

Only Here...



2019-2020 **LEBANON VA MEDICAL CENTER** ANNUAL REPORT TO THE COMMUNITY

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Lebanon VA Medical Center



Our executive leadership team includes (left to right): retired U.S. Army Col. Stuart A. Roop, MD, FCCP (Chief of Staff); retired U.S. Navy Capt. Margaret G. Wilson, MSN, RN (Associate Director for Patient Care Services); Jeffrey A. Beiler II (Associate Director) and Robert W. Callahan, Jr. (Director and CEO). The team is standing in front of new sterilizers installed in the new sterile processing area added on to Building 1. This new work space will open in 2020. Lebanon VAMC's Sterile Processing Service has previously received a national best practice award from the 3M Corporation for exceeding industry standards of cleansing surgical instruments and medical equipment in a way that significantly improves patient safety.

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The content in this publication is edited, prepared and provided by Lebanon VAMC's Public Affairs Office. Contact 717-272-6621, ext. 4298, or VHALEBPublicAffairs@va.gov with publication questions/feedback.

On the cover: An aerial view of the Lebanon VA Medical Center campus.

Dear Veterans, Advocates, Stakeholders and Fellow Employees,

There's something special about our medical center and community clinics – something which distinguishes us from other health care organizations. External reviewers regularly comment about our distinctiveness. Frequently, we receive correspondence from Veterans, family members, service organizations and community partners complimenting the quality of our care, work force and facilities. But what is it that makes us so special?

There are the objective facts and statistics which you will find in this report: our accreditations, rankings, achievements and day-to-day data sets that summarize the work we do. In addition, you can review rankings and reports that allow anyone to compare us with other health care systems for full transparency. These can be found at <https://www.accesstocare.va.gov>. We continue to demonstrate our leadership in telehealth, addressing environmental exposures and mental health issues, expanding suicide prevention efforts, eliminating Veteran homelessness, increasing access to care and improving the quality of care for America's Veterans.

Veterans, family members and visitors also often comment on the extra effort employees give in assisting Veterans or solving their problems, the way Veterans and family members feel listened to and heard, the longevity of staff members who serve for decades, or the pride staff members take in delivering the best customer experience possible.

We believe what makes us exceptional is a combination of the noble Veteran population we serve, our engaged work force, our dedicated community partners, our technologically advanced facilities and equipment, and a culture which genuinely cares for everyone who comes through any of our doors.

You may also have other ideas about what makes us special. If you do, please share your thoughts with our public affairs team at VHALEBPublicAffairs@va.gov. We may even share your testimonial with a broader audience.

Thank you for being a part of this exceptional family...found...Only Here!

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*

FINANCIAL STATISTICS

OPERATING BUDGET

\$365,978,968

MEDICAL BUDGET

\$259,610,450

ADMINISTRATIVE BUDGET

\$26,582,635

FACILITIES BUDGET

\$31,228,500

CARE IN THE COMMUNITY/ CHOICE

\$48,557,383

CAPITAL EQUIPMENT BUDGET

\$5,757,000

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

FIRST AND THIRD PARTY COLLECTIONS

\$25,281,927

(Included in Medical budget amount above.)

RANKINGS WITHIN OUR NETWORK (VISN 4)

Communication with Doctors—#1

Shared Decision Making—#3

Communication about Medications—#3

Willing to Recommend Hospital—#1

Discharge Information—#4

Overall Rating of the Hospital—#4

Pain Management—#3

Communication with Nurses—#2

Responsiveness of Hospital Staff—#3

OPERATIONAL STATISTICS

Veterans Served—**45,066**

Outpatient Visits—**508,977**

Veterans Served at Community Clinics—**29,044**

Veterans of Iraq and Afghanistan Wars (OEF/OIF/OND)

Served—**7,134**

OEF/OIF/OND Veterans accounted for—**60,190** outpatient and **2,096** inpatient visits

Women Veterans Served—**3,203**

Surgeries Performed—**4,751**

OPERATING BEDS (188)

Facility—**49**

Community Living Center—**76**

Psychosocial Residential Rehabilitation Treatment Program—**63**

TOTAL ADMISSIONS (3,541)

Acute Care—**2,231**

Behavioral Health—**298**

Community Living Center—**607**

Observation—**405**

VIRTUAL CARE

Encounters completed via Telehealth—**5,666**

Tele-mental health care encounters—**3,333**

Unique Veterans used secure messaging—**7,600**

Unique patients served via e-consult—**1,660**

VOLUNTEER AND DONOR STATISTICS

Monetary Donations—**\$296,895.90**

Value of Items Donated for
Veterans—**\$410,454.66**

Value of Activity Donations—**\$106,484.10**

Volunteers—**262**

New Volunteers—**92**

Youth Volunteers—**6**

DAV Van Drivers—**22**

Volunteer Hours—**49,764.25**

(This equates to saving \$1,228,679.33 in taxpayer funds instead of hiring employees to complete these tasks)

Total Resource Impact—**\$2,042,513.99**

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

An Average Day at Lebanon

- 473** Phone Calls Received and Handled by Scheduling Line
- 3,720** Phone Calls Received at the Medical Center
- 3,593** Outpatient Prescriptions Processed
- 94** Intravenous Medications Mixed
- 1,878** Medications Dispensed for Inpatients
- 1,216** Pieces of Reusable Medical Equipment Sterilized
- 1,204** Labs Drawn
- 373** Complete blood count samples collected
- 446** Hospital Meals Served
- 726** Meals Served at the Canteen
- 1,466** Clinical Appointments at Main Campus
- 561** Clinical Appointments at VA Community Clinics
- 4,600** Miles Driven by Employees in the Execution of Their Job
- 32** Chaplain Appointments/Visitations/Counseling

EMPLOYEE STATISTICS

Full Time Employees—**1,633**

Nursing Staff—**324**

Primary and Specialty Providers—**137**

Social Workers—**79**

Psychologists—**32**

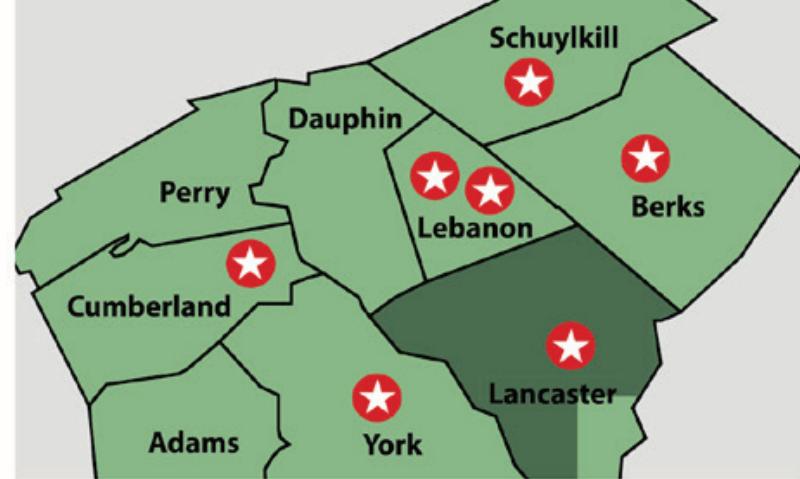
26%
**OF LEBANON VA
MEDICAL CENTER
STAFF ARE VETERANS.**

Numbers on these pages represent values for Fiscal Year 2019 which ran Oct. 1, 2018 to Sept. 30, 2019.



COMPREHENSIVE HEALTH CARE

Eligible Veterans are provided free or reduced-cost comprehensive health care through the nation's largest integrated health care system -- also unique in that we are the only health care system serving exclusively Veterans.



SERVICE LOCATIONS

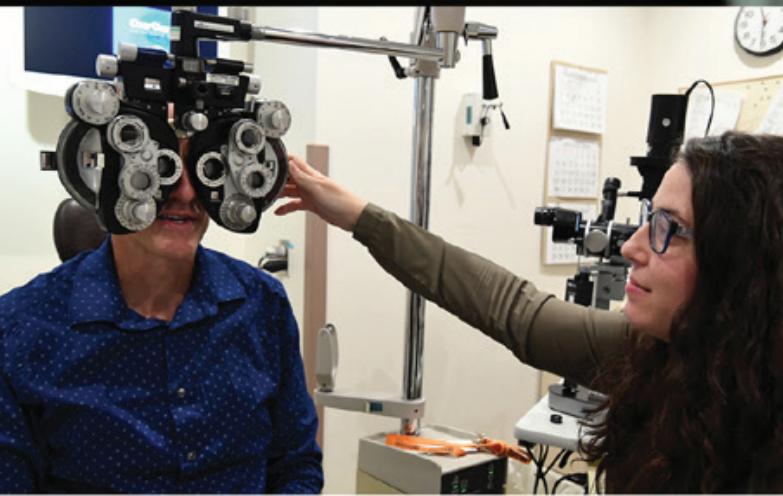
Veterans are offered seven convenient locations spread across our nine-county service area for receiving comprehensive free or reduced-cost health care with the ability to receive care at more than 1,200 other VA facilities across the nation if they are traveling.



Only

QUALITY

VA often outperforms private health care providers in a number of important areas and VA is fully transparent about our standings and this data – something you won't readily find in the private sector. You can compare our individual statistics and regional VA network standings within this publication. You can also see how we stack up against other VAs and private health care systems anytime by visiting our website and clicking the "Compare your VA Facility" link on the navigation menu.



HEARING AIDS OR EYEGLASSES

VA has your eyes and ears – literally! Uncommon in the private sector, with VA Health Care, regardless of your priority group or copayment status, we will provide you with eyeglasses and hearing aids if medically necessary. A copay may be required for the exam depending on your priority group, but you will not be charged for the hearing aids or eyeglasses themselves.



TELEHEALTH

There's more than an app for that -- VA continues to lead in the arena of telehealth making care even more convenient for Veterans! New technologies are revolutionizing health care and VA is recognized as a world leader in the development and use of telehealth. Telehealth services are mission-critical to the future direction of VA care to Veterans and we have staff right here dedicated to helping you take advantage of these technologies!



MENTAL HEALTH

Unparalleled mental health care services geared specifically for Veterans. The goal of VA mental health care is to support recovery and enable Veterans who experience mental health problems to live meaningful lives in their communities and achieve their full potential. VA is unique in our coordination of care - our system is built around complete care for Veterans, not just for the Veteran's mental illness.



HOMELESS VETS

Our commitment to reducing homelessness isn't just a one-person job here, it's a complete program. VA's Health Care for Homeless Veterans program serves as the hub for a myriad of housing and other services that provide VA with a way to reach and assist homeless Veterans by offering them entry to VA care. Locally, more than 300 Veterans have been served or continue to be served by this important program.

Here...



VETERANS SERVING VETERANS

Our diverse workforce includes one of the largest percentages of Veterans throughout the region. "Thank you for serving, now let us serve you," is something you regularly hear, but the service of many continues here as fellow Veterans choose to continue to serve – caring for their fellow brothers and sisters who also served."



SPECIALIZED CARE

Because we only care for Veterans, we are uniquely suited to care for and address numerous issues uniquely related to aspects of their service such as environmental exposures, military sexual trauma, women's health and more. Our Environmental Health Clinic can conduct special registry evaluations for Veterans at no-cost that helps VA understand and respond to the health problems of Veterans more effectively. Our Military Sexual Trauma Coordinator specifically addresses the needs of Veterans who experienced sexual assault or harassment experienced during military service. And our Women's Health Clinic is solely dedicated to serving the ever-growing number of female Veterans!



SUICIDE PREVENTION - VA has adopted a public health approach to suicide prevention and made it our top clinical priority. The goal of VA's suicide prevention efforts is not to get every Veteran enrolled in VA care, but rather to equip communities to help Veterans get the right care, whenever and wherever they need it. We continue to cut across all sectors in which Veterans may interact, and by collaborating with Veterans service organizations, state and local leaders, medical professionals, criminal justice officials, private employers and many other stakeholders, we are doing our part to make sure suicide prevention is a part of every aspect of Veterans' lives, not just their interactions with VA.



Choose VA

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...

PRIMARY CARE

VA Community Clinics
Acupuncture
Chiropractic Care
Pain Management
Women's Health

BEHAVIORAL HEALTH/ MENTAL HEALTH SERVICES

Acute Psychiatry inpatient care
Outpatient Treatment
Compensated Work Therapy (CWT)
Residential Rehabilitation Treatment Program
Suicide Prevention Program
Mental Health Intensive Case Management
Post-Traumatic Stress Disorder
Vocational Rehabilitation

MEDICINE/SPECIALTY SERVICES

Acute Medical inpatient care
Intensive Care Unit
Cardiology
Dermatology
Emergency Department
Endocrinology
Endoscopy
Hepatitis C Screening
HIV Program
Visual Impairment Services
Infectious Disease
Oncology
Pulmonary
Respiratory
Rheumatology
Sleep Studies
Audiology
Speech Pathology

SURGERY SERVICES

Ambulatory Surgery Unit
Dental
Urology
General Surgery
Ophthalmology
Optometry
Orthopedics
Plastic Surgery
Podiatry

SOCIAL WORK SERVICES

Caregiver Support
Transition and Care Management (formerly OIF/OEF/OND)
Case Management
Spinal Cord Injury Program
Homeless Veterans Program
Medical Foster Home

CLINICAL SUPPORT SERVICES

Occupational Therapy
Physical Therapy and Rehabilitation
MOVE! (Weight Management Program)
Chapel
Nursing
Nutrition and Food Services
Pharmacy
Position Emission Tomography
Prosthetics
Radiology
Recreation Therapy
Veterans Activity Center
Gulf War Exam
Kinesiotherapy
Laboratory
Magnetic Resonance Imaging
Whole Health Services

LONG TERM CARE SERVICES

Community Living Centers
Geriatric Care
Home/Community/Long Term Care
Hospice Care Unit
Palliative Care

SUPPORT SERVICES

Barber
Day Care
Health Education Library
Patriot Café
Retail Store
Coffee Shop
Police
Veterans Benefits Counseling
Voluntary Services
YMCA at the VA

Accreditations/Recognition

LEBANON VA ACHIEVED ACCREDITATION OR RECOGNITION BY THE FOLLOWING ORGANIZATIONS:

- ★ The Joint Commission for Hospitals, Home Care and Behavioral Health Programs
- ★ Commission on the Accreditation of Rehabilitation Facilities
- ★ 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

- ★ National Health Physics Program
- ★ American Society of Hospital Pharmacists
- ★ Accreditation Council on Optometric Education
- ★ American Psychological Association's Commission on Accreditation
- ★ Association of Clinical Pastoral Education satellite
- ★ Commission on Dental Accreditation
- ★ Council on Podiatric Medical Education
- ★ Numerous other affiliations with accredited higher education institutions for students from multiple disciplines



aaAccredited



U.S. Department of Veterans Affairs

Veterans Health Administration
Lebanon VA Medical Center

Flu Symptoms?



Veterans Try These Convenient Virtual Treatment Clinic Options

If you are having flu symptoms, get a same day virtual appointment with no copay!

Call **717-272-6621** and press #3. Monday through Friday, 8 a.m. to 4:30 p.m.

Tele Urgent Care for a variety of common conditions is also copay free and available during these times by calling and selecting option #3!

Only Here...

VETERANS SUPPORTING VETERANS

BRING YOUR BUD, GET A MUG!



Lebanon VA Medical Center and its community clinics will give currently enrolled Veterans a free coffee mug* when they bring a Veteran who enrolls in VA health care and makes a primary care appointment. Veterans applying to enroll in VA health care should bring a copy of their DD-214, last year's federal tax return and a list of their medical expenses. For more information, call 717-228-6000.

*Limit one per Veteran

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Lebanon VA Medical Center

Lebanon VA Medical Center | 1700 South Lincoln Avenue | Lebanon, PA 17042

717.272.6621 | 1.800.409.8771

www.lebanon.va.gov | www.facebook.com/VALebanon

COMMON QUESTIONS & VA HEALTH CARE 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 7:30 a.m. until 4 p.m. 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.

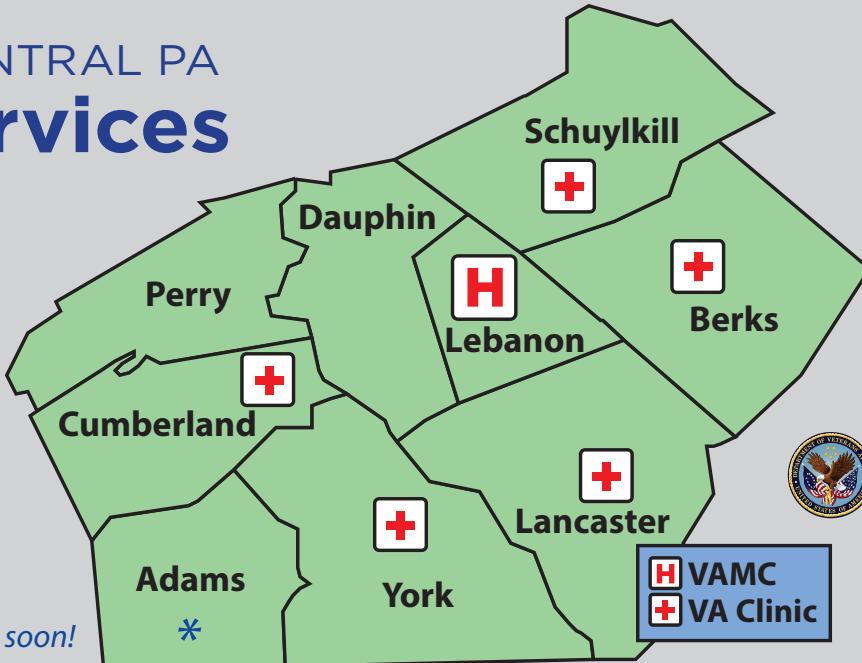
Transportation

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 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

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

VA CLINICS

ADAMS COUNTY VA CLINIC
*Stay tuned – coming soon!

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

Thank you for choosing VA!

OTHER VA SERVICES IN OUR SERVICE AREA*

VET CENTERS

Readjustment Counseling Services
Learn more at 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

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

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

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



Lebanon VA Medical Center

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