Senior Leaders

Cheryl Thieschafer
Acting Director

Susan Markstrom, M.D.
Chief of Staff

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

Leadership Message

We are deeply appreciative of the continued trust placed in the St. Cloud VA by Veterans, employees, Veterans service organizations, volunteers and members of the communities we serve—our teammates.

As we reflect on 2016, our team has so much for which to be proud. Our team received several prestigious awards, including awards for safety, protecting the environment and for our numerous quality improvement efforts. In several external reviews and in VA internal ratings systems, we’ve consistently achieved exceptional levels of safe, high-quality care. Recruiting sufficient numbers of providers in a very competitive market continues to present challenges, yet we have achieved significant successes. We’ve improved organizational transparency, improved the employee experience and expanded the types and kinds of employee recognition. We’ve expanded our partnerships with Veteran and community groups, and we have advanced on our journey of becoming a High Reliability Organization. Moreover, we’ve added services for our Veterans. Veterans can now access mental health care in primary care clinics. Veterans can self-refer to audiology and optometry appointments, and can walk-in to these clinics for audiology exams and eyeglass adjustments. We now offer plastic surgery in the Ambulatory Surgery Center. Veterans who are homeless or at-risk of homelessness now have an additional 37 units of affordable housing with supportive services, in close proximity to the medical center. Most importantly, more central Minnesota Veterans than ever before have accessed VA health care, taking advantage of the benefits their service has earned. As the VA continues to transform, we pledge to continue to change and adapt as necessary to better meet your needs.

To all of our Veterans we say thank you for your service, and for allowing us to serve you.

Sincerely,

Cheryl L. Thieschafer
Dr. Susan Markstrom
Mark Aberle
At a Glance

FY 2016 Outpatient Visits

- 365,925 St. Cloud Medical Center
- 35,153 Brainerd VA Clinic
- 16,191 Max J. Beilke VA Clinic
- 13,547 Montevideo VA Clinic

38,749 Unique Veterans Treated

400,816 Outpatient Visits

31 Veteran Service Organizations

780 Volunteers

Total Operating Beds - 388

- 15 Acute Psychiatry
- 148 MHRRTP*
- 225 Community Living Center

*Mental Health Residential Rehabilitation and Treatment Program

Average Daily Census = 361

128,516 Bed Days of Care

1,721 Employees*

* Comprised of 1,524 full-time, 184 part-time, and 13 intermittent employees
Who We Serve

Unique Veterans by Gender

- Male: 36,302 (94%)
- Female: 2,443 (6%)

Unique Veterans by Service Era

- World War II: 1,645 (3%)
- Korea: 7,536 (19% Incl Pre & Post)
- Vietnam: 21,215 (19% Incl Post)
- Desert Storm & OEF/OIF/OND: 7,209 (4% Active & Veteran)
- Other/Unknown: 1,144 (13%)

Unique Veterans by Age

- 85+: 3,702
- 75-84: 7,241
- 65-74: 13,886
- 55-64: 5,906
- 45-54: 3,258
- 35-44: 1,993
- 25-34: 2,545
- <25: 214

Percent: 0 10 20 30 40
The St. Cloud VAHCS is assigned a primary service area of 27 Central Minnesota counties. In 2016, 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 2016

**Bed Occupancy Rates**

- Community Living Center: 92.2%
- MHRRTTP*: 98.1%
- Acute Psychiatry: 56.1%

**Overall Bed Occupancy Rate: 93.0%**

*Mental Health Residential Rehabilitation and Treatment Program

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**Budget Totals**

- $268,860,192 Total Operating Funds
- $2,046,077 Equipment Funds
- $12,213,633 Non-Recurring Maintenance & Repair Funds
- $1,361,863 Construction Funds
- $284,481,765 Grand Total All VA Funds
- $20,670,773 External Revenue+

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

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

- 699 Community Living Center
- 525 Acute Psychiatry
- 1,314 MHRRTTP*

*Mental Health Residential Rehabilitation and Treatment Program

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**Total Value of Volunteer Resources: $2,190,815**

- $378,727 Material Donations
- $173,542 Cash Donations

73,975 Volunteer Hours (Equivalent to 39 Full-Time Employees)

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

**Physician’s Award for Clinical Excellence**
Basil Leblanc, M.D.
Physician

Dr. Leblanc continuously goes above and beyond what is expected of him, creates a positive atmosphere for patients and co-workers, and has tremendous compassion for all Veterans.

**Employee of the Year**
Deb Stewart
Registered Nurse

Patient satisfaction reviews reflect her kindness, patience, and understanding. Veterans’ reviews include: she is awesome; she “rocks”; she is a good listener; I am so grateful to have her as my case manager.

**Outstanding Registered Nurse**
Jessica Spanier
Registered Nurse

Jessie provides the utmost compassion, dignity and respect to those she serves. In the busyness of each day, she always takes time to be present with the Veterans. Her kindness and soft spoken ways are genuine and from the heart.

**Outstanding Registered Nurse in an Expanded Role**
Mandi Loxterkamp
Registered Nurse

Mandi is well respected by nursing staff and is able to bring messages and concepts through in a way that is always well received. She often acts as a liaison between leadership and nursing staff, helping both parties to create and implement practices that benefit Veterans.

**Outstanding Nursing Assistant/Health Technician**
Becky Austin
Nursing Assistant

Becky works hard, demonstrates the ability to think critically during stressful events, and always does it with a positive "can do" attitude. Becky has carried over her strong work ethic into the clinical environment where she now works.

**Outstanding Licensed Practical Nurse**
Jennifer Lavelle
Licensed Practical Nurse

The Veterans charged to the care of the Hematology/Oncology providers refer to Jennifer as, “my nurse.” Many have commented on how “good” she is and others have stated, “I hope she never leaves us up there.”
Clinical Organization

Primary & Specialty Medicine

Richard Linares, M.D.
Acting Medical Director

- Preventative Health & Chronic Disease Management
- Telephone Care
- Clinical Pharmacy
- Rheumatology Clinic
- Cardiology
- Shared Medical
- Appointments
- Neurology

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
- Psychosocial Rehabilitation & Recovery Program
- Primary Care Mental Health Integration Program
- Veterans Justice 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
- Adult Day Health Care
- Home Based Primary Care
- Gero-Psychiatry
- Ventilator Dependent Care
- Prosthetics Services
- Fitness and Wellness
### Special Programs for Veterans

<table>
<thead>
<tr>
<th>Program</th>
<th>Name</th>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transition and Care Management Program</td>
<td>Mike Mynczywor</td>
<td>Located in Bldg. 111 check in at reception desk</td>
<td>(320) 255-6453</td>
</tr>
<tr>
<td>Suicide Prevention Program</td>
<td>Mary Jo Pine</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>Heidi Ampe</td>
<td>Located in Bldg. 51 Room 23</td>
<td>(320) 252-1670 ext. 7235</td>
</tr>
<tr>
<td>PolyTrauma Support Clinic Team</td>
<td>Lindsey Monroe</td>
<td></td>
<td></td>
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<tr>
<td>Visual Impairment Services (VIST) Program</td>
<td>Lois Thesing</td>
<td></td>
<td></td>
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<tr>
<td>Military Sexual Trauma Program</td>
<td>Joy Finkelson</td>
<td>Located in Bldg. 28 Room 7</td>
<td>(320) 252-1670 ext. 6398</td>
</tr>
<tr>
<td>Women Veterans Program</td>
<td>Amber Willert</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>Amy Hansen</td>
<td>Located in Bldg. 29 Room 236</td>
<td>(320) 255-6379</td>
</tr>
<tr>
<td>Caregiver Support Program</td>
<td>Jess Behrends</td>
<td>Located in Bldg. 48 Room 128</td>
<td>(320) 252-1670 ext. 7283</td>
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St. Cloud VA Organizational Climate Scrutinized

A VA OIG Hotline case (#2014-00459-HL-0044) which described insufficient staffing and alleged managerial issues at the St. Cloud VA Health Care System was investigated in the summer of 2013. Public release of the report in August 2015 initiated a sustained period of public scrutiny of staffing and organizational climate at the St. Cloud VA. Several external reviews were conducted. The reviews found:

- There were no “ghost panels” at St. Cloud, nor were there any substantiated direct quality of care issues.

- The number of patients assigned to a primary care provider on some panels was so large that they felt an overwhelming sense of responsibility. The great sense of responsibility our medical providers feel toward their patients is appreciated, and we are grateful for the level of care they provide our Veterans.

Recruiting primary care physicians and other health professionals is a nationwide issue, found within VA and the private sector. Staffing critical positions is a key enabler of increasing access to health care, and we are working to recruit sufficient numbers of health care professionals to take care of our growing population of Veterans.

Great progress has been made.

- Primary care panel sizes have been substantially reduced. Some provider panel sizes remain higher than desired. Current projection is that panel sizes are expected to comply with national panel size targets within the next few months. Detailed action planning is underway to optimize primary care capacity.

- Employee turnover rate is at or below both Network and National rates. Employee turnover for FY14 was 14.55%; for FY15 it decreased to 13.48%; and in FY16 it decreased further to 11.67%.

- A robust recruitment program continues, including using temporary hires while recruiting efforts are ongoing. In FY16 215 staff members were hired, including 9 Physicians, 5 Physician Assistants, 12 Advanced Practice Registered Nurses (APRN), 25 Registered Nurses (RN), and 167 other select critical occupations. (Data Source Proclarity, HR Cube/NOA – Gains (All other staff & RN’s & Provider Dashboard /Gains log for MD & PAs )

We understand the recruiting challenge, and will keep working to hire the highly qualified professionals our Veterans deserve.
Labor-Management Relationship

On January 12-14, 2016, and March 15-16, 2016, AFGE Local 390 and St. Cloud management participated in a Federal Mediation and Conciliation Service (FMCS) hosted training called Relationship by Objective. Several labor/management workgroups were formed to work on goals in several broad categories, including recognition, pre-decisional input, communication, compressed work tours, training and labor-management forum. Several of these workgroups have completed their work, while others continue. Both labor and management agree that there is more work to be done and continue to meet in order to improve the partnership.

Organizational Climate/All Employee Survey

The employees of the St. Cloud VA routinely provide excellent health care to Veterans, and deliver it with a positive experience.

- The FY14 All Employee Survey demonstrated that St. Cloud VAHCS had a challenge with employee satisfaction and workplace perceptions in various departments.
- The FY15 All Employee Survey demonstrated improvement in employee satisfaction and many other metrics.
- The FY16 All Employee Survey demonstrated considerable progress with employee satisfaction.

In FY16, the VA National Center for Organizational Development identified St. Cloud as one of the top seven facilities in the nation for improvement. St. Cloud still has work to do, but has made progress in improving the employee experience.

On March 23, 2016, Secretary of Veterans Affairs Robert A. McDonald visited the St. Cloud VA and met with management and union officials, held private meetings with several VA employees and took part in an employee town hall meeting. Summing up the visit during a press conference, the Secretary stated: "Good progress was made. But you'll find in labor management work, it's a journey, not a destination, meaning you're never done."
Access to Care

In FY16, Veterans were routinely seen timely in accordance with established guidelines – approximately 97% of patient appointments were completed within 30 days, and this was consistently the case throughout the year.

On average, a primary care patient waited approximately four days to complete an appointment. In specialty care clinics, seven days; and in mental health, three to four days to complete an appointment. We recognize that these are averages and don’t reflect the experience of every Veteran.

At St. Cloud and across the nation, more Veterans are not only coming to VA for care, they are also using VA for more care. In FY16 St. Cloud saw 38,749 unique patients, more than at any point in its 91-year history and 0.40% more than in FY15. Total outpatient visits completed are up 2.67% from FY15 to FY16. St. Cloud continues to experience patient growth, adding over 6,000 unique patients since the beginning of 2009.

### Access Snapshot, FY 2016

*Completed Appointments Measured from Patient’s Preferred Date*

<table>
<thead>
<tr>
<th>Month</th>
<th>December-15</th>
<th>March-16</th>
<th>June-16</th>
<th>September-16</th>
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<tbody>
<tr>
<td>Total Appointments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scheduled</td>
<td>34,336</td>
<td>35,818</td>
<td>35,542</td>
<td>36,880</td>
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<tr>
<td>Completed within 30</td>
<td>33,265</td>
<td>34,972</td>
<td>34,317</td>
<td>35,682</td>
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<tr>
<td>Days</td>
<td>96.80%</td>
<td>97.64%</td>
<td>96.55%</td>
<td>96.75%</td>
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<tr>
<td>Average Wait Time</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>in Days</td>
<td>Primary Care</td>
<td>4.03</td>
<td>4.8</td>
<td>4.54</td>
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<tr>
<td></td>
<td>Specialty Care</td>
<td>7.92</td>
<td>6.13</td>
<td>8.95</td>
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<tr>
<td></td>
<td>Mental Health</td>
<td>4.39</td>
<td>3.34</td>
<td>2.21</td>
</tr>
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</table>
Access Improvements

To meet the ever growing demand for care, many initiatives to improve access are underway, including:

- In October 2016, Patient Centered Scheduling was implemented, allowing patients to directly schedule appointments up to 390 days in the future or utilize the Recall Reminder software.

- In May 2016, a Scheduling Trainer began implementing standard scheduling practices across the St. Cloud VA. A greatly expanded training program was provided to all schedulers.

- St. Cloud VA has participated in site visits with Veterans Engineering Resource Center, sharing best practices to improve access, such as the walk-in clinics in Optometry and Audiology. Service Lines have developed multiple projects to improve access in outpatient clinics.

- Clinic Practice Management program was implemented to create partnerships between clinical and administrative outpatient programs to support efficient and productive clinical operations and create timely access to outpatient care services.

Quality of Care / SAIL

St. Cloud’s clinical quality monitors remain high—among the top 20% of all VA facilities for several years running.

The Veterans Health Administration uses a comprehensive performance improvement tool called Strategic Analytics for Improvement and Learning (SAIL) that includes key metrics used by the private sector as well as additional metrics that are important for addressing access to care, quality of mental health care, employee perception about the organization, nursing turnover and efficiency.

The metrics are organized into nine Quality domains and one Efficiency domain. The Quality domains are combined to represent overall Quality. Each VA medical center is assessed for overall Quality from two perspectives: Relative Performance compared to other VA medical centers using a Star rating system from 1 to 5 and Improvement compared to its own performance from the past year. Both relative performance and size of improvement are used to focus improvement efforts.

SAIL is designed to include actionable metrics that are important to assess health care delivery and quality. However, many of these metrics are not publicly reported by other hospitals and systems. Therefore, it is not appropriate to directly compare evaluation findings derived from SAIL with other systems published by public and private sectors. Instead, SAIL is used by VA to drive internal system-wide improvement.

SAIL data tables are updated every quarter. These ratings range from 1 to 5 stars, with 5 stars representing the top 10% of VHA facilities.

In FY 2016, St. Cloud maintained its VHA 5-star quality rating, and demonstrated “large” improvement.

For more info, visit: https://www.va.gov/qualityofcare/measure-up/End_of_Year_Hospital_Star_Rating.asp
An important sign of quality in health care is being approved by respected agencies. Accreditation is a process where standards are set, and health care providers are reviewed to make sure they are meeting those standards. Accrediting agencies review medical centers by interviewing patients and staff and observing the environment. There are many accrediting agencies that review VA medical centers. St. Cloud VA HCS is accredited in the following areas from the following agencies:

**Agency:** The Joint Commission  
**Services Surveyed:** Hospital, Behavior Health, Home Care  
**Survey Outcome:** Three-Year Accreditation, expires October 2019

*Joint Commission accreditation is recognized nationwide as a symbol of quality and signals an organization's commitment to improving safety and quality of care. A culture of continuous improvement is fostered through ongoing monitoring and measuring.*

**Agency:** Commission on Accreditation of Rehabilitation Facilities (CARF)  
**Services Surveyed:** Mental Health Rehabilitation and Recovery Services  
**Survey Outcome:** Three-Year Accreditation, expires April 2018

**Agency:** Commission on Accreditation of Rehabilitation Facilities (CARF)  
**Services Surveyed:** Healthcare for Homeless Veterans Program  
**Survey Outcome:** Three-Year Accreditation, expires April 2018

**Agency:** Commission on Accreditation of Rehabilitation Facilities (CARF)  
**Services Surveyed:** Mental Health Residential Rehabilitation Treatment Programs which includes Behavioral Health and Residential Treatment  
**Survey Outcome:** Three-Year Accreditation, expires January 2019

**Agency:** Commission on Accreditation of Rehabilitation Facilities (CARF)  
**Services Surveyed:** Mental Health Psychosocial Rehabilitation and Recovery Center  
**Survey Outcome:** Three-Year Accreditation, expires January 2019

*CARF is a nonprofit organization that accredits human service providers, and CARF-accredited organizations demonstrate compliance with internationally recognized standards and a focus on consumer satisfaction.*

**Agency:** College of American Pathologists (CAP)  
**Services Surveyed:** Laboratory Services  
**Survey Outcome:** Two-Year Accreditation, expires January, 2018

*The College of American Pathologists (CAP's) Laboratory Accreditation Program accredits laboratory test disciplines to ensure compliance with comprehensive scientifically endorsed laboratory standards in order to maintain accuracy of test results, ensure accurate patient diagnosis and increase the value they bring to organizations, customers, and patients.*
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 as we pursue:

- establishment of a Just Culture (personal and psychological safety) and pursuit of a Servant Leadership philosophy;
- an emphasis on Continuous Improvement through expanded Lean Management education and practices;
- and leveraging community partnerships to develop solutions that increase the health and well-being of Veterans.

Combined with a renewed focus on five key priorities of quality, access, satisfaction, employee engagement and stewardship of resources, we are postured to continue delivering 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.
TOP HONORS AWARDED TO ST. CLOUD VA BY PRACTICE GREENHEALTH


On May 19, 2016, the St. Cloud VA Health Care System was awarded the most prestigious environmental achievement award offered by Practice Greenhealth, the nation’s leading health care community dedicated to transforming health care worldwide so that it reduces its environmental footprint, becomes a community anchor for sustainability and a leader in the global movement for environmental health and justice.

St. Cloud VA Health Care System was the recipient of a Top 25 Environmental Excellence Award. The top 25 awards recognize the top health care facilities from across the nation that exemplify environmental excellence and are setting the highest standards for environmental practices in health care.

The 25 hospitals presented with Practice Greenhealth’s highest honors are all leading the country in health care sustainability and have the data and documentation to prove their success. These facilities have innovative programs and also show leadership in their local communities and in the health care sector.

Practice Greenhealth, a healthcare non-profit, annually recognizes hospitals for their achievements in sustainable health care, with an organizational goal of “Sustainable health care that’s good for the environment, good for patients and staff, and good for the bottom line...” The awards nomination requires rigorous documentation of efforts in many areas, including chemicals, energy, water, waste, food, and more.
Director Barry Bahl Retires After Twenty Years in Role

After serving for exactly twenty years as the Director of the St. Cloud VA, and 40 years of total VA service, Barry Bahl retired on June 3, 2016.

Initially serving as the Acting Health Care System Director beginning June 3, 1996, Bahl was appointed as Health Care System Director in 1999.

As Director, Bahl provided leadership and strategic guidance to a health care system with 388 multidisciplinary beds providing treatment in psychiatry, general medicine and extended care.

In 1996, when he was appointed Acting Director, the St. Cloud VA treated 8,716 Veterans. At the end of the last fiscal year, the health care system treated 38,603 Veterans.

During his 20 years in the Director’s role, Bahl focused efforts on modernizing and expanding the health care services needed by today’s Veterans, and transformed the St. Cloud VA from a small inpatient hospital to a dynamic and growing regional health care system focused on the delivery of a comprehensive array of services, including primary and specialty medicine, mental health, and extended care.

During his tenure, three VA clinics in outlying communities were established, and numerous Veteran-centered service enhancements and capital improvements were completed. A partial list of the improvements made include: construction and expansion of an outpatient mental health clinic; expansion of primary and specialty care clinics; expansions of the Dental, Audiology and Respiratory Care clinics; upgrades and expansions of the Pharmacy and Laboratory; expansion of the Imaging Clinic and addition of MRI services; construction and addition of an Ambulatory Surgery Center; a remodeled and expanded Urgent Care Clinic; and the construction of a new Rehabilitation Center and Acute Psychiatry building.

Ongoing improvement activities include the construction of a new Food Service building, the complete remodeling of a Community Living Center building, and a 20-bed expansion of the Mental Health Residential Rehabilitation Treatment Program.

Best wishes to Barry. His retirement is well-earned.
2016 Highlights

Linden Grove Veteran Apartments

Construction of the Linden Grove Veteran Apartments, an affordable, permanent supportive housing community with priority placement for homeless or at risk of homelessness Veterans, was completed on October 28, 2016. The new community offers permanent, supportive housing for thirty-five single individuals and up to two families in a new building adjacent to the St. Cloud VA Medical Center. Veterans have priority placement at the community and the goal is for 100 percent of the occupants to be Veterans.

Overall, it is the goal of the project to assist Veterans to achieve greater social and economic independence through stable housing and comprehensive support services. The target households for the community are homeless Veterans and Veterans at risk of homelessness. The community offers on-site referral support for a broad spectrum of services, including job search assistance, literacy and computer skills training, while providing Veterans close proximity to health care services.

Linden Grove Veteran Apartments is a public-private partnership between VA and the lead developer, Sand Companies, Inc., of Waite Park, Minnesota, using VA’s Enhanced Use Lease program.
The St. Cloud VA Health Care System is a designated Commemorative Partner in the national Vietnam War Commemoration, and is committed to publicly thanking and honoring Vietnam Veterans and their families. This year we held numerous recognition events across the state. It has been our distinct honor to recognize our nation's Veterans.

About the Vietnam War Commemoration
Authorized by Congress, established under the Secretary of Defense, and launched by the President in May 2012, the Vietnam War Commemoration recognizes all men and women who served on active duty in the U.S. Armed Forces from November 1, 1955 to May 15, 1975. Nine million Americans, approximately 7 million living today, served during that period, and the Commemoration makes no distinction between Veterans who served in-country, in-theater, or were stationed elsewhere during those 20 years. All answered the call of duty.
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.vets.gov/healthcare/apply/

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.