St. Cloud VA Health Care System

Veteran Centered Health Care
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.

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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 HealtheVet. 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

- 368,960 Outpatient Visits
- 33 Veteran Service Organizations
- 38,178 Unique Veterans Treated
- 681 Volunteers
- 1496 Employees*

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

Unique Veterans by Era of Service

- WW II: 3,088
- Korea: 8,951 (incl Pre & Post)
- Vietnam: 18,793 (incl Post)
- Desert Storm & OEF/OIF/OND: 5,481
- Active & Veteran
- Other/Unknown: 2,309

Unique Veterans by Age

Age | Count
---|---
85+ | (3,457)
75-84 | (8,017)
65-74 | (10,403)
55-64 | (9,026)
45-54 | (3,222)
35-44 | (1,689)
25-34 | (2,336)
<25 | (472)

Unique Veterans by Gender

- Male: 36,474
- Female: 2,148

Percent

5%
95%
Operating Locations

Montevideo CBOC — est. 2002

St. Cloud VA Medical Center — est. 1924

Max J. Beilke CBOC
Alexandria — est. 2009

Brainerd CBOC — est. 1999

FY 2012 Outpatient Visits

- 315,414 St. Cloud
- 27,643 Brainerd CBOC
- 13,541 Max J. Beilke CBOC
- 12,362 Montevideo CBOC

86% 4% 3% 8%
Operating Statistics, FY 2012

**Total Operating Beds - 388**
- 225 Community Living Center
- 148 MHRRTMP
- 15 Acute Psychiatry

**Bed Occupancy Rates**
- Community Living Center: 94.53%
- MHRRTMP: 88.96%
- Acute Psychiatry: 37.03%

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

**2,464 Inpatient & Resident Unique Patients**
- 778 Community Living Center
- 1,231 MHRRTMP
- 455 Acute Psychiatry

**Total Value of Volunteer Resources**
**$2,221,107**

**Budget Totals**
- $215,194,101 Total Operating Funds
- $2,886,331 Equipment Funds
- $10,478,394 Non-Recurring Maintenance & Repair Funds
- $9,421,508 Construction Funds
- $237,980,335 Grand Total All VA Funds
- $18,332,842 External Revenue+

*Also included in Total Operating Funds

**Mental Health Residential Rehabilitation and Treatment Program**

**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.

**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

**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.

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

- 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

Susan Markstrom, M.D.
Director

Surgical & Specialty Care

- Outpatient Surgery
- Optometry
- Podiatry
- Dental

- Orthopedics
- Audiology
- Urology

Jay Collins, M.D.
Director

Mental Health

- 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

Sherrie Herendeen, M.D.
Director

Extended Care & Rehabilitation

- 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

Lorraine Birskovich, M.D.
Medical Director
Mark Aberle, CNP
Administrative Director
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
Jay Collins
Medical Director

Dennis Callahan
Surgeon

Michael Dorle
Surgeon

Mark Engelsgjerd
Surgeon

Roger Frerichs
Surgeon

Manuel Moran
Surgeon

Patrick Oakes
Surgeon

Harry Robinson
Surgeon

Alan Tims
Surgeon

Rod VanSurksum
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
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 Zinen, Nurse Practitioner
Brian Unglaub, Nurse Practitioner
Vicky LaPlant, Advanced Practice Registered Nurse
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.
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!
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.

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.

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.
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:


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.