

2013 Annual Report



St. Cloud VA Health Care System

HONORING SERVICE
EMPOWERING
HEALTH



Senior Leaders



Barry I. Bahl
Director



Susan Markstrom, M.D.
Chief of Staff



Cheryl Thieschafer
Associate Director

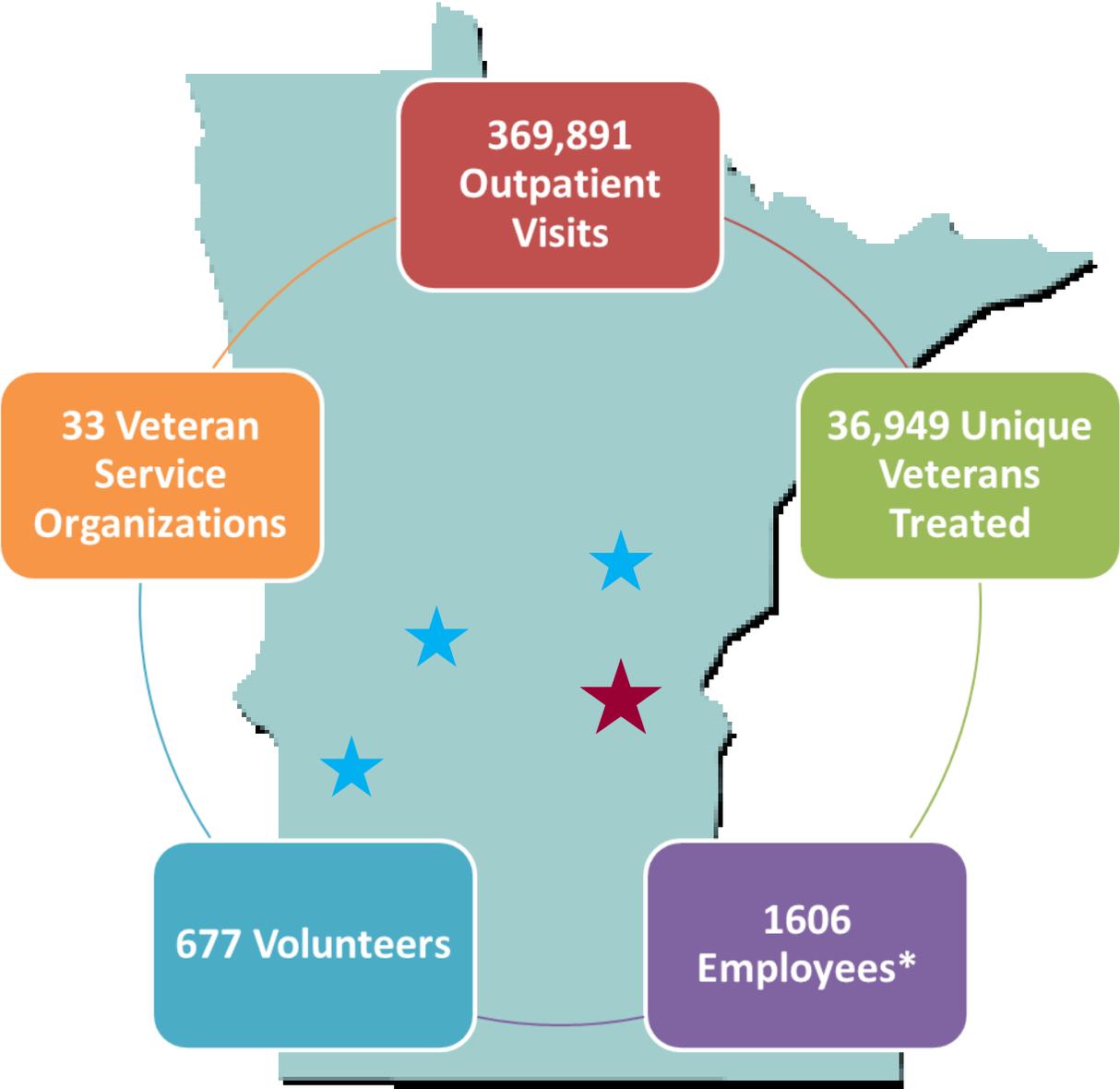


Meri Hauge, MS, RN, NEA-BC
Associate Director of Patient Care
Services/Nurse Executive

Director's Message

As we look back at 2013, we are proud to report that the St. Cloud VA Health Care System continues to take great care of Veterans. Last year, our health care system accomplished great things: serving almost 37,000 Veterans, delivering health care to Veterans from across the upper Midwest, and exceeding a wide range of quality measures. Most importantly, our Veterans continue to tell us we are their choice for health care. That's what's truly important. We have a great privilege few health care systems can match—to help Veterans stay healthy and improve their lives. And we are committed to continuing to earn that privilege.

Sincerely,

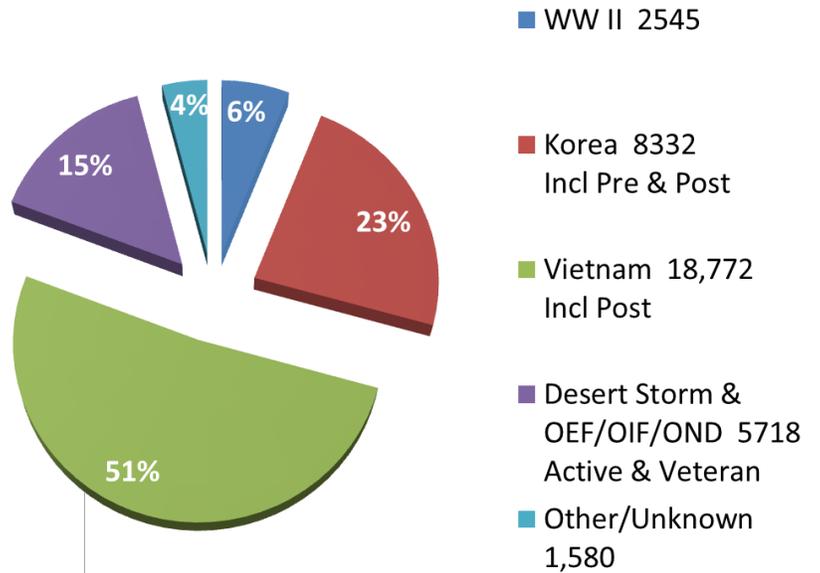


** Comprised of 1,416 full-time, 179 part-time, and 11 intermittent employees*

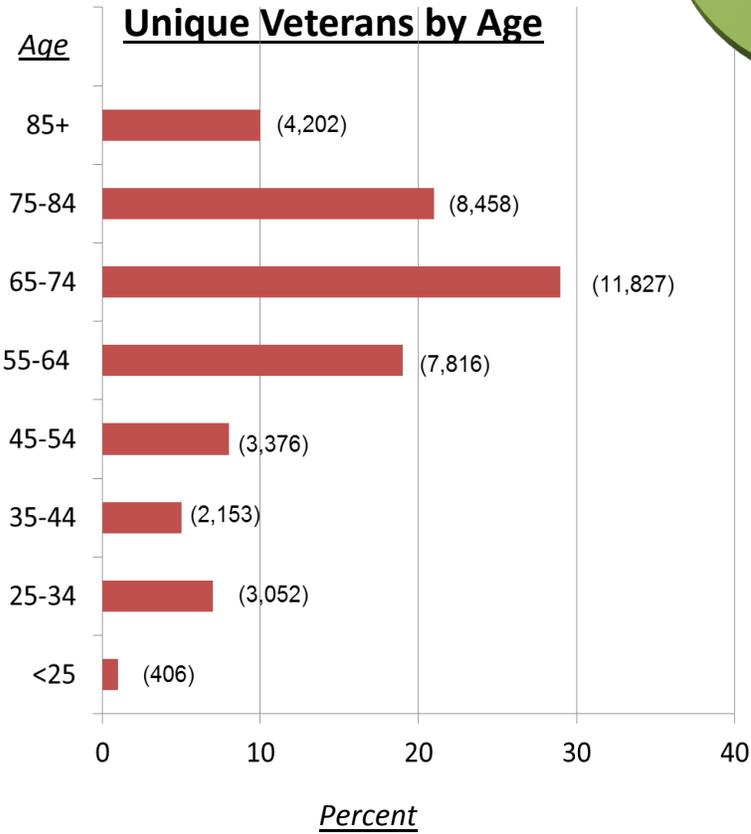
Who We Serve



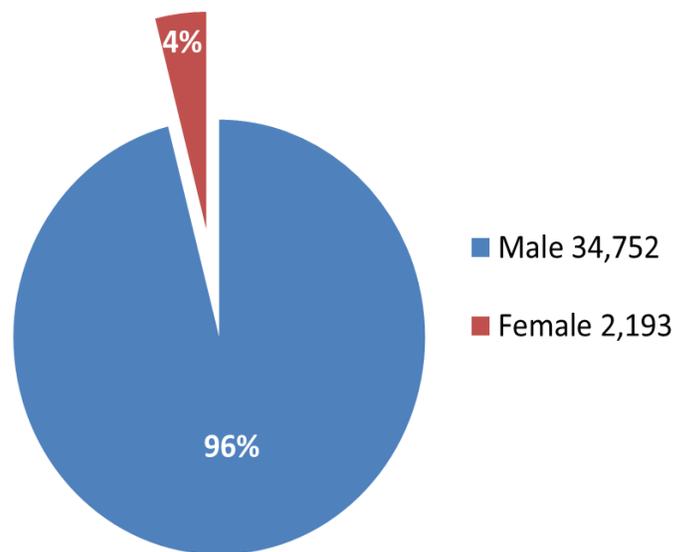
Unique Veterans by Era of Service



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

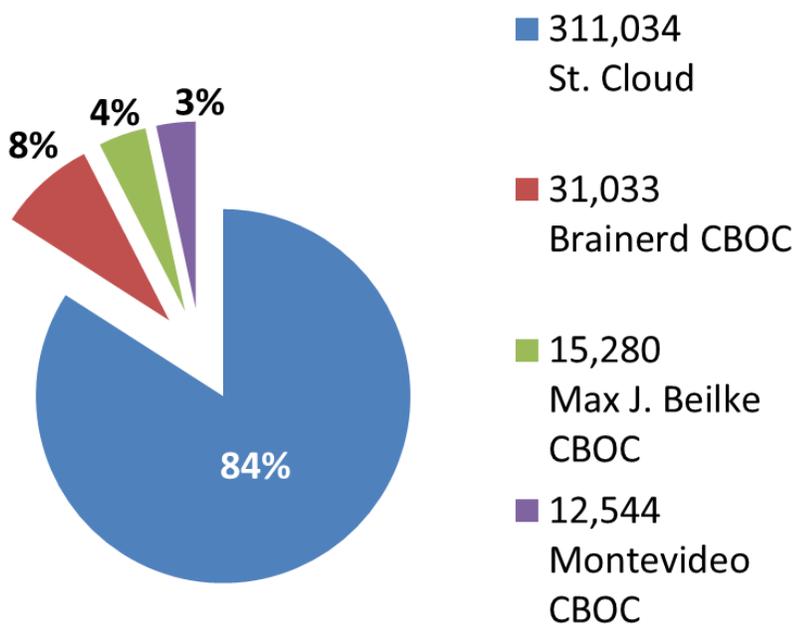


Montevideo CBOC — est. 2002



Max J. Beilke CBOC
Alexandria — est. 2009

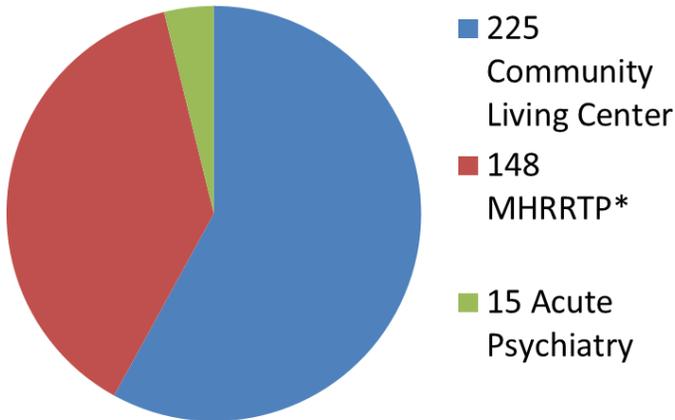
FY 2013 Outpatient Visits



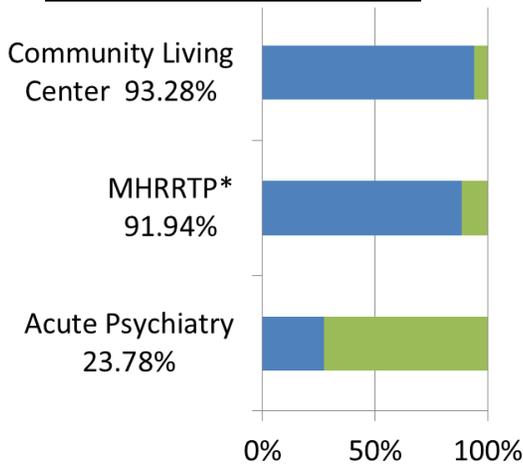
Operating Statistics, FY 2013



Total Operating Beds - 388

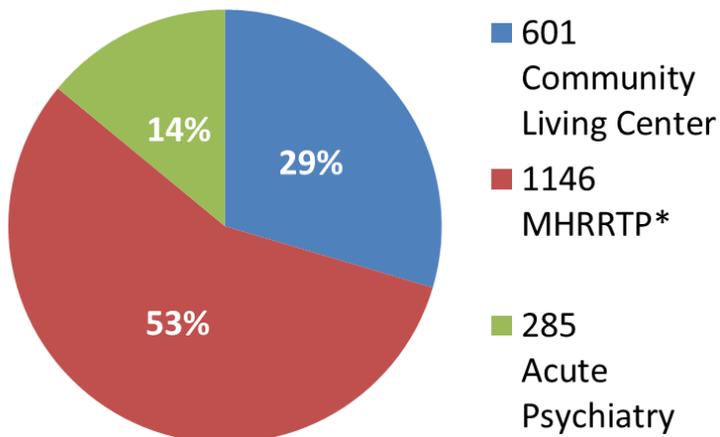


Bed Occupancy Rates



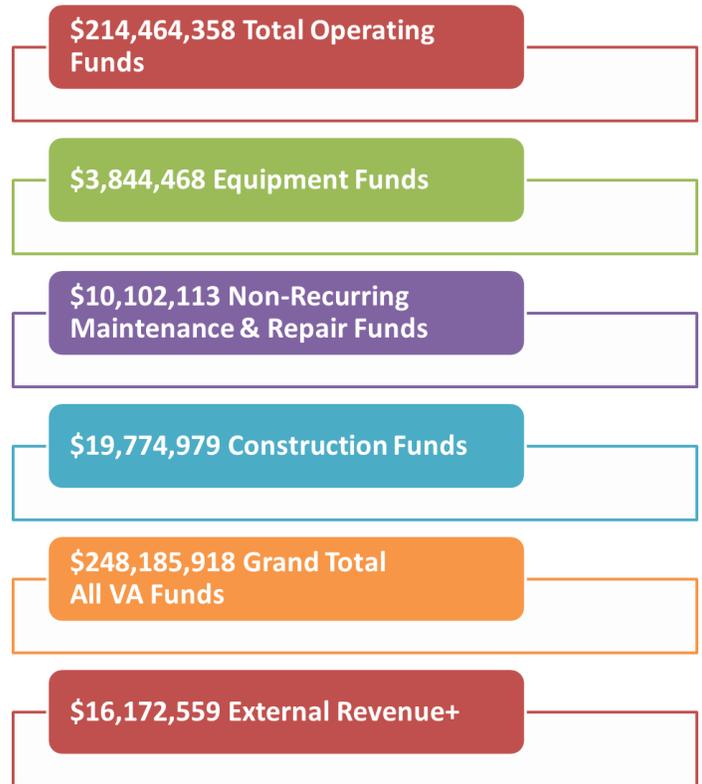
Overall Bed Occupancy Rate: 90.1%
Medical Center Average Daily Census: 350

2,032 Inpatient & Resident Unique Patients



*Mental Health Residential Rehabilitation and Treatment Program

Budget Totals



+Also included in Total Operating Funds

Total Value of Volunteer Resources

\$2,805,800**



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

Our Greatest Strength



Employee of the Year

Jodi Scanlon

Pharmacist
Pharmacy



Physicians Award for Clinical Excellence

Donald Blowers

Physician
Urgent Care

Outstanding Registered Nurse in an Expanded Role

Tena Baker

Registered Nurse
Extended Care & Rehabilitation



Outstanding Registered Nurse

Sally Peterson

Registered Nurse
Primary & Specialty Medicine

Outstanding Licensed Practical Nurse

Jennifer Welter

Licensed Practical Nurse
Surgical & Specialty Care



Outstanding Nursing Assistant

Carol Otremba

Nursing Assistant
Extended Care & Rehabilitation

Clinical Organization



Primary & Specialty Medicine



Byron Busch, 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.

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

Mental Health



Sherrie Herendeen, M.D.
Director

- 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
- Outpatient Mental Health Treatment
- 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
- Caregiver Support Program
- Adult Day Health Care
- Home Based Primary Care
- Gero-Psychiatry
- Ventilator Dependent Care
- Prosthetics Services
- Fitness and Wellness

Primary & Specialty Medicine



Byron Busch
Medical Director



Sadeem Ali
Physician



Eberechi Anozie
Physician



Robert Bacon
Physician



Amina Bilal
Physician



Don Blowers
Physician



Matthew Caffrey
Physician



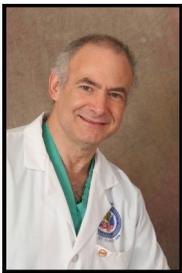
Jeanine Czech
Physician



Corinne Davis
Physician



Crispin Domingo
Physician



Stephen Firestone
Physician



Orleen Hoffman
Physician



Stacy Holberg
Physician



Keith Krueger
Physician



Julia Jacobson
Physician



Basil Leblanc
Physician



Richard Linares
Physician



Perry Malcolm
Physician



Charles Maron
Physician



Lucinda Marty
Physician

Primary & Specialty Medicine



Brandon Mattison
Physician



Barbara Olson
Physician



Nicholas Reuter
Physician



Daniel Sather
Physician



Jackson Thatcher
Physician



Roderick Thompson
Physician



Joyce Warkentien
Physician



Timothy Yeh
Physician



Shannon Borer
Physician Assistant



Mark Buhr
Physician Assistant



John Kass
Physician Assistant



Cheryl Larson
Physician Assistant



Mary Kay Whorton
Physician Assistant



Angie Faunden
Nurse Practitioner



Michael Jesch
Nurse Practitioner



Penny Leen
Nurse Practitioner



Mickie Pittman-Leyendecker
Womens Health
Nurse Practitioner



Christine Rohlfs
Nurse Practitioner



Steve Stasiewicz
Nurse Practitioner



Max J. Beilke Community Based Outpatient Clinic—Alexandria



Andrea Boe
Physician



Mary Leone-Flynn
Physician



Richard Sudmeier
Physician

Brainerd Community Based Outpatient Clinic



Syed Ali
Physician



Rodney Hayes
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 Warsech
Nurse Practitioner

Surgical & Specialty Care



Jay Collins
Medical Director



Carly Busch
Audiologist



Sara Christensen
Audiologist



Rita Knapp
Audiologist



Sara Konrad
Audiologist



Megan Lappin
Audiologist



Nick Martino
Audiologist



Carrie Morris
Audiologist



Alan Sias
Audiologist



Jeff Uhl
Chief, Dental



Sallie Bellicot
Dentist



Allison Levans
Dentist



Cynthia Moran
Dentist



Michael Majchrowicz
Dentist



Janet Zingale
Dentist



Michael Zingale
Dentist



**Stacy Hinkemeyer-
Colatrella**
Optometrist



Polly Jaskowski
Optometrist



Troy Loomis
Optometrist



Carl Moon
Optometrist

Surgical & Specialty Care



Amber Scharnweber
Optometrist



Kenneth Anderson
Oral Surgeon



Rod VanSurksun
Oral Surgeon



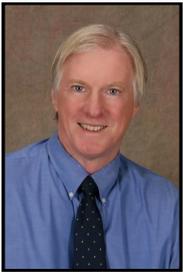
Brian Greteman
Podiatrist



William Hesidence
Podiatrist



Kristin Jackson
Podiatrist



James Mann
Podiatrist



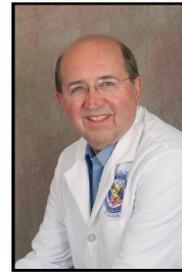
David Schleichert
Podiatrist



Michael Dorle
Surgeon



Mark Engelsjerd
Surgeon



Roger Frerichs
Surgeon



Manual Moran
Surgeon



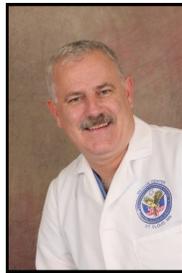
Patrick Oakes
Surgeon



Harry Robinson
Surgeon



Alan Tims
Surgeon



Terrence Duffy
Urologist



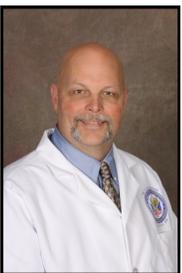
Gregory Parries
Urologist



Kristin McNutt
Physician Assistant



Mark Rudel
Physician Assistant



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

Mental Health



Sherrie Herendeen
Medical Director



Keith Brown
Psychiatrist



Kurt Fox
Psychiatrist



Kenneth Kemp
Psychiatrist



Witold Krasniewski
Psychiatrist



Shashi Prakash
Psychiatrist



Jaya Varma
Psychiatrist



Kay Keimig
Psychiatric
Nurse Practitioner



Diane Myers
Psychiatric
Nurse Practitioner



Deb Zinken
Psychiatric
Nurse Practitioner



LuAnn Ackerson
Clinical Nurse
Specialist



Robin Johnson
Clinical Nurse
Specialist



Elizabeth Kosiba
Clinical Nurse
Specialist



**Susan Sawyer-
Demaris**
Clinical Nurse
Specialist



Beverly Soukup
Clinical Nurse
Specialist



Renotta Stainbrook
Clinical Nurse
Specialist



Hellen Boit
Nurse Practitioner



Ellen Manthe
Nurse Practitioner



Jason Pierskalla
Nurse Practitioner



Brian Unglaub
Nurse Practitioner

Extended Care & Rehabilitation



Lorraine Birskovich
Medical Director



Mark Aberle
Administrative
Director



Carol Showalter
Physician



Kathy Beuning
Nurse Practitioner



Barbara Buss
Nurse Practitioner



Kay Iken
Nurse Practitioner



Angie Moscho
Nurse Practitioner



Charlene Lafrenz
Nurse Practitioner

Not Pictured:

Surgical & Specialty Care

Scott Andrews, Anesthesiologist

John Solan, Audiologist

John Conti, Dentist

Bradley Anderson, Ophthalmologist

Julie Samson, Orthopedic Surgeon

Angela Peng, Otolaryngologist

Primary & Specialty Medicine

Larry Grong, Physician

Mental Health

Barbara Booth, Clinical Nurse Specialist

Vicky LaPlant, Psychiatric Nurse Practitioner



New Women Veterans Program Manager— Juliness Roman Vera, MHA, RN, now serves as our Women Veterans Program Manager. Roman Vera is a Veteran who served in the U.S. Army Reserve from 1996-2004. A Registered Nurse, she also holds a Master of Health Administration degree. Her nursing experience includes Women's health (pre and post-partum), neonatal care, adult critical care, and chronic disease case management. Roman Vera's diverse nursing and military experiences will develop, enhance and promote Women Veteran services.

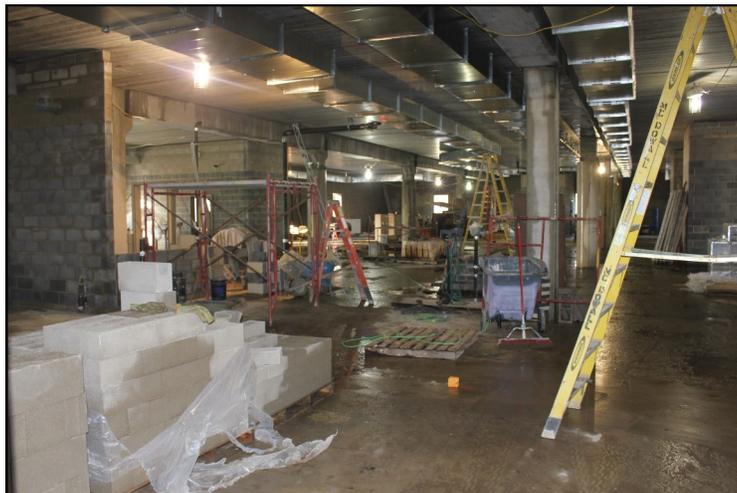
2013 Highlights



MRI Now Available at St. Cloud VA—After a year and a half of construction, the MRI Addition opened in September. The MRI Addition adds a new diagnostic imaging capability, increases convenience for Veterans, enables enhanced coordination of care, and greatly reduces Non-VA Medical Care costs. Projected cost savings are over \$800,000 per year. The MRI

suite includes the large bore (70 cm) scanner and an “Ambient Experience” for the patient.

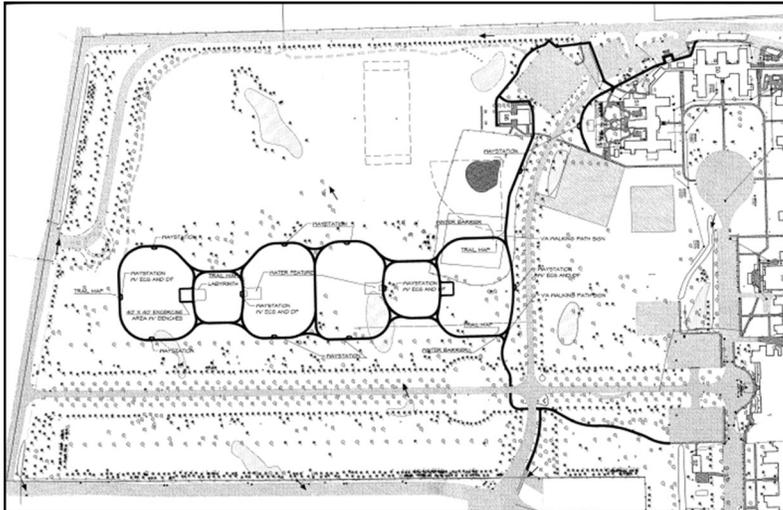
New Mental Health Building—In April, construction began on the new mental health building. Expansion of mental health offerings will help meet increasing demand and increase capacity for the treatment of numerous mental health conditions. The new building will contribute to the enhancement of the functional recovery of Veterans suffering from serious mental health and substance use issues. The 19,000 sq. ft., single story building includes a connecting corridor and is expandable for a future second level. It will provide a safe, secure and modern environment of up to 20 beds appropriate for short-term, acute inpatient psychiatric care. The interior design allows for enhanced lines of sight, contains space for modern treatment methods, and is adaptable should treatment modalities evolve over time.





St. Cloud VA Designated “Leader in LGBT Healthcare Equality”

—Recognition was made in the Healthcare Equality Index 2013, an annual survey conducted by the Human Rights Campaign Foundation, the educational arm of the country's largest lesbian, gay, bisexual and transgender (LGBT) organization. The St. Cloud VA HCS earned top marks for its commitment to equitable, inclusive care for LGBT patients and their families, who can face significant challenges in securing adequate health care. The St. Cloud VA HCS was one of 464 health care facilities nationwide to be named leaders in LGBT Healthcare Equality.



Construction is almost complete on our new **Walking Path!** The path will emphasize fitness as a lifestyle and enhance the health and well-being of residential Veterans while creating safe walking spaces. Approximately one mile in length, the project includes an East-West pathway across campus, and provides for benches, emergency call stations, utility feeds, and future memorial areas.

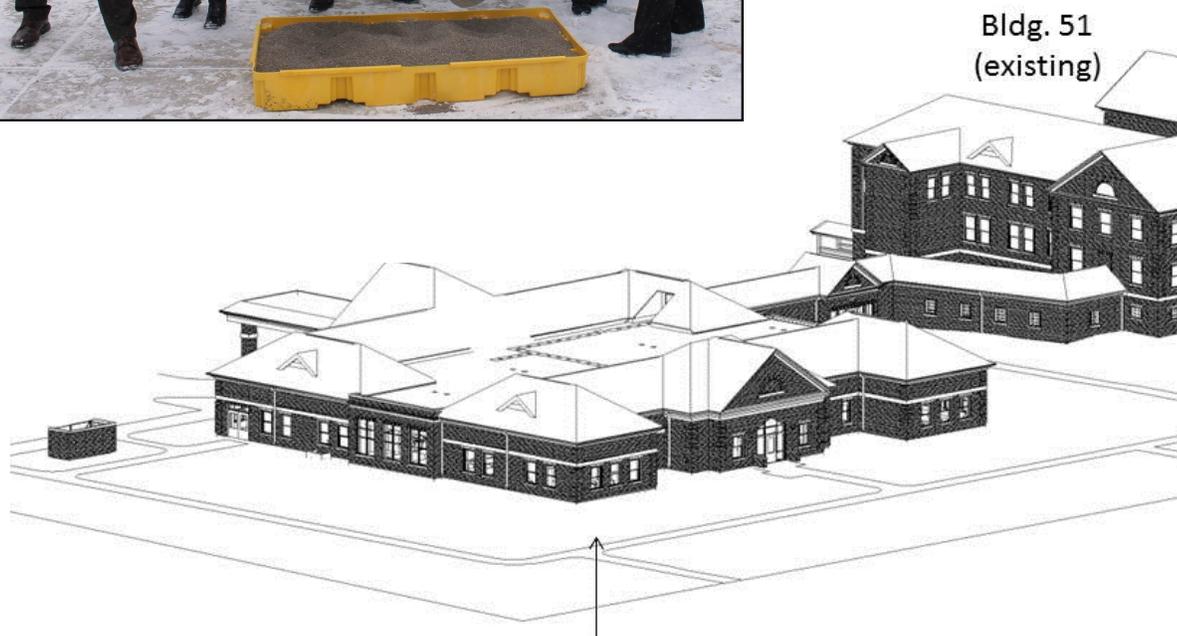
Stopping Pertussis—The St. Cloud VA Health Care System joined with the Stearns-Benton Medical Society’s Central Minnesota Community Immunization Campaign to help stop the spread of pertussis, or whooping cough. Pertussis vaccinations were offered along with annual influenza vaccinations to all Veterans and employees.



2013 Highlights



New Rehabilitation Center— While the weather was central Minnesota cold and wintry, on Dec. 16, hearts were warmed by thought of a brand new Rehabilitation Center for Veterans, served by the St. Cloud VA. At the groundbreaking ceremony for the 19,000 square foot building, Mark Aberle, Director of Extended Care and Rehabilitation, described the new center in the following words: *"This new Center will improve lives and enhance recovery because it will enable us to offer our rehabilitation therapies to more Veterans, and do so in an environment that is both modern and sufficient for their needs."* Construction of the new facility and connecting corridor is expected to take approximately two years.



Artist Drawing of Rehabilitation Center



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 89-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:

<https://www.1010ez.med.va.gov>

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 <http://www.stcloud.va.gov/>, and join us on

Facebook at: <https://www.facebook.com/StCloudVAHCS>