2014 Annual Report
St. Cloud VA Health Care System

U.S. Veterans Hospital, Saint Cloud, Minnesota, 1924

1924—2014
90 Years of Service to Veterans
2014 was a challenging year for Veterans and those who care for them. While we take great pride in knowing that Central Minnesota Veterans continue to place their trust in us, we remain humbled by that privilege and responsibility. We are not perfect, but the St. Cloud VA HCS team—comprised of Veterans, Veteran Service Organizations, volunteers, community organizations, and employees—is united by the desire to provide great health care to Veterans in a timely manner and to deliver it with a positive experience. This formula works—in 2014, the number of patients we served grew by over 2%! To all of our Veterans we say thank you for your service, and for allowing us to serve you.

Sincerely,

Barry I. Bahl
Director
At a Glance

**FY 2014 Outpatient Visits**
- 334,791 St. Cloud
- 33,205 Brainerd CBOC
- 15,255 Max J. Beilke CBOC
- 14,275 Montevideo CBOC

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

*Mental Health Residential Rehabilitation and Treatment Program

**Total Operating Beds**
- 388

**Average Daily Census** = 355

**127,059 Bed Days of Care**

**37,737 Unique Veterans Treated**

**397,526 Outpatient Visits**

**28 Veteran Service Organizations**

**654 Volunteers**

**1,677 Employees***

* Comprised of 1,447 full-time, 225 part-time, and 5 intermittent employees
Who We Serve

Unique Veterans by Gender
- Male 35,440 (94%)
- Female 2,304 (6%)

Unique Veterans by Service Era
- World War II 2,282
- Korea 8,089 Incl Pre & Post
- Vietnam 19,914 Incl Post
- Desert Storm & OEF/OIF/OND 6,306 Active & Veteran
- Other/Unknown 1,155

Unique Veterans by Age
- 85+ (3,341)
- 75-84 (7,332)
- 65-74 (12,346)
- 55-64 (6,995)
- 45-54 (3,173)
- 35-44 (1,737)
- 25-34 (2,451)
- <25 (369)
The St. Cloud VAHCS is assigned a primary service area of 27 Central Minnesota counties. In 2014, over 29,000 Veterans from these counties received care through the St. Cloud VA Health Care System. Over 8,000 Veterans from across the rest of Minnesota and the Upper Midwest traveled to us to receive specialized care and services.
Operating Statistics, FY 2014

**Bed Occupancy Rates**

Community Living Center 90.9%
MHRRT* 97.8%
Acute Psychiatry 34.4%

*Overall Bed Occupancy Rate: 91.4%

**2,112 Inpatient & Resident Unique Patients**

- 623 Community Living Center
- 1,175 MHRRT*
- 314 Acute Psychiatry

**Budget Totals**

- $232,507,635 Total Operating Funds
- $6,635,381 Equipment Funds
- $3,931,623 Non-Recurring Maintenance & Repair Funds
- $8,606,421 Construction Funds
- $251,681,060 Grand Total All VA Funds
- $17,672,967 External Revenue+

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

**Total Value of Volunteer Resources = $2,336,336**

- $166,447 Cash Donations
- $351,183 Material Donations
- 79,654 Volunteer Hours (Equivalent to 42 Full-Time Employees)

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

*Mental Health Residential Rehabilitation and Treatment Program
Our Greatest Strength

Physicians Award for Clinical Excellence

Roger Frerichs  
Surgeon  
Surgical & Specialty Care

Lorraine Birskovich  
Medical Director  
Extended Care & Rehabilitation

Employee of the Year

Leah Diederich  
Licensed Practical Nurse  
Mental Health

Hearts & Hands Award

Wanda Wirth  
Registered Nurse  
Primary & Specialty Medicine

Outstanding Registered Nurse

Amy Hopkins  
Registered Nurse  
Primary & Specialty Medicine

Outstanding Registered Nurse in an Expanded Role

Sandy Ruprecht  
Registered Nurse  
Mental Health

Outstanding Nursing Assistant

Bridget Strom  
Nursing Assistant  
Extended Care & Rehabilitation

Outstanding Licensed Practical Nurse

Tammy Porwoll  
Licensed Practical Nurse  
Primary & Specialty Medicine
# Clinical Organization

## Primary & Specialty Medicine

<table>
<thead>
<tr>
<th>Director</th>
<th>Services</th>
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| Byron Busch, M.D. | - Preventative Health & Chronic Disease Management  
- Telephone Care  
- Clinical Pharmacy  
- Rheumatology Clinic  
- Cardiology  
- Shared Medical Appointments  
- Neurology  
- Telehealth |
| Sherrie Herendeen, M.D. | - Women’s Health Services  
- Urgent Care  
- Hematology/Oncology Clinic  
- Pulmonology  
- Compensation & Pension Exams  
- Environmental Exams  
- Nephrology |
| Jay Collins, M.D. | - Outpatient Surgery  
- Optometry  
- Podiatry  
- Dental  
- Neurology  
- Oral Surgery  
- GI/Endoscopy  
- Orthopedics  
- Audiology  
- Urology  
- Ophthalmology  
- Otolaryngology  
- General Surgery  
- Wound Care Management |

## Mental Health

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| Sherrie Herendeen, M.D. | - 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 and Treatment Program  
- Outpatient Mental Health Treatment |

## Extended Care & Rehabilitation

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| Lorraine Birskovich, M.D. | - 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 |
| Mark Aberle, CNP | - Adult Day Health Care  
- Home Based Primary Care  
- Gero-Psychiatry  
- Ventilator Dependent Care  
- Prosthetics Services  
- Fitness and Wellness  
- Rehabilitation Therapies |

## Surgical & Specialty Care

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- Podiatry  
- Dental  
- Neurology  
- Oral Surgery  
- GI/Endoscopy  
- Orthopedics  
- Audiology  
- Urology  
- Ophthalmology  
- Otolaryngology  
- General Surgery  
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Primary & Specialty Medicine

Barbara Olson
Physician

Nicholas Reuter
Physician

Daniel Sather
Physician

Jeffrey Skogen
Physician

Anita Smith
Physician

Jackson Thatcher
Physician

Roderick Thompson
Physician

Joyce Warkentien
Physician

Timothy Yeh
Physician

Shannon Borer
Physician Assistant

Mark Buhr
Physician Assistant

Cheryl Larson
Physician Assistant

Mary Kay Whorton
Physician Assistant

Amy Buffington
Nurse Practitioner

Angie Faundeen
Nurse Practitioner

Annette Gregoire
Nurse Practitioner

Michael Jesch
Nurse Practitioner

Penny Leen
Nurse Practitioner

Ellen Manthe
Nurse Practitioner

Mickie Pittman-Leyendecker
Womens Health Nurse Practitioner

Christine Rohlfs
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

Rodney Hayes
Physician

Manuel Plaza
Physician

Thomas Polovitz
Physician

Susan Skarp
Physician

Erik Vilen
Physician

Kristin Jackson
Podiatrist

Jean Plested
Nurse Practitioner

Susan Mathison-Young
Nurse Practitioner

Montevideo Community Based Outpatient Clinic

Richard Vandenberg
Physician

John Kass
Physician Assistant

Penny Worsech
Nurse Practitioner
Lorraine Birskovich  
Medical Director

Mark Aberle  
Administrative Director

Christopher Churchill  
Physician

Carol Showalter  
Physician

Kathy Beuning  
Nurse Practitioner

Kay Iken  
Nurse Practitioner

Angie Moscho  
Nurse Practitioner

Charlene Lafrenz  
Nurse Practitioner

Not pictured in this edition:

**Surgical & Specialty Care**
Scott Andrews, Anesthesiologist
John Solan, Audiologist
John Conti, Dentist
Bradley Anderson, Ophthalmologist
David McIntosh, Optometrist

**Mental Health**
Barbara Booth, Clinical Nurse Practitioner
Vicky LaPlant, Psychiatric Nurse Practitioner

**Imaging**
Jennifer Spanbauer, Radiologist
Special Programs for Veterans

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

**Janet Casey** located in Bldg. 29 Room 209B  
Phone: (320) 252-1670 ext. 7236

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

Spinal Cord Injury (SCI) Program
**Heidi Ampe**  
Located in Bldg. 51 Room 23  
Phone: (320) 252-1670 ext. 7835

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
**Kari Freeman**  
Located in Bldg. 29 Room 254  
Phone: (320) 255-6379

Operation Iraqi Freedom, Operation Enduring Freedom & Operation New Dawn Program
**Mike Mynczywor**  
Located in Bldg. 111 check in at reception desk  
Phone: (320) 255-6453
Audiology Clinic Expands
The expanded Audiology Clinic meets a critical need for Central Minnesota Veterans. Hearing loss and ringing in the ears (tinnitus) are the two highest claimed conditions for service connected disability; consequently, audiology services are in high demand by Veterans. The new clinic features six audiology booths, twice the number previously available. The double-walled booths and state-of-the-art audiology equipment allows audiologists to perform complete hearing evaluations, hearing aid fittings, and other hearing related examinations.

New Kitchen Under Construction
The new kitchen is a significant addition to the St. Cloud VA Medical Center and will enhance the care and living environment for residential Veterans. 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 kitchen, a planned follow-on project will remodel the current kitchen space into an additional Primary Care Clinic in the central core of the campus.

90th Anniversary Celebration
In 1922, the support of the citizens of St. Cloud, teamed with the fundraising efforts of the St. Cloud Commercial Club (forerunner of the Chamber of Commerce), provided the U.S. Veterans Bureau with the deeds to 310 acres of farmland along the Sauk River. A few months later, on September 17, 1924, the St. Cloud Veterans Hospital was dedicated. Cutting the anniversary cake with Barry Bahl are special guests Jan Benson, retired VA Nurse and long-time volunteer, and Teresa Bohnen, President of the St. Cloud Area Chamber of Commerce.
2014 Highlights

Dental Clinic Expansion

The expanded Dental Clinic provides more of the physical space and dental chairs necessary to care for more Veterans. The new clinic features seven new dental chairs, bringing our total number of dental chairs to 18. The expansion effort also added a new oral surgery room, a private operatory space for special needs Veterans, a dental office, and a new reception/waiting area. The ribbon cutting crew included some special guests, including Associate Director Cheryl Thieschafer, VISN 23 Director Jan Murphy, Nurse Executive Meri Hauge, U.S. Sixth District Congresswoman Michele Bachmann, U.S. Senator Amy Klobuchar, Dental Chief Dr. Jeff Uhl, Director Barry Bahl, and Chief of Staff Dr. Susan Markstrom.

Pharmacy Expansion

The newly expanded Pharmacy provides more space to inventory, safely store, prepare and package prescription medications for Veterans. This project added 2,000 square feet and renovated approximately 5,500 square feet of existing space in Building 5. The result is a reconfigured Pharmacy with increased workspace, security, and access points that will improve efficiencies to better serve our growing Veteran population and meet demand for increased IV service and other capabilities. The ribbon-cutting included an opportunity for Pharmacy volunteers and staff members to participate.
As we look to the future, the focus of our planning is adapting and enlarging our 90-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.
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: Business Office - Eligibility BUS136A
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