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CENTER CAN

**PUBLISHED FOR THE EMPLOYEES, MEDICAL STAFF
AND VOLUNTEERS OF ST. CLOUD HOSPITAL**

Mr. John Frobenius
 Chief Executive Officer
 Saint Cloud Hospital
 1406 6th Avenue North
 St. Cloud, MN 56303-1901

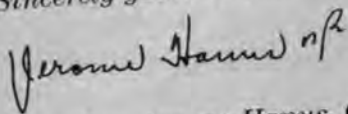
Dear John and Colleagues at Saint Cloud Hospital,

The Corporate Members join me in congratulating you on the recent recognition of Saint Cloud Hospital as one of the nation's top 100 hospitals. Such an achievement reflects dedicated, cooperative and focused efforts for providing the most effective health care in our community.

As integration plans move forward, we are confident that the new interdependent efforts will be marked by the same characteristics of excellence. Such efforts, rooted in commitment to the dignity of human persons, make health care a treasured ministry indeed.

God bless your working together with "prudential courage", as all of us seek new and better ways of serving our brothers and sisters in Christ.

Sincerely yours in Christ,



Most Rev. Jerome Hanus, OSB
Bishop of St. Cloud

The Most Rev. Jerome Hanus, O.S.B., Bishop of the Diocese of St. Cloud, blessed the hospital's new South Building Jan. 26 at a reception for corporate board members and other guests. Also pictured are S. Mary Reuter, O.S.B., prioress of the Sisters of the Order of St. Benedict; Nancy Smith-Frobenius; S. Miriam Ardolf, O.S.B.; and S. Dolores Super, O.S.B., chairperson of SCH Board of Directors.

In the Nation's Top 100!
Because We Care.



Achievements

JANIE AMUNDSON—SCH volunteer, was named president-elect of the Health Care Auxiliary of Minnesota (HCAM).

ROBERTA BASOL—Director of ICU/CCU/Respiratory Care, received her Master of Science in Nursing.

CAROL BELLING—Recovery Plus, passed her certification exam in Addictions Nursing through the National Nurses' Society on Addictions.

LYNDA DIEDRICH—CTR, Oncology Data Center, has been elected Vice President/President-Elect of the Minnesota Tumor Registrars Association for 1994 and 1995.

NANCY FANDEL—Recovery Plus, has been appointed to the Chemical Dependency Counselor Licensing Advisory Council for the State of Minnesota.

JEANETTE GUNNERSON—Recovery Plus, passed her certification exam in Addictions Nursing through the National Nurses' Society on Addictions.

JUNE HUBERTY—Recovery Plus, received the Irene Whitney Award for her outstanding contributions to the field of chemical dependency.

BOB JOHNSON—Central Minnesota Heart Center, has been appointed director of Region V by the American College of Cardiovascular Administrators.

ALEEN ROEHL—ICU, was chosen as Critical Care Nurse of the Year by the Central Minnesota Area Chapter of Critical Care Nurses.

BARBARA SCHEIBER—Patient Care Support, was inducted as a member of the Board of Directors of the Minnesota Council of Nurse Managers.

Documentation Changes Scheduled for April

The clinical documentation system at St. Cloud Hospital (SCH) has been revised and will be implemented in April.

The new system, developed by the documentation team includes the concept of charting by exception. The caregiver charts to a set of standards. Only significant findings or exceptions are documented in handwritten notes. This change is expected to reduce time devoted to paperwork and streamline the entire documentation system.

Team chair Kay Greenlee, Special Care and Surgical Services, said the documentation team has developed six core flow sheets describing different patient needs and conditions. The flow sheets look similar and contain the same information. The space allotted for the information varies, as does the patient's need for monitoring and assessment. All disciplines involved with the care of the patient, except the physician, will document on this flow sheet. Patient care flow sheets with consistent format and content make retrieval of data much easier.

Two other major changes are included in the new system:

- A new admission/discharge assessment will replace the six forms currently in use. Greenlee said the new assessment will take about half the time it does currently.
- Care plans will now be interdisciplinary. This means all

disciplines involved in treating a patient will document their plans in the same place. For example, the plan of the physical therapist will be on the care plan along with the plan of the nurse to achieve a common patient goal. This makes the patient's record a more complete, useful document.

According to Greenlee, creating a system that would work for SCH has involved many people from all disciplines and months of planning. "We wanted to take time to listen to staff and physician concerns," Greenlee said. "And, as with any change this massive, we need to allow plenty of time for education and training."

In fact, a self-learning module, which includes sample forms and patient examples, will be available to everyone involved in clinical documentation. Then, prior to housewide implementation, the documentation team will have open forums to answer any questions the module may have raised.

Greenlee said that even with this training, the change will be significant. "We plan to have resources available around-the-clock to facilitate the change," she said.

For more information on the documentation changes, call Kay Greenlee, ext. 4160.

"We wanted to take time to listen to staff and physician concerns," Greenlee said.

Who says persistence doesn't pay? Seventeen years of submitting the Publishers Clearinghouse Sweepstakes paid off in a big way for Alfred and Diane Slivnik.

While many St. Cloud residents were waiting to hear who won the \$10 million sweepstakes, the Slivniks travelled to Grand Casino hoping to win a little money. Unfortunately, they didn't have any luck – that day!

The next morning, Diane's brother called to ask if Publishers Clearinghouse had been at their home yet. Diane kidded with him and said, "I'm sure they'll be knocking on our door real soon!" She didn't realize how right she was.

Forty-five minutes later, Alfred watched out the window as a procession of cars led by the Prize Patrol drove right up to their house. Within minutes, the Slivniks had a houseful of people, reporters, cameras and a check for \$100,000 – their first installment of the \$10 million they will receive over the next 30 years.

"It was overwhelming," said Diane. "Just two weeks earlier I had mentioned to Alfred how wonderful it would be to win, and then we did!"

Their son Mark had laughed at Alfred when he sent his entry form in, but now Alfred's the one laughing – all the way to the bank!

Following the initial celebration at their home, the Slivniks and their family were driven by limousine to a press conference at the Radisson Suite Hotel in St. Cloud. That was just the beginning of their publicity tour.

On Monday, Jan. 31, the Slivniks and their children travelled to California to appear on the Leeza Gibbons show. Their limousine and travel guide were available Tuesday morning to take them on a tour of the Paramount movie studios prior to their interview with Leeza. Later that day, they dined at a fancy restaurant where many celebrities frequently are

seen. Unfortunately, no recognizable "stars" were out that night.

"We really had a great time in California – we laughed a lot," said Diane. "While driving around in the limo, our son Mark called us the 'Clampits going to Hollywood' and started singing the theme song from Beverly Hillbillies!"

Since their return from California,

who has worked in Processing & Sterilization at the hospital for the past 14 years, has reduced her hours to a casual, part-time status. "Right now, I still plan to work a few days here and there," said Diane. "I'm not ready to retire yet!"

Although the Slivniks are expecting a check for another \$150,000 soon, the reality is they will pay about \$206,000 in taxes on their earnings this year. "Uncle Sam won more than we did," said Diane. \$

SCH Employee Wins

\$10 Million
in Sweepstakes!



the Slivniks have appeared on "Eye to Eye with Connie Chung" and "Good Company". They have also been featured in several newspapers and interviewed with many radio stations – one as far away as New Zealand. In April, Publishers Clearinghouse will fly them to New York for five days for a tour of the Publishers Clearinghouse plant and to see other sights. In the meantime, the Slivniks just plan to stay around home, meet with their financial planner, and get things back to "normal".

Alfred has resigned from his position at Nahan Printing, and Diane,

What would you say if someone you knew just won \$10 million?

Although Diane's fellow employees in Processing & Sterilization would have loved to have been \$10 million winners, they are ecstatic for the Slivniks.

"They really deserved it," said Rose Laudenbach. "We are all very happy for them."

"I jumped around my living room with excitement when I heard they won," said Angie Tople.

"I think it made believers out of all of us," said Michelle Schendzielos.

"If it couldn't be me that won, I'm glad it was someone I knew," said Bev Elwood.

No one in the department seemed to think the winnings would change Diane. "She's been a hard worker all her life," said Supervisor Mike Nierenhausen. "I'd hate to see her leave."

Product Review Committee Changes to Meet Needs

The product review process has been improved at St. Cloud Hospital (SCH) to meet the following goals:

Improve quality. Careful, criteria-based clinical analysis and selection of the right products help the committee make choices that can contribute to greater patient comfort and greater efficiency for staff and physicians.

Reduce costs. In fiscal 1993, SCH spent \$12 million for general, medical and office supplies. A thorough financial analysis in the new process will help the committee make quality choices while saving costs.

Improve response time. The new process is designed to avoid delays and deliver timely responses to staff and physician requests, changes in technology, regulatory requirements or opportunities to reduce costs.

To achieve these goals, an 11-member Product Review Committee (PRC) meets monthly to address product issues and requests. The group consults with physicians and, when appropriate, will review products at clinical department meetings. PRC chairperson Kris Peterson, director of materials management and nutrition, said, "Our new structure ensures that the right people are involved at the right time in the process, and not spending their valuable time on issues not relevant to them."

When a clinical trial is recommended for a product, an ad-hoc or standing subgroup is brought together to design, administer, monitor and report on the trial. Standing subgroups have been formed to deal with issues related to IV products, office supplies, forms, computer hardware or software and surgical supplies.

Historically, the PRC reviewed only new products. The new committee will also look at current products, especially high-cost or high-use products. Products reviewed include suction canisters, exam gloves, office supplies, IV tubing, computer software, or other supplies used at SCH. Equipment, furnishings, medications and food are not included.

Here's how the new process works. If you have a need for a new product or a concern with a current product, simply obtain a "Request for Product Review" form from Mary Campbell, purchasing secretary, ext. 5630. Have your director sign the request. Then send the completed form to the PRC in Materials Management.

"If you submit a request, you will be kept informed of its progress through the various stages of the product review process, including the reasons for decisions made concerning the product. You also may be involved in the subgroup working on your request," Peterson said.

The committee will use several quality monitors to evaluate the effectiveness of its work. Peterson said financial and quality impact and feedback from users of the process will be among the important factors measured.

"We plan to communicate the results of our work housewide with a 'Product Lines' newsletter, which will be published on an as-needed basis," Peterson said. "This way, staff will be informed of PRC activities and decisions that affect them and their practice."

PRODUCT LINES

Product

Review

Committee

Members

KRIS PETERSON
Materials Management/
Nutrition (chairperson),
ext. 4607

NORMA DALTON
Ortho/Neuro/Rehab,
ext. 3608

VIC DINGMANN
Surgery-Purchasing
liaison, ext. 4604

KAY GREENLEE
Critical Care, ext. 4160

PAT HART
Family Birthing Center,
ext. 3511

**MARVIN
KIFFMEYER**
Purchasing/Materials
Management, ext. 4603

PAT MCGUIRE
Central Minnesota Heart
Center, ext. 7460

VONNIE OTTEM
Infection Control,
ext. 5722

JOHN SECKINGER
Chief Financial Officer,
ext. 5665

M. J. SWANSON
Emergency Trauma
Center, ext. 5699

JANE VORTHERMS
Medical/Oncology, ext.
3519

High Census Delays Phlebotomy Trial

The winter flu season hit hard this year, sending the hospital census soaring just about the time the phlebotomy trial in ICU/CCU was supposed to begin. As a result, the trial was delayed.

According to Beth Honkomp, care center director for Surgical and Special Care Services, ICU and CCU will still be "trialing" using respiratory practitioners as phlebotomists. The first step – decentralizing the respiratory therapists to ICU/CCU – happened in early December.

"But soon after, respiratory activities became uncharacteristically high, causing us to rethink when the trial was to occur," Honkomp said. She said the trial was delayed until the SCH census and respiratory activity were closer to expected volumes.

The trial is now scheduled to begin March 22. Quality monitors are in place and will be measured at the same time. A formal cost and quality evaluation will be reviewed in June.

The goals of the trial are to:

- Minimize the number of caregivers entering patient rooms.
- Decrease the time taken to get stat results by using the skills of caregivers already present on the units.
- Leverage the skills of those professionals.
- Evaluate the success of this effort as a patient care planning tool.

Lab Delivers Quicker Turnaround

St. Cloud Hospital Laboratory employees are working harder and harder to please their customers – and with documented success.

During Phase I of OE, the Services Standards Team conducted focus groups with physicians and patients. The response from these groups confirmed one thing – everyone expected a faster turnaround time.

By the end of Phase II, standards were set for four specific high volume lab tests.

The new service standards established a turnaround time of 30 minutes on Complete Blood Count (CBC) tests and 35 minutes on Chem 7, Partial thrombinblastin time (PTT) and Prothrombin time (PT). The turnaround is calculated from the time the blood is received in the Lab to the time the results are entered into the computer system.

TEST	% MET STANDARDS February	LAB TIME (MINUTES) RECEIVED-COMPLETION February
Chem 7	98.0%	16.0
CBC	92.8%	14.2
PTT	95.1%	21.2
PT	94.3%	19.8

Since these service standards went into effect in October, Lab employees have continued to improve on the percentage of tests meeting these standards. The most recent report from February 1994, showed that all four of the lab tests were completed in the established time frame more than 93 percent of the time. The Chem 7 test was the highest, meeting the standard 98 percent of the time.

"The Laboratory staff has demonstrated great commitment and

teamwork," said Jane Ceynar, director of Laboratory. "Although the standards seemed unrealistic at first, everyone has been working very hard to meet the needs of the customer."

In order to monitor the results, Information Services created a program to track the laboratory tests from the entry of the physician's order into the computer by nursing station personnel to the point of completion by the Laboratory. These reports have shown a continued improvement each month.

"We have been posting the results in the Lab on a monthly basis," Ceynar said. "With this feedback, the employees are recognizing their improvement and success, and they are continuing to explore ways to further improve."

Currently, the Laboratory staff is looking at ways to reduce delays that occur between the time the test is ordered by the physician until the blood is received in the Laboratory. Working as a team with nursing station staff encourages the prompt ordering of laboratory tests and the dispatching of a phlebotomist to the patient's room. These are essential to

improving the total turnaround time requested by the physicians. The effective use of the pneumatic tube system is a key factor in meeting the established turnaround time and

the expectations of our customers.

Future technology may speed up the process by allowing the patient's blood to be drawn and tested right at the bedside.

As the Laboratory staff continues to work diligently toward meeting the service standards 100 percent of the time, Ceynar believes keeping the staff aware of customers' expectations has helped tremendously throughout the transition, because it has helped explain why the recommended changes needed to be made.

SCH Goes *Smoke Free* May 1

Although it is a popular spot for many employees – a place to meet new friends, share jokes and smokes, the “puffer’s patio” will soon be smoke-free.

Effective May 1, St. Cloud Hospital (SCH) will be completely smoke-free. There will be no smoking allowed in any hospital buildings, grounds, vehicles or leased space. Smoking will no longer be allowed at the front entrance or anywhere on the grounds.

“As an organization whose mission is to care for the sick and promote good health, it is necessary that we provide a smoke-free environment,” said Terry Bradford, director of Human Resources. “We

cannot overlook the numerous health risks associated with smoking, including heart problems, premature infant death and cancer.”

For those people who presently smoke, this change won’t be easy. To help employees and physicians through this adjustment, SCH will offer smoking cessation classes in the coming months. “It is our hope that these classes can assist all smokers to become non-smokers,” Bradford said.

To remind people about this change in policy, new signs will be posted throughout the hospital. Patients will be notified about the change in policy through admission information.

In adhering to the smoke-free policy, consideration must be given to

our neighbors and their right to keep their yards free of litter from smoking, Bradford said.

The policy will be strictly enforced by hospital personnel. People in violation of the policy will be politely reminded about the non-smoking campus and expected to abide by the same rules as others. If you see someone smoking on hospital grounds after May 1, you can either remind the smoker of our policy or call Safety and Security, ext. 5786.

For more information about the smoking cessation classes or to register, please call Occupational Health Service, ext. 5634.

If you were going to have a crippling fatal disease, would you want to know when it was going to strike?

Neurologist Lawrence Schut, M.D., is among a group of molecular geneticists and physicians who recently received national attention for the discovery of the gene that causes ataxia.

Hereditary ataxia is a fatal, progressive neurological disease which is passed from parents to children. The disease is marked by a lack of motor coordination, affecting walking, balance and speech. An estimated 150,000 people in the U.S. have degenerative ataxia. Approximately 50 percent of these have the hereditary form.

Since 1990, researchers have been able to predict with more than 95 percent accuracy if family members would be afflicted with ataxia by testing their blood. Now with the identification of the gene, researchers can predict roughly how soon and how hard the disease will hit, allowing people to make better

ST. CLOUD PHYSICIAN HELPS DISCOVER ATAXIA GENE

informed decisions about issues such as having children and career choices.

Schut, a member of St. Cloud Hospital’s medical staff and a neurologist at Central Minnesota Neurosciences, Ltd., is closely connected with the disease. Although his parents and children are safe from ataxia, his grandfather died of ataxia and passed it on to three of his five children.

“I’ve been around the disease all my life,” said Dr. Schut. “Family members who were afflicted with the disease usually began to experience the symptoms around age 20 to 25 and continued to deteriorate until they died before the age of 40. Sixty-one relatives have died prematurely with it. That’s a harsh reality to accept.”

Schut has been involved in the research since 1971. He revitalized the National Ataxia Foundation which was started in 1957 by his uncle. Although Dr. Schut spent some time in the lab during the research stages, most of his time was dedicated to traveling around the country finding people with the disease and tracing their family histories.

Although this breakthrough will someday lead to better treatment, the next step for Schut is to encourage the 100 people he knows are at risk for the disease to be tested, including 17 of his family members.

For more information about ataxia, call the National Ataxia Foundation at (612) 473-7666.

PHYSICIAN ANNOUNCEMENTS

Welcome! Welcome! Welcome! Welcome! Welcome! Welcome! Welcome! Welcome!

DAVID I. COVINGTON, M.D., is associated with Central Minnesota Emergency Physicians, Ltd. Dr. Covington is working in the SCH Emergency Trauma Center. He attended the University of North Dakota in Grand Forks, N.D.; University of North Dakota Medical School in Grand Forks, N.D.; and interned at St. Luke's Hospital in Fargo, N.D. He completed his Emergency Medicine Residency at Hennepin County Medical Center in Minneapolis, Minn.



THOMAS E. FROMUTH, M.D., is associated with Women and Children's Medical Center. Dr. Fromuth attended Albright

College in Reading, Pa.; Jefferson Medical College in Philadelphia, Pa., and interned at St. Vincent Hospital in Erie, Pa. His Obstetrics and Gynecology residency was completed at Strong Memorial Hospital in Rochester, N.Y.

WILLIAM G. HEEGAARD, M.D., is associated with Central Minnesota Emergency Physicians. Dr. Heegaard attended Lewis & Clark College in Portland, Ore.; University of Minnesota Medical School in Minneapolis, Minn. Internship and residency were completed at Hennepin County Medical Center in Minneapolis, Minn.



KEITH K. KRUGER, M.D., is a family practitioner associated with Central Minnesota Group Health, Inc. Dr. Kruger attended

Western Michigan University of Kalamazoo, Mich.; Michigan State University in East Lansing, Mich. Internship and Residency were completed at Borgess/Bronson Hospital in Kalamazoo, Mich.



STEPHEN E. KUEHNE, M.D., is associated with St. Cloud Radiologists, PA. Dr. Kuehne attended Massachusetts

Institute of Technology in Cambridge, Mass.; University of Vermont Medical School in Burlington, Vt. Radiology residency was completed at Mount Auburn Hospital in Cambridge, Mass., and Ohio Valley Medical Center in Wheeling, W.Va.



EDGAR A. PINEDA, M.D., is associated with Cardiac Surgical Associates. Dr. Pineda attended Universidad Nacional De

Colombia in Bogota, Colombia; and Facultad De Medicina Universidad Nacional in Bogota, Colombia. He interned at Hospital Universitario Sn. Vicente De Paul in Medellin, Colombia. His General Surgery residency was done at University Hospital in Saskatoon, Saskatchewan, Canada. A Cardiovascular and Thoracic residency was completed at Vancouver General Hospital in Vancouver, British Columbia, Canada.



ALAN D. REITZ, M.D., is associated with Anesthesia Associates of St. Cloud, Ltd. Dr. Reitz attended Luther College in

Decorah, Iowa; University of Iowa in Iowa City, Iowa; and interned at LaCrosse Lutheran/Gundersen Clinic in LaCrosse, Wis. His anesthesia residency was completed at the Indiana University Medical Center in Indianapolis, Ind.



NORBERT SCHWER, M.D., is a general surgeon associated with Central Minnesota Surgeons. Dr.

Schwer attended the University of Vienna, Austria; Loma Linda University in Loma Linda, Calif. Internship and Residency were completed at Pontiac General Hospital in Pontiac, Mich.



JEFFREY C. WINDSCHITL, M.D., is associated with Central Minnesota Emergency Physicians. Dr.

Windschitl attended St. John's University in Collegeville, Minn.; University of North Dakota Medical School in Grand Forks, N.D.; and interned at William Beaumont Hospital in Royal Oak, Mich. Emergency Medicine residencies were completed at William Beaumont Hospital facilities in Royal Oak and Troy, Mich.

Promotions

BRENT ANTIL, Collections Specialist to Credit & Collections Specialist, Billing & Collections

DEBORAH BERGER, ECG Technician, Cardiology, to Patient Care Technician, Dialysis

LOLA BRYSZ-GERDING, Employee Benefits Supervisor to Benefit & Employment Specialist, Compensation & Benefits

TAMMY BURCZYK, Respiratory Care Asst. to Respiratory Therapist, Respiratory Care

DOREEN CARLSON, Secretary, Neurology, to Medical Transcriptionist, Central Minnesota Heart Center

ROBERT DAHL, Accountant, Controller, to Coordinator, Physician Practice Financial Support Services

TERRI EVEN, L.P.N., 4 Northwest, to R.N., PACU

BEVERLY FELD, Housekeeping Aide, Environmental Services, to Unit Support, ICU/CCU

DAWN FROELICH, Data Entry Operator, Information Services, to Transcriber, PACU

LISA GAPKO, Jr. PT Orderly to Senior PT Orderly, Physical Therapy

KELLY GRAY, Compensation Analyst to Compensation & Payroll Specialist, Compensation & Benefits

GLENDA HEIM, Food Service Aide, Nutrition Services, to Transcriber, Dialysis

SUSAN JUSTISON, R.N. to Charge Nurse, 6 South

ERIN KITTRIDGE, Jr. PT Orderly, Physical Therapy, to Patient Care Extender, ETC

CATHERINE LAUBACH, R.N. to Case Coordinator, P.C.W.

MARY LAWRENCE, Home Health Aide, Home Care, to Transcriber, 4 Northwest

JANINE LORTZ, Medical Records Clerk, Admissions, to Transcriber, P.C.W.

DEBORAH MAGNUSON, R.N. to Case Coordinator, P.C.W.

TAMMY SEILER, Admitting Clerk, Admitting, to Graduate Practical Nurse, 4 Northwest

KELLY SEVERSON, Housekeeping Aide, Environmental Services, to Unit Support, ICU/CCU

LORI STOCK, Extended Nurse Intern, 4 South, to R.N., Telemetry

SHERRI SYKORA, Extended Nurse Intern to R.N., Telemetry

THOMAS VAUDT, Senior Counselor to Staff Psychotherapist, Recovery Plus

BONNIE WAIBEL, R.N. to Case Coordinator, P.C.W.

PAUL WEINMANN, Resident Assistant to A & C Asst. Counselor, Recovery Plus

RACHELLE WILLIAMS, Housekeeping Aide, Environmental Services, to Unit Support, ICU/CCU

1994 Winter/Spring Education Calendar

March 17 (T) Creating the New American Hospital: A Time for Leadership Greatness 12 noon - 1:30 p.m.

March 26 (W) Pediatric Emergency Care Training Course 8 a.m. - 5 p.m.

March 31 (T) OSHA Update for Health Facilities Management 12 noon - 1:30 p.m.

April 7 (W) Life Is Now! 7 - 9 p.m.

April 12 (W) Death: A Personal Encounter 9 a.m. - 4:30 p.m.

April 14 (W) Living the Golden Years? 8 a.m. - 4 p.m.

April 21 (T) Working for the Patient: Lessons in Patient-Centered Care (HRET) 12 noon - 1:30 p.m.

April 23 (W) Pediatric Emergency Care Training Course 8 a.m. - 5 p.m.

April 23 (W) Annual AORN Workshop 8 a.m. - 4:30 p.m.

April 29 (W) 7th Annual Office Personnel Seminar 8 - 11:30 a.m. or 1 - 4:30 p.m.

(W) Workshop (T) Teleconference

New Management



Milind Bhat has been appointed **director of Education and Professional Development**. Prior to working at St. Cloud Hospital, Bhat was **professor of management at the Concordia College of Adult Learning in St. Paul**. He received his **Master in Business Administration from the University of Minnesota**.

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CENTER SCAN

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A RECYCLED AND RECYCLABLE PAPER

VHA

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