square foot building housing the clinic was provided through a joint venture by the City of Montevideo and Chippewa County. At opening the clinic served approximately 1,600 Veterans per year. Today, the clinic serves over 2,500 Veterans per year.



Transportation Network Expands; Adds Wheelchair Accessible Vans



The Volunteer Transportation Network received a boost this year with the establishment of the Veterans Transportation Service (VTS). VTS added two new wheelchair accessible vans, which increased the number of vehicles in the St. Cloud VA transportation fleet from three to five. VTS also incorporates centralized vehicle routing and scheduling software, and adds Global Positioning System (GPS) modules to vehicles for more effective control and dispatching.

VTS is an exciting new addition to the Volunteer Transportation Network. Volunteers from the counties and local drivers combined to drive more than 13,000 hours and 200,000 miles and transported nearly 4,000 Veterans to the St. Cloud VA campus.

Caregiver Support Program Delivers Benefits to More Caregivers

Family caregivers provide crucial support in caring for Veterans. VA recognizes that Family Caregivers in a home environment can enhance the health and well-being of Veterans under VA care. The Caregiver Support Program at the St. Cloud VA experienced tremendous growth in 2012. The number of approved Family Caregivers increased from 2 to 10, and the number of approved General Caregivers increased from zero to 208!



Under Construction



Bldg. 49, a Community Living Center building originally constructed in 1937, is getting a much needed makeover. Starting from just the framework, the two-plus year renovation project will modernize the living environment and result in more private rooms for Veterans.

Located just to the northeast of Bldg. 1, this project adds new construction to house a Magnetic Resonance Imaging (MRI) system, adding a new diagnostic tool to our inventory of imaging services.



A new Mental Health building was recently approved for a spring 2013 construction start. Located to the north of Bldg. 111 (shown) the new 18,000 square foot building will increase space to meet the growing demand for Mental Health services.



Challenges

Initiatives

Space

- Many buildings require significant renovation or replacement.
- Clinic spaces not originally designed for current care delivery models.
- New construction is required for new services.

- ✓ Construct Ambulatory Surgery Center
- ✓ Renovate & Expand Urgent Care Clinic
- Renovate Community Living Center (CLC)
- Construct Intermediate Psychiatry unit
- Expand Audiology Clinic
- Construct Rehabilitation Center
- ◇ Research & Plan CLC Cottages
- ◇ Construct a new Kitchen
- ◇ Expand & renovate Primary Care spaces

Growth & Access to Care

- Patient load has quadrupled over the previous decade.
- Changing patient demographics require changes in services provided.
- Need to improve access to rural, homeless, women and other special Veteran populations.

- ✓ Implement Patient Aligned Care Teams
- ◇ Develop Cardiology Center
- ◇ Expand Hematology/Oncology program
- ◇ Expand TBI treatment programs
- ◇ Expand Homeless program
- ◇ Expand Psycho-Social Rehabilitation & Recovery Center
- ◇ Expand Surgical & Specialty programs

Managing Non-VA Care Costs

- Unprecedented Non-VA care cost increases correlate to overall growth and lack of access to inpatient and specialty care services.

- Research & monitor demand for acute inpatient services and additional specialty care services

Legend:

- ✓ Completed.
- Underway.
- ◇ In planning.

As we look to the future, the focus of our planning is adapting and enlarging our 88-year-old infrastructure while modernizing and expanding the health care services needed by today's Veterans. While there are many changes ahead of us, our pledge and our mission remain constant: *To honor America's Veterans by providing exceptional health care that improves their health and well-being.*



All Veterans are encouraged to enroll in the VA health care system. If not currently enrolled, Veterans can complete the *Application for Health Care Benefits* (Form 1010EZ) online at:

<http://www.stcloud.va.gov/patients/eligibility.asp>

Once the application is completed, you can submit the form online or you may print the form and mail it to us at:

St. Cloud VA Health Care System
Attn: Business Office - Eligibility
4801 Veterans Drive
St. Cloud, MN 56303

You can also hand-carry the form to the Eligibility Office, which is located on the ground floor of Building 1 (Main Entrance). For more information or to enroll via phone please call the Eligibility Office at (320) 255-6340.

St. Cloud VA Health Care System

4801 Veterans Drive

St. Cloud, MN 56303

(320) 252-1670 | (800) 247-1739

Visit our website at www.stcloud.va.gov , and join us on Facebook at: www.facebook.com/StCloudVAHCS