

**VA**



**U.S. Department of Veterans Affairs**  
Veterans Health Administration  
*St. Cloud VA Health Care System*

# 2017 Annual Report

## St. Cloud VA Health Care System



FEBRUARY 2018

# Senior Leaders



**Stephen Black**  
Director



**Cheryl Thieschafer**  
Associate Director



**Scott Bartley, M.D.**  
Chief of Staff



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

## Leadership Message

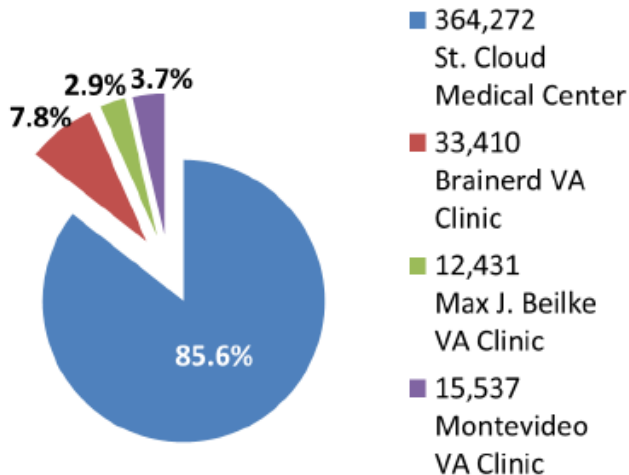
Every day, we continue to be amazed at the amount of trust that is placed in this organization by Veterans, employees, Veterans service organizations, volunteers and members of our communities. Every day, we think of the obligations of this trust and strive to deliver the health care and services that our Veterans deserve. In 2017, we can report many accomplishments, while celebrating the ongoing delivery of safe, high-quality care and a positive Veteran experience:

- 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 continued to achieve exceptional levels of safe, high-quality care.
- More Veterans continue to seek us out as their care provider. While growth has been modest, it has been steady and this has allowed our service offerings to remain stable and consistent.
- We've begun a Graduate Medical Education program, hosting Family Medicine residents on clinical rotations and helping to train the practitioners of the future.
- We've opened additional space in which to serve our Veterans better and continue to make the most of our existing facilities.
- And we've successfully changed leadership in several areas of the organization, including adding a new Director and a new Chief of Staff.

As the VA continues to transform, we pledge to continue to change and adapt as necessary to better meet Veteran needs.

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

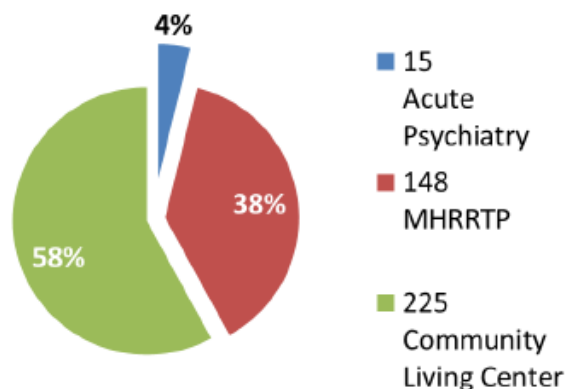
## FY 2017 Outpatient Visits



**39,005 Unique  
Veterans  
Treated**

**427,761  
Outpatient  
Visits**

## Total Operating Beds - 388



**33 Veteran  
Service  
Organizations**

**624 Volunteers**

*\*Mental Health Residential Rehabilitation and Treatment Program*

**Average Daily  
Census = 353**

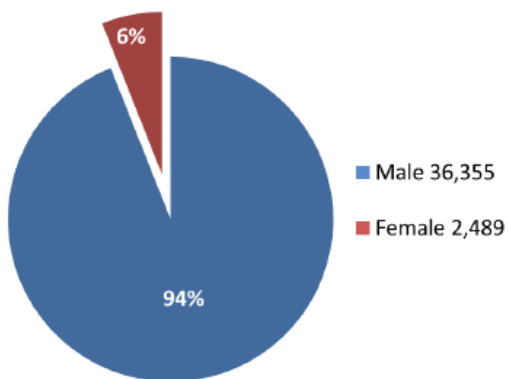
**128,874 Bed  
Days of Care**

**1,788  
Employees\***

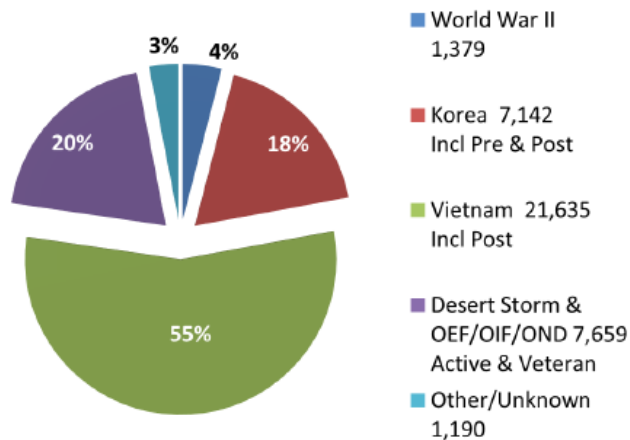
*\*Comprised of 1,597 full-time  
and 191 part-time employees*

# Who We Serve

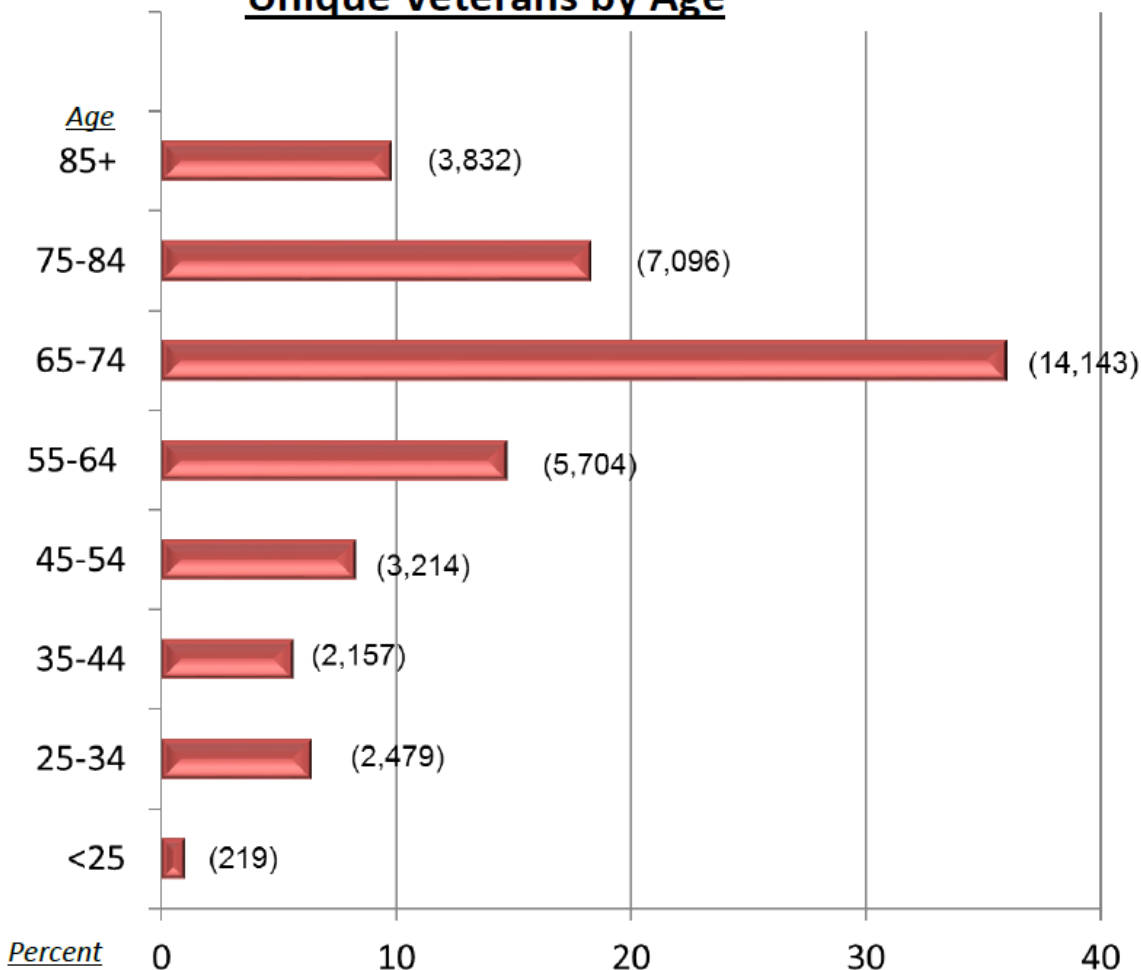
## Unique Veterans by Gender



## Unique Veterans by Service Era

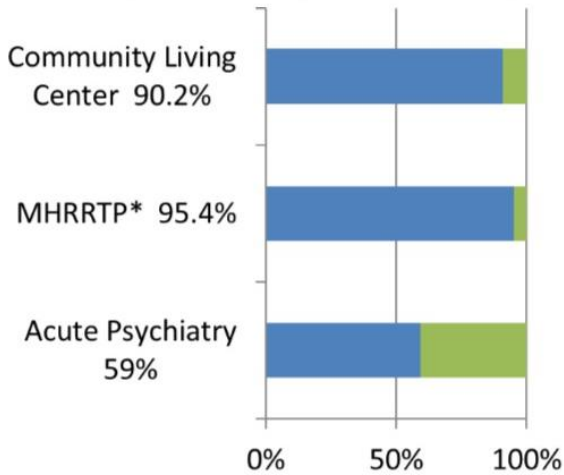


## Unique Veterans by Age



# Operating Statistics, FY 2017

## Bed Occupancy Rates



**Overall Bed Occupancy Rate: 87.1%**

\*Mental Health Residential Rehabilitation and Treatment Program

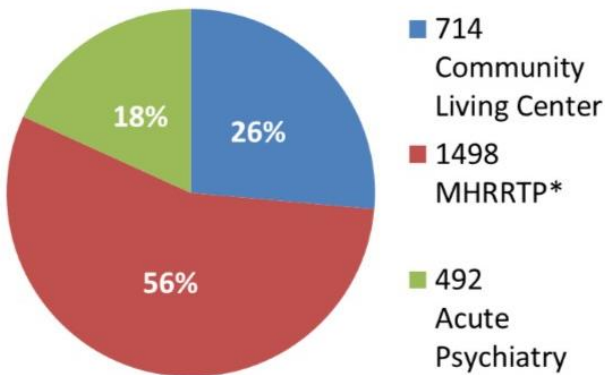
## Budget Totals



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

## 2,704 Inpatient & Resident

### Unique Patients



\*Mental Health Residential Rehabilitation and Treatment Program

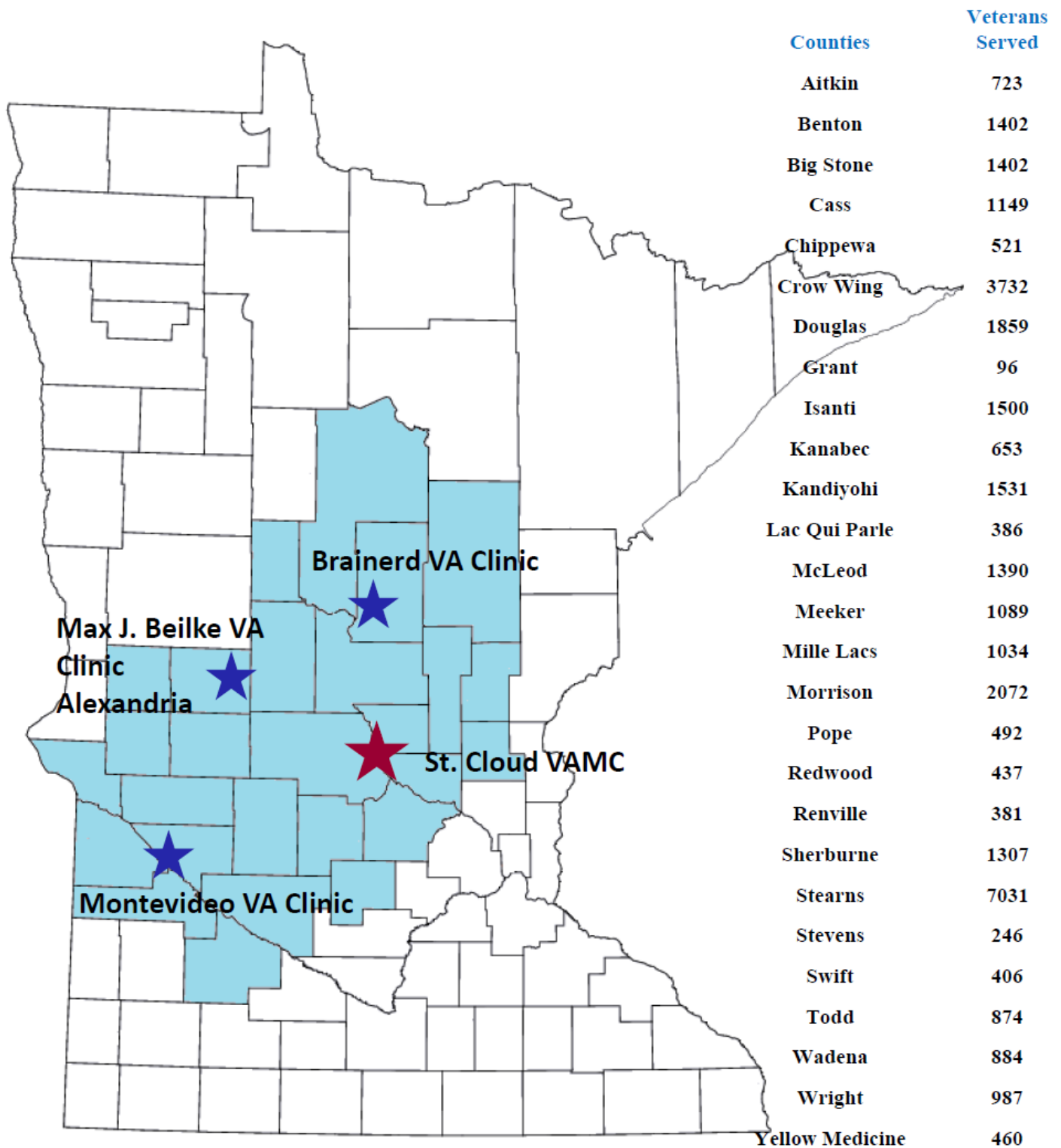
## Total Value of Volunteer Resources = \$2,379,114\*\*



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



# Operating Locations



The St. Cloud VAHCS is assigned a primary service area of 27 Central Minnesota counties. In 2017, over 34,000 Veterans from these counties received care through the St. Cloud VA Health Care System. Nearly 5,000 Veterans from across the rest of Minnesota and the Upper Midwest traveled to us to receive specialized care and services.

# Distinguished Civil Servants



***Physician's Award for Clinical Excellence***  
**Jay Collins, MD**  
Surgeon, Surgical & Specialty Care



***Outstanding Registered Nurse in an Expanded Role***  
**Jodi Larson, RN**  
Nurse Manager, Extended Care & Rehabilitation



***Clinical Employee of the Year***  
**Kimberly Schindler, RN**  
Primary & Specialty Medicine



***Outstanding Registered Nurse***  
**Kenneth Dehn, RN**  
Surgical & Specialty Care



***Nonclinical Employee of the Year***  
**Andrea Mescall**  
Program Support Asst.  
Primary & Specialty Medicine



***Outstanding Licensed Practical Nurse***  
**Deena Ostendorf, LPN**  
Surgical & Specialty Care

# Clinical Organization

## Primary & Specialty Medicine



**Richard Linares, M.D.**  
Acting Medical Director

- Preventative Health & Chronic Disease Management
- Telephone Care
- Clinical Pharmacy
- Rheumatology Clinic
- Neurology
- Pulmonology
- Retinal Scanning
- Nephrology
- Compensation & Pension Exams
- Cardiology-Environmental Exams
- Women's Health Services
- Urgent Care
- Hematology/Oncology Clinic
- Shared Medical Appointments
- Respiratory Therapy Services
- Home Telehealth
- Social Work Services

## Surgical & Specialty Care



**Jay Collins, M.D.**  
Director

- Outpatient Surgery
- Optometry
- Dental
- Otolaryngology
- Oral Surgery
- GI/Endoscopy
- Plastic Surgery (limited)
- Orthopedics
- Audiology
- Ophthalmology
- Urology
- General Surgery
- Podiatry
- Colonoscopies
- Wound Care
- 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
- Post Traumatic Stress Disorder Track
- Vocational Rehabilitation
- Psychological Testing & Assessment
- Suicide Prevention Program
- Healthcare for Homeless Veterans 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) Evaluation
- Adult Day Health Care
- Home Based Primary Care
- Gero-Psychiatry
- Ventilator Dependent Care
- Prosthetics Services
- Fitness and Wellness



# Special Programs for Veterans

## **Post 911 Transition and Care Management Program**

Mike Mynczywor, Program Manager, 320-252-1670, ext. 6546

Website: <http://www.stcloud.va.gov/freedom.asp>

## **Suicide Prevention Coordinator**

Mary Jo Pine, 320-252-1670, ext. 6719

## **Patient Advocates**

Brenda Smude, Karen Harrison & Anthony Meemken, 320-252-1670, ext. 6353

## **Homeless Program Manager**

Ellen Dinsmore, 320-252-1670, ext. 6973

## **Veterans Justice Programs**

Tanya Greene, 320-252-1670, ext. 6169

## **Military Sexual Trauma/Intimate Partner Violence Program Manager**

Joy Finkelson, 320-252-1670, ext. 6398

## **Caregiver Support Coordinator**

Jessica Behrends, 320-252-1670, ext. 7283

## **Women Veterans Program Manager**

Amber Willert, 320-252-1670, ext. 6655

## **Polytrauma Support Clinic Manager**

Lindsey Monroe, 320-252-1670, ext. 7798

## **Vision Impairment Services Team Manager**

Lois Thesing, 320-252-1670, ext. 7235

## **Spinal Cord Injury & Disorders Program Manager**

Heidi Ampe, 320-252-1670, ext. 7235

## **Former Prisoners of War Advocate**

Christine Dawson, 320-252-1670, ext. 6379

## **LGBTQ Veterans Care Coordinator**

Annette Mason, 320-252-1670, ext. 6875

# 2017 Highlights

## New Director Takes Helm



Mr. Stephen D. Black was appointed as the Director, St. Cloud VA Health Care System, on April 2, 2017. Prior to arriving in St. Cloud, Mr. Black served as Associate Director of the Durham VA Health Care System in Durham, North Carolina, and also served as the Interim Director of the Hampton VA Medical Center from January 9, 2017 to April 1, 2017.

Mr. Black received a bachelor's degree in biology, with an Athletic Training Certification from Franklin College in Franklin, Indiana, and a Master's Degree in Physical Therapy from the University of Indianapolis in Indianapolis, Indiana. He is a member of the American College of Healthcare Executives.

## New Chief of Staff Appointed



Dr. Scott Bartley was appointed as Chief of Staff, St. Cloud VA Health Care System, on October 1, 2017. Prior to his appointment, Dr. Bartley served as the Associate Chief of Staff/Education and Chief of Imaging, St. Cloud VA Health Care System. Dr. Bartley previously served in several positions within the Veterans Health Administration, including Acting Chief of Staff and Deputy Chief of Staff at the VA Tennessee Valley Health Care System, and a detail to the Assistant Deputy Undersecretary for Health Operations and Management, Clinical Operations, in Washington DC.

A nuclear medicine physician by training, Dr. Bartley completed his medical degree at St. George's University School of Medicine, St. George's, Grenada. He completed his nuclear medicine residency and PET fellowship at Emory University, Atlanta, GA, and is a board certified nuclear medicine physician. Dr. Bartley is an active professional member of the Society of Nuclear Medicine and Molecular Imaging, the American College of Nuclear Medicine, and the AMA CPT and RUC Committees.

## St. Cloud VA earns “Leader in LGBTQ Healthcare Equality” title

**Nationwide, only 300 healthcare facilities earned  
designation**

St. Cloud VA Health Care System has achieved “Leader in LGBTQ Healthcare Equality” designation from the Human Rights Campaign Foundation (HRC), the educational arm of the nation’s largest lesbian, gay, bisexual, transgender, and queer (LGBTQ) civil rights organization. The designation was reported in the 10th edition of the Healthcare Equality Index (HEI) reflecting on a decade of progress in LGBTQ healthcare. A record 590 healthcare facilities actively participated in the HEI 2017 survey. In addition to active survey participants, the HRC Foundation proactively researched key policies at more than 900 non-participating hospitals. Of all those included in the HEI, 302 earned a “Leader in LGBTQ Healthcare Equality” designation.

“We are proud that St. Cloud VA has achieved “Leader in LGBTQ Healthcare Equality” designation for four consecutive years. All Veterans eligible for VA health care deserve to receive high quality, compassionate care,” said Breeze Hennes, LGBTQ Special Emphasis Program Manager at the St. Cloud VA.

The 10<sup>th</sup> edition of the HEI implemented new criteria that raised the bar on what it takes to earn HRC’s “Leader in LGBTQ Healthcare Equality” designation. For the first time ever, HEI participants were given scores in four criteria that represent how many policies and best practices from each section they have implemented: foundational elements of LGBTQ patient-centered care, LGBTQ Patient Services and Support, Employee Benefits and Policies, and LGBTQ Patient and Community Engagement. Participants that receive the maximum score in each section for a total score of 100 points earned the coveted status of “2017 Leader in LGBTQ Healthcare Equality.”

In the 2017 report, an impressive 302 facilities -- 51 percent of those actively participating in the survey -- met the more challenging criteria to earn this designation. Another 145 facilities earned the “Top Performer” designation for scoring from 80 to 95 points. With 76 percent of actively-participating facilities scoring 80 points or more, it is clear that healthcare facilities are going beyond the basics in adopting policies and practices in LGBTQ care.

Of the hospitals who did not participate in the HEI but were scored based on research, only 61 percent have policies that include both “sexual orientation” and “gender identity,” and only 52 percent were found to have an LGBTQ-inclusive employment non-discrimination policy. The equal visitation policy, at 95 percent, is the only one that comes close to matching the rate of the participating facilities.

# 2017 Highlights



## St. Cloud VA HCS awarded top honor for leadership in health care sustainability

### Hospital named among top 25 in the U.S. for environmental stewardship in health care

In recognition for groundbreaking achievement and innovation in health care sustainability, in 2017 the St. Cloud VA Health Care System received the Top 25 Environmental Excellence Award from Practice Greenhealth, the nation's leading organization dedicated to environmental sustainability in health care. The award is one of the Environmental Excellence Awards given each year to honor environmental achievements in the health care sector.

This is the second straight year that the St. Cloud VA has earned the Top 25 distinction.

The 25 hospitals presented with Practice Greenhealth's highest honors exemplify environmental excellence and are setting the highest standards for environmental practices in health care. Award winners are leading the industry with innovation in sustainability—and have the data and documentation to prove their success. Each year, the competition for these top spots increases as hospitals across the country continue to innovate.

“The St. Cloud VA prioritizes sustainability in our day-to-day operations and our planning for the future,” said Mary Wenck, Green Environmental Management Program Manager. “This honor is truly a testament to our amazing dedicated staff and their commitment to being good stewards of our financial and environmental resources for the benefit of our Veterans, visitors and the community.”

Examples of the many activities the St. Cloud VA undertook in 2016 include:

Energy and water saving projects that saved \$54,506 in energy costs and earned the VA \$67,782 in energy supplier rebates.

A Laundry system upgrade project that has reduced water use by 12,750 gallons per month.

A paper conservation initiative reduced paper purchases by 8.5% and paper purchase costs by 8.3%.

“All of our sustainability projects lead to operational costs savings and makes those dollars available for Veteran care,” said Wenck.

Award winners are chosen among hospital applicants that have the highest scores on the Greenhealth Partner for Change application. Each year, the competitions for these top spots increases, as a growing number of facilities are implementing creative, sustainable and implementable practices.

*Continued next page*

## **St. Cloud VA earns numerous Circle of Excellence awards**

The St. Cloud VA also was recognized in six out of 10 categories with Circle of Excellence Awards, which celebrate sustainability programs that excel in a given category (in contrast to awards given for overall achievement).

These awards highlight hospitals that are pushing the envelope and driving innovation in sustainability performance in each sustainability category. There can be up to 10 designees selected for each Circle of Excellence category.

The St. Cloud VA received Circle of Excellence honors in the following categories:

- **Leadership:** This category honors hospitals demonstrating excellence in supporting a long-term commitment to healthier environments through committee structure, reporting, data tracking, communication and education.
- **Greening the OR:** This category honors hospitals for leadership in implementation and innovation in the surgical department.
- **Energy:** This category celebrates hospitals that are leading the sector in energy efficiency and strategic energy use planning.
- **Water:** This category recognizes hospitals for exemplary programs in water conservation and efficiency.
- **Climate:** This category highlights visionary hospitals taking the lead on tracking and measuring carbon emissions and developing overall climate programs.
- **Green Building:** This category is presented to hospitals that have demonstrated LEED and other green building achievements over the past five years.

## **St. Cloud VA recognized for eliminating mercury from facility**

The St. Cloud VA was also recognized for its successful efforts to eliminate mercury. This recognition is given to health care facilities that have virtually eliminated mercury and have policies in place to prevent it from re-entering the facility. Award criteria include strong mercury-free purchasing policies and management practices, staff education, and a commitment to continuing to be mercury-free. Mercury is one of the most hazardous chemicals, associated with many health risks.

“Eliminating mercury from the products we use protects both our patients and staff,” said Wenck. “We are proud of our successes in eliminating mercury and are committed to doing even more to reduce exposure to this harmful chemical.”

### **About Practice Greenhealth**

Practice Greenhealth is the nation’s leading health care membership community whose mission is to transform health care worldwide so that it reduces its environmental footprint, becomes a community anchor for sustainability and is a leader in the global movement for environmental health and justice. To learn more about Practice Greenhealth visit:

[www.practicegreenhealth.org](http://www.practicegreenhealth.org)



# 2017 Highlights

St. Cloud VA continues to move forward with our modernization efforts, preparing our facility now to continue serving Veterans for another 93+ years.



Steady progress was made on the new Information Technology (IT) addition to Building 4 at the St. Cloud VA. Located on the east end of Building 4, north of the main corridor, the new addition will provide a central home for the computer and telecommunication systems which support the health care system.



In 2017 a mobile CT scanner was added between Building 1 and Building 3. The mobile unit allows continued service to Veterans without interruption while the CT scanner in the basement of Building 1 is replaced. The mobile CT scanner will remain on station after the in-house CT scanner is installed to accommodate an increasing workload in the department.



The remodeled and expanded section of the Canteen dining area and serving line opened to include access into the Canteen from the parking areas. This completed Phase 3 of the Canteen project. Phase 1 was the remodeling of the kitchen, which is complete. Phases 4 and 5 involve construction of new restrooms and the new Retail Store, and are expected to be completed by mid-2018.

# 2017 Highlights

## St. Cloud VA Health Hub receives award



VA is working to expand the ways in which we interact with our Veterans to beyond brick and mortar buildings. Connected Health (sometimes referred to as Virtual Care) encompasses My HealtheVet, Vets.gov, VA Video Connect, as well as VA Mobile Apps such as Annie and VA On-line Scheduling.

The St. Cloud VA's Health Hub is our one-stop-shop for Veterans to get hands-on assistance learning about, and registering for Connected Health features (My HealtheVet, Secure Messaging and Mobile apps). The Health Hub is located in building 29, room 20, just down the ramp from the Canteen services. The Health Hub is staffed by knowledgeable volunteers and employees during clinic hours. Veterans are encouraged to stop in before, after, or in-between their appointments to learn about what virtual health care options may best suit them.

Congratulations to Brian Vetter, Jonathon Guyer and the Health Hub team for receiving the Innovation Award from *FedHealthIT*, a print and digital publication exclusively focused on the Federal Health market.

Programs were nominated and selected by their peers for driving innovation and results across Centers for Medicare & Medicaid Services, Department of Health and Human Services, Military Health System and VA. Award-winning programs focus on improving Veteran access to care, creating more opportunities for Veterans to communicate with their VA care teams and enhancing the overall quality and convenience of care for Veterans.

# 2017 Highlights

## Residential Dining Facility



*Residential Dining Facility Groundbreaking April 2, 2014*



*Residential Dining Facility Ribbon Cutting Sept. 11, 2017*



*Completed Residential Dining Facility*

The new Residential Dining Facility is part of an ongoing effort to adapt and enlarge our 90+ year-old infrastructure to deliver the health care services needed by today's Veterans. The new building replaces the 1924-era kitchen and dining room with modern kitchen and dining spaces that are closer to the living spaces of residential Veterans, and significantly improves their living environment by offering a more convenient location and a substantially improved, modern environment. It has state-of-the-art food service equipment to increase the efficiency of food service operations.

The previous kitchen and dining room were located in the central core of our campus; this valuable space will be converted to additional clinic space to help us meet critical patient care needs.

## Opioid Safety Initiative focuses on patient safety

Few issues in medicine are getting more attention than the opioid addiction crisis across the nation. This is an issue facing every sector of our population, not just Veterans. The St. Cloud VA Health Care System is making great strides toward reducing chronic opioid dependence and providing alternative approaches to pain management.

Our Opioid Safety Initiative (OSI) focuses on several key areas:

- Limiting long-term prescriptions for opioids in chronic pain
- Addressing safety in those who receive opioids with benzodiazepines
- Minimizing doses of opioids in those requiring long-term use
- Optimizing collection of urine drug screening in those on long-term opioids

St. Cloud is also utilizing the national VA dashboard for tracking our progress toward implementation of best practices, surpassing most national and regional performance monitors. St. Cloud has expanded needed care to rural Veterans by hiring a Clinical Pharmacy Specialist to focus on Pain Management in an area where provider recruitment and retention has been a challenge. Finally, we are investing in alternative therapies, to give Veterans other options in dealing with their chronic pain.

This is a national issue that requires collaboration across all health care sectors and disciplines. With the efforts above and the efforts of literally 100s of staff, we believe we can make an impact in the lives of the Veterans of Central Minnesota.

## Suicide Prevention is VA's top clinical priority

Suicide prevention is the Department of Veterans Affairs' top clinical priority. Our focus is on saving lives. It is important for Veterans and former servicemembers to know there is someplace they can turn if they are facing a mental health emergency.

There are many ways Veterans can get help.

- All Veterans in crisis, or anyone concerned about a Veteran, can call the Veterans Crisis Line at 800-273-8255 (press 1), or text 838255, or chat online at <https://www.veteranscrisisline.net>.
- Help for Veterans is also available by calling 911 or going to the nearest emergency room. For emergency room visits by Veterans for mental health emergencies, the local ER is asked to notify the St. Cloud VA at 320-255-6340 so we can make every effort to provide benefits appropriate to the individual Veteran.
- Help is always available 24 hours a day, seven days a week at the St. Cloud VA. Veterans can seek care at our Urgent Care clinic in Bldg. 1, which is open from 8 a.m. to 6 p.m. daily, seven days per week. After 6 p.m., Veterans can go to Bldg. 111, where we maintain a mental health triage service. These services are available 365 days of the year.

The rate of death by suicide among Veterans who do not use VA care is increasing at a significantly greater rate than that among Veterans who do use VA care. VA data tells us that on average, 20 Veterans a day die from suicide in the United States. Of those 20, fourteen have not used VA care. We seek everyone's help in eliminating suicide among Veterans—a necessary first step is getting them the care they need, when it is needed.

# 2017 Highlights

## Mobile App empowers Veterans to be full partners in their own care



*VA is working to expand the ways in which we interact with our Veterans to beyond brick and mortar buildings. Connected Health (sometimes referred to as Virtual Care) encompasses My HealtheVet, [Vets.gov](http://Vets.gov), VA Video Connect, as well as VA Mobile Apps such as Annie and VA On-line Scheduling.*

One afternoon, Dr. Jennifer Roth (pictured above) called to check on a patient and got no answer. It turned out the Veteran was at the gym.

Dr. Roth, a graduate psychologist at the St. Cloud VA Medical Center, was thrilled by this news – but not just because her patient was getting a healthy workout. “This individual had withdrawn from other people socially and really wasn’t leaving the house anymore,” she explains.

So, what made the difference? Annie did.

If you’re wondering, “Who’s Annie?” the question is better asked, “What’s Annie?”

Annie is [VA’s new mobile text messaging system](#) that reminds Veterans to tend to their own self-care between VA appointments. It can be customized to send Veterans text messages with reminders, like – “Hello, this is Annie reminding you to take your medication. Please reply ‘med yes’ or ‘med no,’” or “Hi, this is Annie. Just a quick reminder that your glucose readings are due.”

Annie will soon be available for VA care teams across the country to customize in ways they believe will help patients with their at-home self-care. Currently, about 200 Veterans and 100 staff members at 16 sites across the VA network are testing Annie, including St. Cloud.

Roth and some of her patients are part of the test. She says all of them have reported positive results, even though they span a range of demographics – male and female, 20s-50s in age, and all different employment statuses.

Even though Annie is available as an app, Veterans don’t need a smartphone to use it. The system works on any basic cell phone with text messaging capability, which will make it more widely available to Veterans everywhere, once it becomes available nationwide.



# 2017 Accreditation

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, 2020

*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.*



**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.