



2015 Annual Report

St. Cloud VA Health Care System



New Rehabilitation Center, opened December 2015

***You Served,
Now Let Us Serve You***

Senior Leaders



Barry I. Bahl
Director



Susan Markstrom, M.D.
Chief of Staff



Cheryl Thieschafer
Associate Director



**Mark Aberle, MS, RN,
APRN-BC, NP-C**
Associate Director of
Patient Care Services/
Nurse Executive

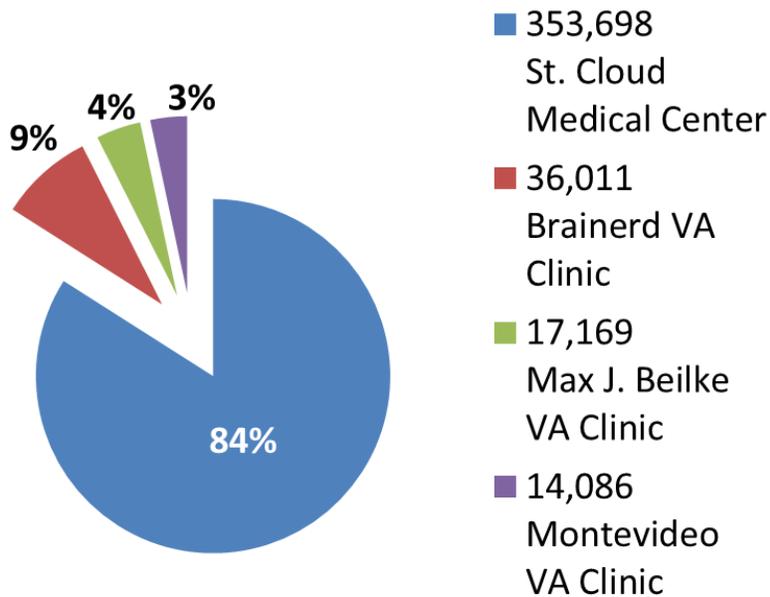
Director's Message

We are deeply appreciative of the continued trust placed in the St. Cloud VA team by Veterans, Veterans service organizations, volunteers and members of the communities we serve. 2015 presented many challenges across the VA, and we felt the impacts of them here. The ongoing fielding and refinement of the Veterans Choice Program created changes in the way we manage the care of our Veterans. We worked hard to minimize disruptions, but know that many of our Veterans had to make adjustments when obtaining care in the community. Recruiting sufficient numbers of providers in a very competitive market continues to present challenges. Please be assured that we are using every tool available to us to recruit providers to deliver care to the ever-growing numbers of Veterans seeking care. Creating sufficient space to deliver the health care needed by today's Veterans is another long-term challenge. We are pleased that in 2015 we added a new Acute Psychiatry Unit, finished the remodeling of one-half of a Community Living Center building, and added a new Rehabilitation Center. All totaled, approximately 40,000 square feet of patient care space was added to the campus. We pledge to continue to change and adapt as necessary to meet these challenges and others as they are presented. We are confident we can meet these challenges by ensuring that the quality of care our Veterans expect and deserve is not negotiable; by insisting that it gets provided in a timely manner; and by trusting in our great staff to deliver it with professionalism and a positive experience. To all of our Veterans we say thank you for your service, and for allowing us to serve you.

Sincerely,



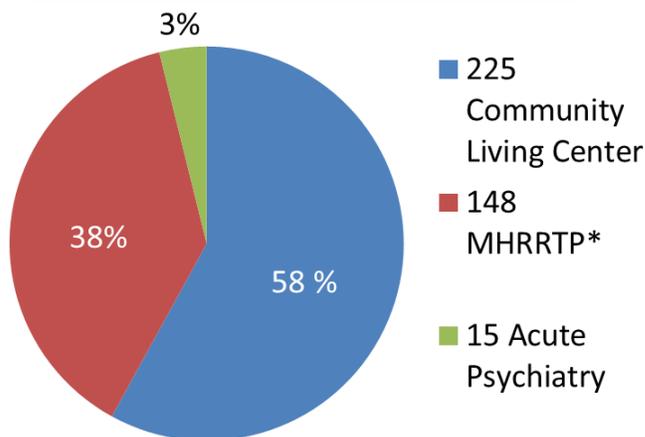
FY 2015 Outpatient Visits



38,603 Unique Veterans Treated

420,969 Outpatient Visits

Total Operating Beds - 388



29 Veteran Service Organizations

654 Volunteers

**Mental Health Residential Rehabilitation and Treatment Program*

Average Daily Census = 346

127,791 Bed Days of Care

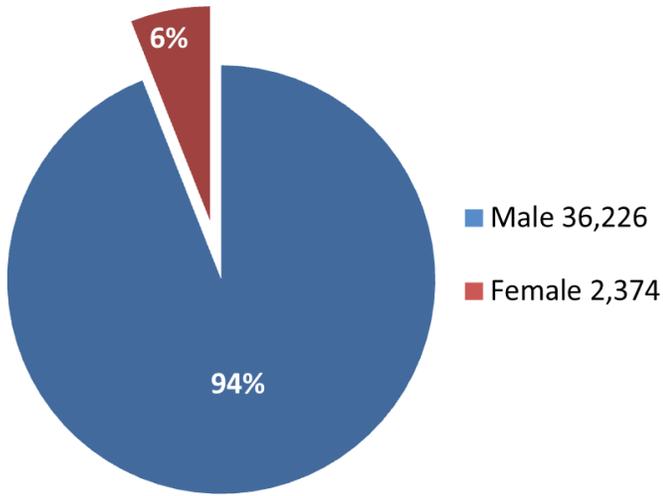
1,692 Employees*

** Comprised of 1,471 full-time, 211 part-time, and 10 intermittent employees*

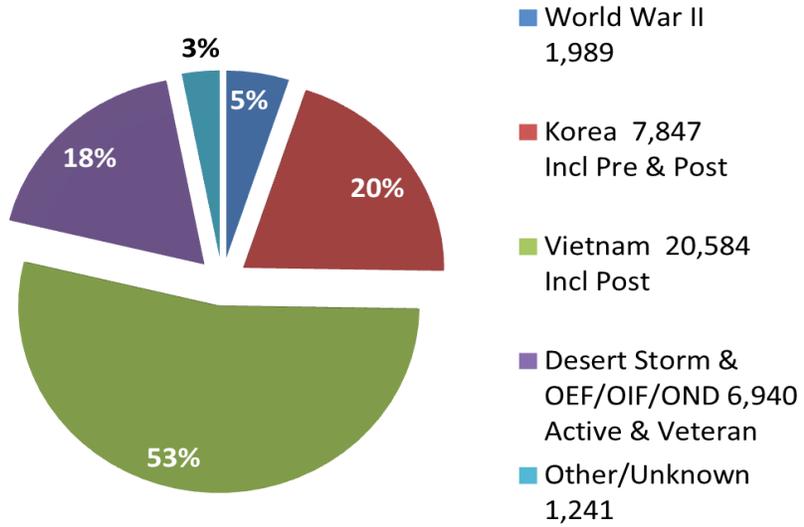
Who We Serve



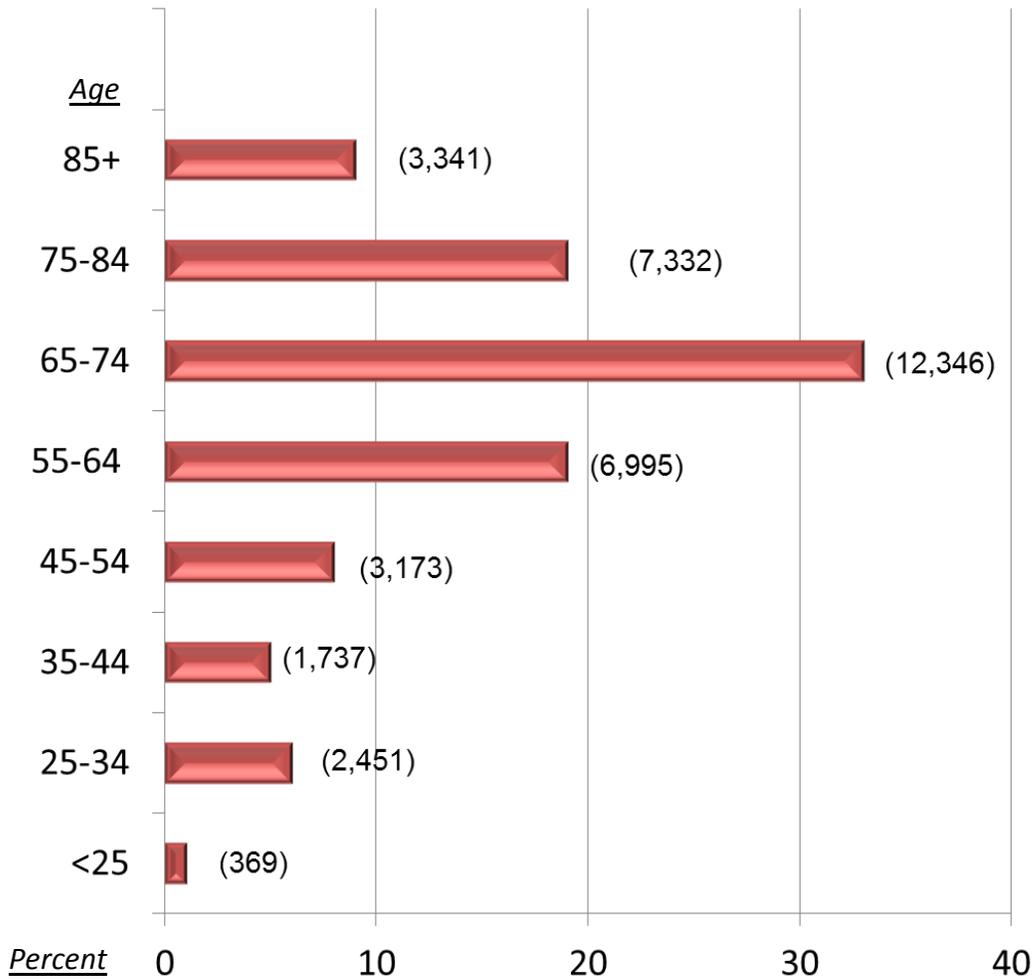
Unique Veterans by Gender



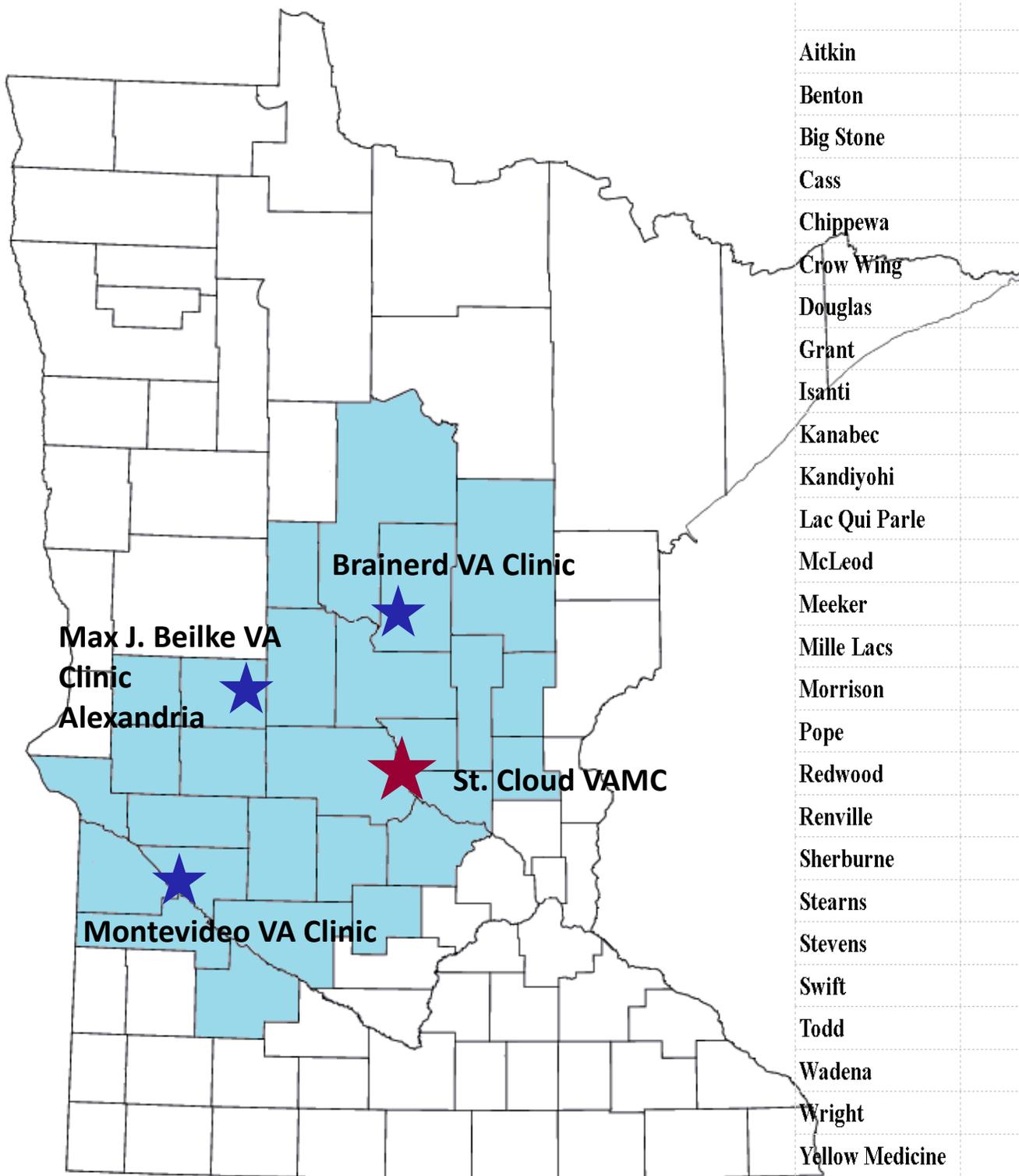
Unique Veterans by Service Era



Unique Veterans by Age



Operating Locations



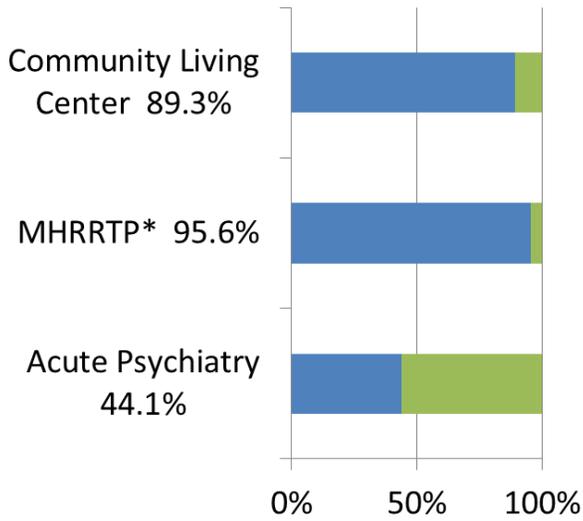
<u>Counties</u>	<u>Number Of Veterans</u>
Aitkin	762
Benton	1150
Big Stone	176
Cass	1048
Chippewa	462
Crow Wing	2993
Douglas	1474
Grant	99
Isanti	774
Kanabec	485
Kandiyohi	1291
Lac Qui Parle	289
McLeod	928
Meeker	763
Mille Lacs	1322
Morrison	1705
Pope	393
Redwood	223
Renville	418
Sherburne	2380
Stearns	5695
Stevens	195
Swift	355
Todd	700
Wadena	644
Wright	2081
Yellow Medicine	336

The St. Cloud VAHCS is assigned a primary service area of 27 Central Minnesota counties. In 2015, over 29,000 Veterans from these counties received care through the St. Cloud VA Health Care System. Nearly 9,000 Veterans from across the rest of Minnesota and the Upper Midwest traveled to us to receive specialized care and services.

Operating Statistics, FY 2015

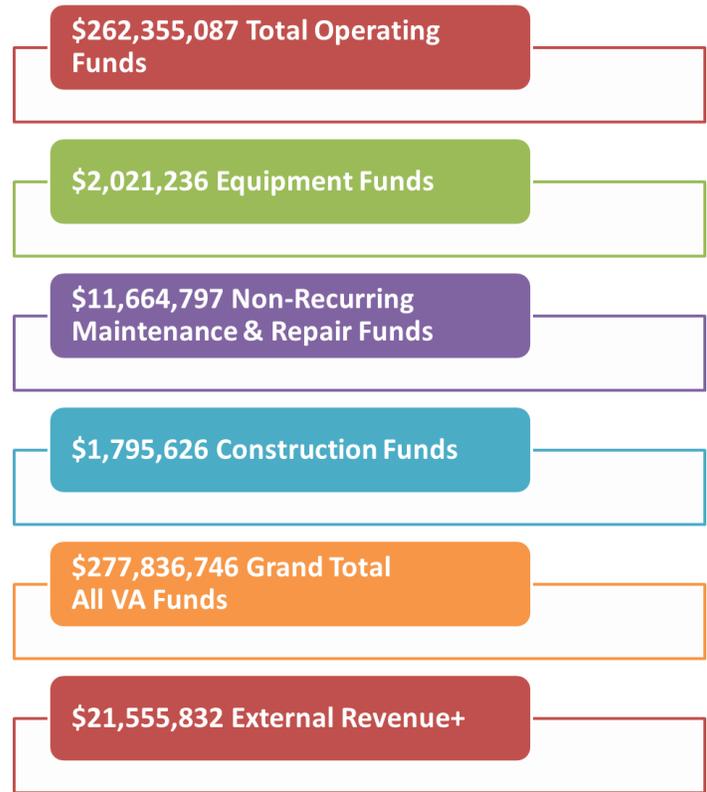


Bed Occupancy Rates



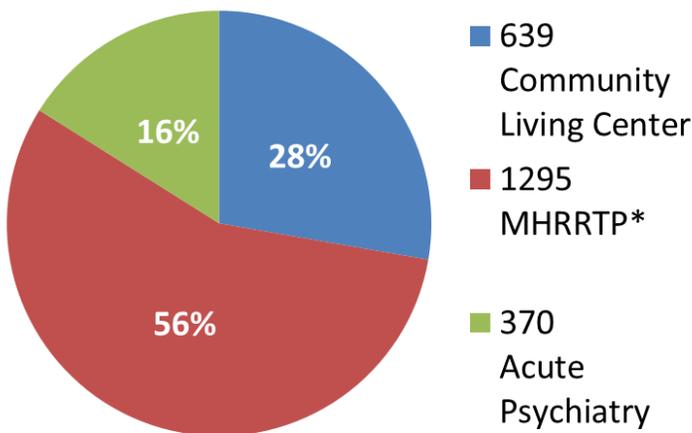
Overall Bed Occupancy Rate: 90.7%

Budget Totals



+Funds collected from other health insurance, also included in Total Operating Funds

2,304 Inpatient & Resident Unique Patients



**Mental Health Residential Rehabilitation and Treatment Program*

Total Value of Volunteer Resources = \$2,325,114**



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

Our Greatest Strength



Physician Award for Clinical Excellence

Mary Leone-Flynn

Physician
Primary & Specialty
Medicine



Employee of the Year

Danica Herzog

Licensed Practical Nurse
Extended Care & Rehabilitation



Hearts & Hands Award

Tina Gaida

Social Worker
Extended Care & Rehabilitation



Outstanding Registered Nurse

Deborah Lindstrom

Registered Nurse
Mental Health



Outstanding Registered Nurse in an Expanded Role

Amy Williams

Registered Nurse
Extended Care & Rehabilitation



Outstanding Nursing Assistant/Health Technician

Sandra Heinz

Nursing Assistant
Surgical & Specialty Care



Outstanding Licensed Practical Nurse

Kelly Klemz

Licensed Practical Nurse
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
- Neurology
- Telehealth
- Women's Health Services
- Urgent Care
- Hematology/Oncology Clinic
- Pulmonology
- Compensation & Pension Exams
- Environmental Exams
- Nephrology

Surgical & Specialty Care



Jay Collins, M.D.
Director

- Outpatient Surgery
- Optometry
- Podiatry
- Dental
- Otolaryngology
- Oral Surgery
- GI/Endoscopy
- Plastic Surgery (limited)
- Orthopedics
- Audiology
- Urology
- Ophthalmology
- General Surgery
- Wound Care Management
- Endodontics

Mental Health



Sherrie Herendeen, M.D.
Director

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

Extended Care & Rehabilitation



Christopher Churchill, D.O.
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



George Adam
Physician



Don Blowers
Physician



Jeanine Czech
Physician



Corinne Davis
Physician



Crispin Domingo
Physician



Ronald Halvorson
Physician



Orleen Hoffman
Physician



Stacy Holberg
Physician



Keith Krueger
Physician



Basil Leblanc
Physician



Richard Linares
Physician



Perry Malcolm
Physician



Lucinda Marty
Physician



Brandon Mattison
Physician



Barbara Olson
Physician



Nicholas Reuter
Physician



Daniel Sather
Physician



Jeffrey Skogen
Physician



Anita Smith
Physician

Primary & Specialty Medicine



Jackson Thatcher
Physician



Mellisa Barnswell
Physician Assistant



Sally Becker
Physician Assistant



Shannon Borer
Physician Assistant



Mark Buhr
Physician Assistant



John Gravaard
Physician Assistant



John Hardman
Physician Assistant



Mary Kay Whorton
Physician Assistant



Erin Forsell
Nurse Practitioner



Penny Leen
Nurse Practitioner



Ellen Manthe
Nurse Practitioner



Catherine Neuman
Nurse Practitioner



**Mickie Pittman-
Leyendecker**
Womens Health
Nurse Practitioner



Christine Rohlfs
Nurse Practitioner



Breeanna Waletzko
Nurse Practitioner



Jenifer Wynne
Nurse Practitioner



Max J. Beilke VA Clinic—Alexandria



Andrea Boe
Physician



Roberta Montgomery
Nurse Practitioner

Brainerd VA Clinic



Rodney Hayes
Physician



Thomas Polovitz
Physician



Susan Skarp
Physician



Erik Vilen
Physician



Kristin Jackson
Podiatrist



Jean Plested
Nurse Practitioner

Montevideo VA Clinic



Richard Vandenberg
Physician



John Kass
Physician Assistant



Penny Worsch
Nurse Practitioner

Surgical & Specialty Care



Jay Collins
Medical Director



Carly Busch
Audiologist



Sara Christensen
Audiologist



Sara Doelger-Leyk
Audiologist



Ryan Euer
Audiologist



Julie Fanger
Audiologist



Karen Nick
Audiologist



Rita Knapp
Audiologist



Megan Lappin
Audiologist



Nick Martino
Audiologist



Carrie Morris
Audiologist



Jeff Uhl
Chief, Dental



Sallie Bellicot
Dentist



Kevin Fitzgerald
Dentist



Allison Levans
Dentist



Cynthia Moran
Dentist



Janet Zingale
Dentist



Michael Zingale
Dentist



**Stacy Hinkemeyer-
Colatrella**
Optometrist



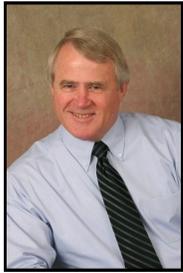
Troy Loomis
Optometrist



Polly Mahling
Optometrist



David McIntosh
Optometrist



Carl Moon
Optometrist



**Amber
Scharnweber**
Optometrist

Surgical & Specialty Care



Brian Greteman
Podiatrist



James Mann
Podiatrist



Joel Syvrud
Podiatrist



Angela Peng
Otolaryngologist



Michael Dorle
Surgeon



Mark Engelsjerd
Surgeon



Roger Frerichs
Surgeon



Manual Moran
Surgeon



Patrick Oakes
Surgeon



Harry Robinson
Surgeon



Julie Samson
Surgeon



Alan Tims
Surgeon



Terrence Duffy
Urologist



Gregory Parries
Urologist



Mark Rudel
Physician
Assistant



Jude Mueller
Certified
Registered Nurse
Anesthetist



Carrie Peterson
Certified
Registered Nurse
Anesthetist



Betsy Ellingson
Certified
Registered Nurse
Anesthetist



Bill Goodman
Certified
Registered Nurse
Anesthetist



Robert Hilgen
Certified
Registered Nurse
Anesthetist

Mental Health



Sherrie Herendeen
Medical Director



Keith Brown
Psychiatrist



Elizabeth Delesante
Psychiatrist



Kurt Fox
Psychiatrist



Witold Krasniewski
Psychiatrist



Shashi Prakash
Psychiatrist



Jaya Varma
Psychiatrist



LuAnn Ackerson
Clinical Nurse
Specialist



Robin Johnson
Clinical Nurse
Specialist



Elizabeth Kosiba
Clinical Nurse
Specialist



Susan Sawyer-Demaris
Clinical Nurse
Specialist



Phyllis Scott
Clinical Nurse
Specialist



Beverly Soukup
Clinical Nurse
Specialist



Hellen Boit
Nurse Practitioner



Teresa Duncan
Nurse Practitioner



Lucille Hanson
Nurse Practitioner



Jason Pierskalla
Nurse Practitioner



Steve Stasiewicz
Nurse Practitioner



Brett Tillman
Nurse Practitioner

Extended Care & Rehabilitation



Christopher Churchill
Medical Director



Lorraine Birskovich
Physician



Mary Clark
Physician



Carol Showalter
Physician



Kathy Beuning
Nurse Practitioner



Kay Iken
Nurse Practitioner



Emily Luitjens
Nurse Practitioner



Angie Moscho
Nurse Practitioner



Charlene Lafrenz
Nurse Practitioner

Imaging



Ana Claudia Rosa
Radiologist



Jennifer Spanbauer
Radiologist

Not pictured in this edition:

Surgical & Specialty Care

Scott Andrews, Anesthesiologist

John Solan, Audiologist

John Conti, Dentist

Donald Primley, Oral Surgeon

Bradley Anderson, Ophthalmologist

Rachael Lloyd, Optometrist

Paul Heath, Plastic Surgeon

Tanya Black, Certified Nurse Practitioner

William Lau III, Physician Assistant

Richard Lucius, Ophthalmologist

Primary & Specialty Medicine

Ansar Ahmed, Physician

Mental Health

Renee Koronkowski, Psychiatrist

Barbara Booth, Clinical Nurse Practitioner

Vicky LaPlant, Psychiatric Nurse Practitioner

Special Programs for Veterans



**Operation Iraqi Freedom,
Operation Enduring Freedom
& Operation New Dawn Program**
Mike Mynczywor
Located in Bldg. 111 check in at reception desk



Suicide Prevention Program
Mary Jo Pine
Located in Bldg. 28 Room 39
Phone: (320) 252-1670 ext. 6719



Spinal Cord Injury (SCI/D) Program
Heidi Ampe & Lindsey Monroe
Located in Bldg. 51 Room 23
Phone: (320) 252-1670 ext. 7235
Visual Impairment Services (VIST) Lois Thesing
Located in Bldg. 51 Room 23 Phone: (320) 252-1670 ext. 7235



Military Sexual Trauma Program
Joy Finkelson
Located in Bldg. 28 Room 7
Phone: (320) 252-1670 ext. 6398



Women Veterans Program
Julie Roman Vera
Located in Bldg. 48 Room 219
Phone: (320) 252-1670 ext. 6655



Former Prisoners Of War Program
Amy Hansen
Located in Bldg. 29 Room 236
Phone: (320) 255-6379



Caregiver Support Program
Jess Behrends
Located in Bldg. 48 Room 230
Phone: (320) 252-1670 ext. 7283



Infusion Clinic Expands

The new 1,750-square-foot clinic opened in August. Located in Bldg. 29, in completely remodeled space, the clinic is in close proximity to hematology and oncology providers. The clinic is equipped with state-of-the-art infusion equipment, and patient chairs now include heat, massage and pillow speakers connected to private TVs. The larger clinic area allows us to serve more Veterans, as the number of patient chairs increased from three to eight. The new clinic also includes a dedicated waiting room and treatment spaces for better privacy and infection prevention.



New Food Service Building Under Construction

Significant progress was made on the new food service building. When complete, the new building will provide a larger dining room and larger food preparation areas, in a location closer to the residential Veterans it serves. Following construction of the new building, a planned follow-on project will remodel the current kitchen space into an additional Primary Care Clinic in the central core of the campus.



Mental Health RRTP Privacy & Environment of Care Improvement Renovation

The Mental Health Residential Rehabilitation and Treatment Program is renovating Building 28 to improve the privacy and recovery oriented care it provides our Veterans. The renovation will eventually expand the number of residential beds from 148 to 168.



2015 Highlights



New Acute Psychiatric Unit



The approximately 19,000-square-foot building opened in March and provides a safe, secure and modern environment appropriate for acute, inpatient psychiatric care. The addition of this new building enables the physical restructuring of other mental health program spaces, which will improve efficiencies and begin to close a significant mental health space deficit.

New Rehabilitation Center



The newly constructed, approximately 19,000-square-foot Rehabilitation Center offers expanded treatment areas, space for state-of-the-art rehabilitation equipment, more private treatment spaces and provisions for enhanced safe patient handling. The center will initially house the Physical Therapy and Speech Therapy Departments; a planned enhancement will complete the space necessary to house the Occupational Therapy and Physiatry Departments, a Low Vision Clinic and an Independent Living apartment.



As we assess the current environment and look to the future, it is evident that dynamic and frequent change lies ahead. Given this view, we are relying on the firm foundation afforded us by our values, and are focusing on five key priorities in order to deliver high-quality health care services to Veterans in a timely manner and with a positive experience. While there are many changes ahead of us, our pledge and our purpose remain constant: *To honor America's Veterans by providing exceptional health care that improves their health and well-being.*





**Thank You for Your Service,
Now Let Us Serve You!**

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: Health Administration Service - Eligibility (Veteran Services) HAS136A

4801 Veterans Drive

St. Cloud, MN 56303

You can also hand-carry the form to the Eligibility (Veteran Services) 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 (Veteran Services) Office at (320) 255-6340.

St. Cloud VA Health Care System

4801 Veterans Drive

St. Cloud, MN 56303

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

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