

# *The Pursuit of Excellence*



## 2018-2019 **LEBANON VA MEDICAL CENTER** **ANNUAL REPORT TO THE COMMUNITY**

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**U.S. Department of Veterans Affairs**

Veterans Health Administration  
Lebanon VA Medical Center



Our executive leadership team includes (left to right): Director and CEO, Robert W. Callahan, Jr.; Associate Director for Patient Care Services, retired U.S. Navy Capt. Margaret G. Wilson, MSN, RN; Chief of Staff, retired U.S. Army Col. Stuart A. Roop, MD, FCCP; and Associate Director, Jeffrey A. Beiler II. The team is standing beside a nuclear medicine SPECT/CT scanner in recently renovated radiology space.

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*On the cover: An artistic sketch of the cupola located atop Building 1 at Lebanon VAMC. The building, originally completed in 1947, is the centerpiece of the Lebanon VAMC campus and was constructed in Colonial Revival and Classical Revival styles that were fashionable in the early decades of the twentieth century. Lebanon VAMC's campus marked a transition between second generation VA hospitals and third generation VA hospitals that began construction in the late 1940s as part of increased demands to care for America's World War II Veterans. The Lebanon campus has undergone a robust renovation, modernization and new construction process beginning with the 21st century that promotes our pursuit of excellence today.*

# *Dear Veterans, Advocates, and Fellow Employees,*

The thread which connects us is our pursuit of excellence. Veterans who receive their care here expect it; their families demand it and our staff consistently provides it. For this reason, our medical center, our five community clinics and our two community living centers were awarded a five-star designation in recognition of our staff's high performance and our Veterans' high satisfaction. We could not be prouder or more pleased!

Excellence is what Veterans deserve. They gave their best during their time in uniform and we have a sacred trust to give them our best now. For this reason, during the past fiscal year, we built three new community clinics with expanded space and services in Pottsville, Mechanicsburg and Lancaster; we spearheaded a consolidation of procurement across the state for all VA facilities which resulted in improved efficiencies, reduced costs and will save taxpayers millions of dollars over the coming years; and we implemented a new real time feedback program called Medallia that enables us to immediately receive and respond to questions or comments about care making us far more agile and nimble.

Additionally, during the past year, we received awards for our fair and equitable treatment of patients and staff, our patient safety programs and our commitment to sustainability and environmental excellence to name a few. But the race is not yet finished. Our pursuit of excellence continues with you our partners, our staff and the Veterans we are honored to serve.

We hope you enjoy this report to the community. It's one simple way we seek to be open and transparent as we continue our pursuit of excellence.

Sincerely,

Robert W. Callahan, Jr., *Director and CEO*

Jeffrey A. Beiler II, *Associate Director*

Stuart A. Roop, MD, FCCP, *Chief of Staff*

Margaret G. Wilson, MSN, RN, *Associate Director for Patient Care Services*

### Our Mission

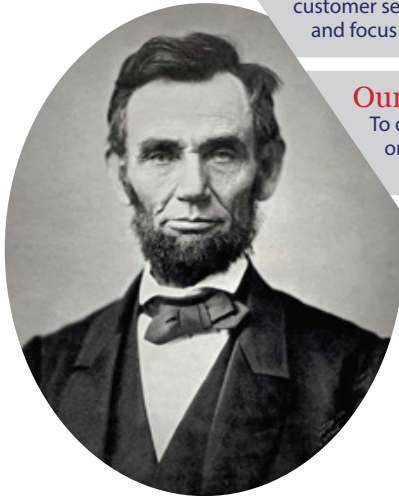
**Fulfill Lincoln's promise** - "To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring America's Veterans and their families.

### Our Core Values

Integrity, Commitment, Advocacy, Respect, Excellence

### Our Roadmap

- **Deliver on current commitments to Veterans:** Increase Access to Care; Eliminate the Backlog; and End Veterans Homelessness
- **Innovate to improve the Veteran experience:** Establish a VA-wide customer-service organization that will design and implement a superior *Veteran Experience* and leverage *Strategic Partnerships* as a force multiplier
- **Empower our Leaders and Employees:** Realign internal *Support Services* to improve efficiency, reduce costs, and increase productivity; remove processes that impede good customer service while establishing a culture of continuous *Performance Improvement*; and focus on *People and Culture* to attract, retain and develop high performers



### Our Vision

To deliver world-class service, defining success by Veterans' outcome one Veteran at a time, while integrating across VA programs to optimize productivity and efficiency

### Our Guiding Principles

- Think and act with a Veteran-centric mindset
- Optimize VA's unique competencies
- Serve as responsible stewards of taxpayer resources

### Our Culture

A collaborative, inclusive, and engaged results-oriented culture that inspires trust



Choose VA



U.S. Department  
of Veterans Affairs

## VA Core Values and Characteristics



**Integrity, Commitment, Advocacy, Respect, and Excellence (I CARE)** define our core values. Staff - at every level within VA - play a critical role to support VA's commitment to care and serve our Veterans, their families, and beneficiaries.

**Integrity:** Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

**Commitment:** Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

**Advocacy:** Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

**Respect:** Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

**Excellence:** Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.





Veterans and their families deserve the very best care and services available to them. We want them to Choose VA, not because they have no other choice, but because we are the best at what we do, how we do it and because of the difference we make in the lives of Veterans and their families.

Always **Deliver** on our promise to get it right. “Right” means Easier Access and Greater Choice; Timely and Integrated Care; Accountability and Transparency; and Best-in-Class Care and Service.

Always **Care** for the “whole Veteran” including their families, caregivers and survivors.

Always **Empower** Veterans to keep Choosing VA as their go-to resource for best-in-class care, service and benefits.

Always **Remember** that doing what’s good for Veterans, good for employees and good for taxpayers is what’s best for VA and what ChooseVA is all about.

## *Services Offered...*

Acupuncture	Ophthalmology
Acute Psychiatry	Optometry
Ambulatory Surgery Unit	Orthopedics
Audiology	Pain Management
Barber	Palliative Care
Behavioral Health/Mental Health Services	Patriot Café, Retail Store and Coffee Shop
Cardiology	Pharmacy
Caregiver Support	Physical Therapy and Rehabilitation
Chapel	Plastic Surgery
Community Clinics	Podiatry
Community Living Centers	Police
Compensated Work Therapy (CWT)	Position Emission Tomography
Day Care	Prosthetics
Dental	PTSD
Dermatology	Pulmonary
Emergency Department	Radiology
Endocrinology	Recreation Therapy
Endoscopy	Respiratory
Geriatric Care	Rheumatology
Gulf War Exam	Social Work
Health Education Library	Speech Pathology
Hepatitis C Screening	Spinal Cord Injury Program
HIV Program	Residential Rehabilitation Treatment Program
Home/Community/Long Term Care	Suicide Prevention Program
Homeless Veterans Program	Surgery
Hospice Care Unit	Transition and Care Management (formerly OIF/OEF/OND)
Infectious Disease	Urology
Laboratory	Veterans Activity Center
Magnetic Resonance Imaging	Veterans Benefits Counseling
Medical Foster Home	Visual Impairment Services
Mental Health Intensive Case Management	Vocational Rehabilitation
MOVE!	Voluntary Services
Nursing	Women’s Health
Nutrition and Food Services	YMCA at the VA
Occupational Therapy	
Oncology	

# Lebanon VA By the Numbers

## FINANCIAL STATISTICS

### OPERATING BUDGET

**\$367,981,471**

### MEDICAL BUDGET

**\$239,915,000**

### ADMINISTRATIVE BUDGET

**\$24,486,000**

### FACILITIES BUDGET

**\$36,833,000**

### CAPITAL EQUIPMENT BUDGET

**\$2,655,000**

(Included in Medical, Administrative and Facilities budget amounts above.)

### FIRST AND THIRD PARTY COLLECTIONS

**\$24,227,000**

(Included in Medical budget above)

## RANKINGS WITHIN OUR NETWORK (VISN 4)

Communication with Doctors—**#2**

Shared Decision Making—**#2**

Communication about Medications—**#1**

Willing to Recommend Hospital—**#1**

Discharge Information—**#2**

Overall Rating of the Hospital—**#1**

Pain Management—**#2**

Communication with Nurses—**#2**

Responsiveness of Hospital Staff—**#2**

## OPERATIONAL STATISTICS

Veterans Served—**45,493**

Outpatient Visits—**484,721**

Veterans Served at Community Clinics—**27,685**

Veterans of Iraq and Afghanistan Wars Served—**8,146**

Women Veterans Served—**3,844**

Surgeries Performed – **4,424**

## OPERATING BEDS (188)

Facility—**49**

CLC—**76**

PRRTP—**63**

## TOTAL ADMISSIONS (3,122)

Acute Care—**1,933**

BH—**364**

CLC—**585**

Observation—**240**

Participants gathered at Lebanon VAMC on Sept. 7, 2018, for the 6th Annual Community Mental Health Summit, hosted by our Behavioral Health & Science department. During fiscal year 2018, we also held three additional community-based summits in Lititz, Reading and Harrisburg, supporting all counties in our catchment area, with the goal of bringing together mental health professionals, stakeholders and Veterans to further support recovery-oriented care.



## VOLUNTEER AND DONOR STATISTICS

Monetary Donations—**\$266,292.54**

Value of Items Donated for Veterans—**\$282,491.79**

Value of Activity Donations—**\$116,868.19**

Volunteers—**241**

New Volunteers—**68**

Youth Volunteers—**10**

DAV Van Drivers—**25**

Volunteer Hours—**45,112.50**

*(This equates to saving \$1,113,827.63 in taxpayer funds instead of hiring employees to complete these tasks)*

Total Resource Impact—**\$1,779,480.15**

*(This is the total monetary value of all donations and volunteer hour value)*

# 28%

**OF LEBANON VA  
MEDICAL CENTER  
STAFF ARE VETERANS.**

## EMPLOYEE STATISTICS

Full Time Employees— **1,620**

Nursing Staff— **269**

Primary and Specialty Providers— **162**

Social Workers—**76**

Psychologists—**32**

## An Average Day at Lebanon

- 987** Phone Calls Received and Handled by Scheduling Line
- 3,781** Phone Calls Received at the Medical Center
- 3,371** Outpatient Prescriptions Processed
- 106** Intravenous Medications Mixed
- 1,749** Medications Dispensed for Inpatients
- 454** Pieces of Reusable Medical Equipment Sterilized
- 500** Labs Drawn
- 361** Complete blood count samples collected
- 430** Hospital Meals Served
- 889** Meals Served at the Canteen
- 2,119** Clinical Appointments at Main Campus
- 543** Clinical Appointments at VA Community Clinics
- 4,308** Miles Driven by Employees in the Execution of Their Job
- 38** Chaplain Appointments/Visitations/Counseling



*We Are Grateful for Staff  
and Supporters Who Promote  
the Pursuit of Excellence*

***Thank You— for choosing to serve America's noble guardians as a volunteer or an employee. Your decision is improving the lives of Veterans each and every day.***



# Accreditations

LEBANON VA ACHIEVED ACCREDITATION OR RECOGNITION BY THE FOLLOWING ORGANIZATIONS:

- ★ Commission on the Accreditation of Rehabilitation Facilities continuing accreditation
- ★ American Association of Blood Banks
- ★ American Society of Health System Pharmacists
- ★ Blind Veteran Association
- ★ College of American Pathology
- ★ Long Term Care Institute
- ★ Office of Security and Law Enforcement – Vulnerability Assessment Survey
- ★ Accreditation of Psychology Internships and Residents
- ★ The Joint Commission for Hospitals, Home Care and Behavioral Health Programs
- ★ National Health Physics Program
- ★ Accreditation of Pharmacy Residencies
- ★ Behavioral Health Interdisciplinary Program Collaborative Care Model



aa Accredited



Primary and Specialty providers like Dr. Preeti Malhotra, at our York County VA Clinic, receive exceptional satisfaction and trust scores from the Veterans they serve. Feeling sick? Lebanon VAMC offers Veterans same-day service with Primary Care Teams or Veterans feeling under the weather can call the Telephone Liaison Care (TLC) line and speak to a VA nurse 24/7 by calling 1-800-409-8771 and pressing 3 to address health-related questions or for triage if feeling sick.



# Achievements in the Pursuit of Excellence



Lebanon VAMC received two Partner for Change awards from Practice Greenhealth for environmental excellence. These awards were for a reduction in medical waste and the use of solar powered trucks on the medical center's main campus.



The Indiantown Gap National Cemetery Memorial Council presented our police department with an achievement award for the exceptional cross-administration safety and security service the department provides our local National Cemetery Administration partner.



The US Department of Veterans Affairs announced Lebanon VA Medical Center achieved 5 star rankings for the hospital and its community living center. These ratings evaluate and benchmark the quality of care at VA medical centers across the country.



Improving efficiencies, consolidating efforts and saving tax payer money are just a few of the accomplishments of our Procurement Team who took a short break to pause for a group photo.



VA's Innovation Network awarded 5 Spark-Seed-Spread grants to Lebanon VA Medical Center employees. Three of the employees Amber Reesman, Charles Griffith, DO and Yasmin Brown, MBA, LCSW, were selected to present their innovation ideas to officials in Washington DC.



Scott Shreve, DO, received the American Legion, Department of Pennsylvania Distinguished Service Award and the Hospice and Palliative Medicine Visionary Award from the American Academy of Hospice and Palliative Medicine.

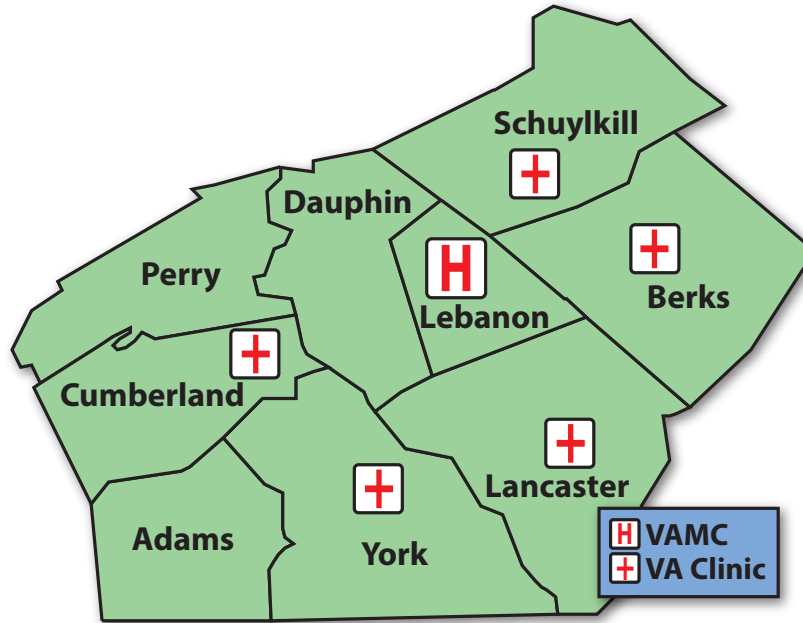


The National Center for Patient Safety selected Lebanon VA Medical Center as a Cornerstone Gold Star Recipient for its efforts in patient safety.



The Human Rights Campaign Foundation named Lebanon VA Medical Center as a "LGBTQ Healthcare Top Performer" for its inclusive policies and practices.

# South Central PA VA Services



## HEALTH CARE SERVICES

### VA HOSPITAL

**LEBANON VA MEDICAL CENTER**  
1700 South Lincoln Avenue  
Lebanon, PA 17042  
717-272-6621 / 1-800-409-8771  
[www.lebanon.va.gov](http://www.lebanon.va.gov)

### VA CLINICS

**BERKS COUNTY VA CLINIC**  
2762 Century Boulevard  
Wyomissing, PA 19610  
484-220-2572

**CUMBERLAND COUNTY VA CLINIC**  
5070 Ritter Road  
Mechanicsburg, PA 17055  
717-590-1525

**LANCASTER COUNTY VA CLINIC**  
212 Willow Valley Lakes Drive, Suite 208  
Willow Street, PA 17584  
717-740-4434

**SCHUYLKILL COUNTY VA CLINIC**  
1410 Laurel Blvd., Suite 2  
Pottsville, PA 17901  
570-628-5374

**YORK COUNTY VA CLINIC**  
2251 Eastern Blvd.  
York, PA 17402  
717-840-2730

## OUTREACH CLINIC

**FORT INDIANTOWN GAP VA OUTREACH CLINIC**  
Bldg. 4-114 (Hawkins Road)  
Fort Indiantown Gap  
Annville, PA 17003  
717-272-6621 ext. 5105 for scheduling  
*Hours limited to Wednesdays and Fridays,  
managed by Lebanon VAMC Primary Care*

## OTHER VA SERVICES IN OUR SERVICE AREA\*

### VET CENTERS

**Readjustment Counseling Services**  
*Learn more at [www.vetcenter.va.gov](http://www.vetcenter.va.gov)*

**LANCASTER VET CENTER**  
1817 Olde Homestead Lane  
Suite 207  
Lancaster, PA 17601  
717-283-0735

**HARRISBURG VET CENTER**  
1500 North Second Street  
Suite 2  
Harrisburg, PA 17102  
717-782-3954

### VA NATIONAL CEMETERY

**INDIANTOWN GAP NATIONAL CEMETERY**  
Indiantown Gap Road  
Annville, PA 17003  
717-865-5254  
*Learn more at [www.cem.va.gov](http://www.cem.va.gov)*

\*These VA services/facilities are not managed by Lebanon VAMC

## COMMON QUESTIONS & VA HEALTHCARE ELIGIBILITY INFO

**lebanon.va.gov**

**SOCIAL  
MEDIA**



/VALebanon



@VALebanon

### Am I a Veteran?

YOU MIGHT BE SURPRISED how many times we are asked this question. Folks seem to have all sorts of preconceptions about what makes someone a Veteran. Fortunately, however, the answer is quite simple. If you served in the active Armed Forces of the United States, then you are a Veteran! Pure and simple. It's not necessary to have served overseas or during a time of war. National Guard members and Reservists who have been called to active Federal service are also Veterans. Age, income, race, gender, religion, creed or marital status do not matter—the only thing which does, is that you wore the uniform of an American defender. Thank you for your service!

### Am I Eligible for Care?

ALL VETERANS ARE ELIGIBLE to apply for VA health care. Your DD214 and previous annual income is reviewed to determine your eligibility status. You will be assigned a priority group based on your specific eligibility status, income, and service information you provided on the 10-10EZ form. You should contact our enrollment specialists any time you have a major life change such as retirement, loss of income or housing, change in marital status or a service connected disability condition. Veterans enrolled in VA health care meet the minimum required standards of the Affordable Care Act.

**Veterans are encouraged to meet with enrollment specialists located in the lobby of Building 17 at Lebanon VAMC Monday-Friday from 0730-1600 regarding enrollment and eligibility. Enrollment specialists can also be reached via phone at 717-272-6621 x 6000.**

### Combat/Separating Vets

If you are a recently discharged Veteran with service in a theater of combat operations (OIR/ORS –Operation Inherent Resolve/Operation Resolute Support), VA can provide you with free care for 5 years from your discharge from active duty for conditions possibly related to your service, regardless of your income status.

If you are nearing separation/retirement from military service and will be returning to the area served by Lebanon VAMC, when you are discharged it is important to contact the Transition and Care Management Team to discuss your VA health care options.

**Returning combat or separating/retiring Veterans, please call the Transition and Care Management Team at 717-272-6621 x 4565 to discuss your VA options.**

### Transportation

For Veterans unable to transport themselves to Lebanon VAMC appointments, there are a variety of transportation options available for Veterans. Many local transit authorities, some County Veterans Affairs offices and Lebanon VAMC's Volunteer Transportation Network may offer options. Information is available by logging on to [www.lebanon.va.gov/trans.asp](http://www.lebanon.va.gov/trans.asp) or contacting your local transit authority, County Veterans Affairs Office or the Volunteer Transportation Network at 717-272-6621 x 4596.

## Enrollment & Eligibility Questions?

**CALL 717-228-6000 TO SPEAK TO ONE OF OUR ENROLLMENT SPECIALISTS**



# Bringing Excellence Closer To You!



A typical exam room at our new Cumberland County VA Clinic. The clinic offers a variety of services including primary care, women's health care, mental health care, endocrinology, renal, podiatry, optometry, physical therapy, occupational therapy, home oxygen therapy as well as neurology and dermatology via telehealth.



One of two optometry exam rooms at our new Lancaster County VA Clinic that opened in December 2018. The opening of three new clinics during 2018 have enabled us to increase service offerings at our clinics and we are exploring adding even more services at these facilities in the future!



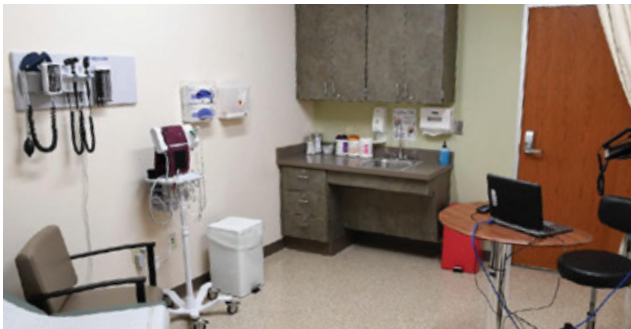
The exterior of our new Schuylkill County VA Clinic located in Pottsville. Opened in February 2018, the new clinic features nearly 9,000 square feet of space and has eight primary care exam rooms, four mental health consulting rooms, two telehealth-specific rooms, a laboratory, two shared medical appointment or group rooms and a teamwork room for staff.



The exterior of our new Cumberland County Community Clinic located in Mechanicsburg. Opened in Sept. 2018, the new 25,000-square-foot clinic features 40 exam rooms, two women's health rooms, two group therapy rooms and 12 behavioral health treatment rooms.



The exterior of our new Lancaster County VA Clinic located in Willow Street. Opened in December 2018, the 15,000-square-foot clinic includes 16 exam rooms, one women's health room, one group therapy rooms and seven behavioral health treatment rooms.



A typical exam room at our new Schuylkill County Clinic. The clinic provides a wide variety of services including primary care, women's health care, mental health care, laboratory services, annual physicals and screenings, and treatment of conditions such as diabetes, hypertension, respiratory disease, common cold, influenza, tobacco cessation and specialty referrals.



A typical exam room at our new Lancaster County VA Clinic. The clinic offers a variety of services including primary care, women's health care, mental health care, preventative care, laboratory and point of care testing services, rehabilitation services and optometry services.

*The Best Care Anywhere...The Best Employees Anywhere.*  
Quality care at seven locations in South Central PA.



**Lebanon VA Medical Center**  
1700 South Lincoln Avenue  
Lebanon, Pennsylvania 17042  
**717-272-6621 • 1-800-409-8771**  
**www.lebanon.va.gov**

## COMMON LEBANON VAMC CONTACTS

**717-272-6621 / 1-800-409-8771**

Appointment Line	x 5105
Telephone Nursing Care	x 6041
Pharmacy Center	x 6009
Auto Med Refill / Acct & Appt Info Line	x 5991
Enrollment / Eligibility	x 6000
VETERANS CRISIS LINE	1-800-273-8255 Press 1