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LEBANON VA MEDICAL CENTER RECEIVES J.D. POWER AWARD

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The Department of Veterans Affairs pharmacy program has been recognized by J.D. Power and Associates as one of only 50 companies in the United States to receive the J.D. Power 2012 Customer Service champion designation.

In 2011, the VA mail-order pharmacy program was recognized as one of 40 companies in the U.S. to earn the distinction as a Service Excellence Champion. This year, that recognition was expanded to include the outpatient pharmacy programs at all VA Medical Centers, which includes the Lebanon VA Medical Center (VAMC). In fact, the results from Lebanon VAMC's pharmacy program exceeded the national average.

According to J.D. Power and Associates, the VA pharmacy program is the only federal agency ever named as a Service Excellence Champion.



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