2015 Annual Report
St. Cloud VA Health Care System

New Rehabilitation Center, opened December 2015

You Served,
Now Let Us Serve You
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,

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
At a Glance

**Total Operating Beds - 388**
- 225 Community Living Center
- 148 MHRRT* (Mental Health Residential Rehabilitation and Treatment Program)
- 15 Acute Psychiatry
- 3% Other

**FY 2015 Outpatient Visits**
- 353,698 St. Cloud Medical Center
- 36,011 Brainerd VA Clinic
- 17,169 Max J. Beilke VA Clinic
- 14,086 Montevideo VA Clinic
- 9% Other

**Average Daily Census = 346**

**127,791 Bed Days of Care**

**38,603 Unique Veterans Treated**

**420,969 Outpatient Visits**

**29 Veteran Service Organizations**

**654 Volunteers**

**1,692 Employees**

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

Unique Veterans by Gender

- Male 36,226
- Female 2,374

Unique Veterans by Service Era

- World War II 1,989
- Korea 7,847 Incl Pre & Post
- Vietnam 20,584 Incl Post
- Desert Storm & OEF/OIF/OND 6,940 Active & Veteran
- Other/Unknown 1,241

Unique Veterans by Age

- 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 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**

- Community Living Center 89.3%
- MHRRTTP* 95.6%
- Acute Psychiatry 44.1%

*Overall Bed Occupancy Rate: 90.7%*

**2,304 Inpatient & Resident Unique Patients**

- 639 Community Living Center
- 1295 MHRRTTP*
- 370 Acute Psychiatry

*Mental Health Residential Rehabilitation and Treatment Program*

**Budget Totals**

- $262,355,087 Total Operating Funds
- $2,021,236 Equipment Funds
- $11,664,797 Non-Recurring Maintenance & Repair Funds
- $1,795,626 Construction Funds
- $277,836,746 Grand Total All VA Funds
- $21,555,832 External Revenue+

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

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

**$193,758** Cash Donations

**$350,628** Material Donations

77,188 Volunteer Hours (Equivalent to 41 Full-Time Employees)

**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
Primary & Specialty Medicine

- 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

- 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

- 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
- Psychological Testing & Assessment
- Suicide Awareness Program

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
- Caregiver Support Program
- Adult Day Health Care
- Home Based Primary Care
- Gero-Psychiatry
- Ventilator Dependent Care
- Prosthetics Services
- Fitness and Wellness
Primary & Specialty Medicine

Jackson Thatcher
Physician

Mellissa Barnswell
Physician Assistant

Sally Becker
Physician Assistant

Shannon Borer
Physician Assistant

Mark Buhr
Physician Assistant

John Gravgaard
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 Rohlf's
Nurse Practitioner

Breeanna Waletzko
Nurse Practitioner

Jenifer Wynne
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-Colatralla
Optometrist

Troy Loomis
Optometrist

Polly Mahling
Optometrist

David McIntosh
Optometrist

Carl Moon
Optometrist

Amber Scharnweber
Optometrist
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

<table>
<thead>
<tr>
<th>Program</th>
<th>Contact</th>
<th>Location</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Operation Iraqi Freedom, Operation Enduring Freedom &amp; Operation New Dawn Program</td>
<td><strong>Mike Mynczywor</strong></td>
<td>Located in Bldg. 111 check in at reception desk</td>
<td></td>
</tr>
<tr>
<td>Suicide Prevention Program</td>
<td><strong>Mary Jo Pine</strong></td>
<td>Located in Bldg. 28 Room 39</td>
<td>(320) 252-1670 ext. 6719</td>
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<tr>
<td>Spinal Cord Injury (SCI/D) Program</td>
<td><strong>Heidi Ampe &amp; Lindsey Monroe</strong></td>
<td>Located in Bldg. 51 Room 23</td>
<td>(320) 252-1670 ext. 7235</td>
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<tr>
<td>Visual Impairment Services (VIST)</td>
<td><strong>Lois Thesing</strong></td>
<td>Located in Bldg. 51 Room 23</td>
<td>(320) 252-1670 ext. 7235</td>
</tr>
<tr>
<td>Military Sexual Trauma Program</td>
<td><strong>Joy Finkelson</strong></td>
<td>Located in Bldg. 28 Room 7</td>
<td>(320) 252-1670 ext. 6398</td>
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<tr>
<td>Women Veterans Program</td>
<td><strong>Julie Roman Vera</strong></td>
<td>Located in Bldg. 48 Room 219</td>
<td>(320) 252-1670 ext. 6655</td>
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<tr>
<td>Former Prisoners Of War Program</td>
<td><strong>Amy Hansen</strong></td>
<td>Located in Bldg. 29 Room 236</td>
<td>(320) 255-6379</td>
</tr>
<tr>
<td>Caregiver Support Program</td>
<td><strong>Jess Behrends</strong></td>
<td>Located in Bldg. 48 Room 230</td>
<td>(320) 252-1670 ext. 7283</td>
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</tbody>
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2015 Highlights

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.