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**Lebanon VA Scores a Perfect 10
*Veterans Express Overwhelming Satisfaction***

LEBANON – September 10, 2014 –

Lebanon VA Medical Center Customer Service Committee hosted a Veteran feedback event on Wednesday, September 10, 2014. The event called “If You Can’t Give Us a 10, Tell Us About It” was piloted at the Lebanon VA main campus over a 4 hour period. The focus was to reaffirm VA’s commitment and trust, as well as, enhance real time feedback from Veterans and their families. A total of 177 surveys were returned during the 4 hour event with more than 90% of the respondents rating the facility a “Perfect 10”.

Lebanon VA Medical Center enjoys a strong reputation for quality of care, compassion, and Veteran satisfaction. Medical Center Director, Robert W. Callahan Jr. stated, “This pilot program was very successful. Same day feedback from Veterans, guides our future improvement and helps us better understand Veterans’ experience. Their ideas and suggestions are the cornerstone for our improvement efforts. While the Veterans we serve continue to be very satisfied, our journey continues. There are some areas such as reducing waiting times, hiring more staff, and increasing parking which we need to address. Our dedicated staff continues to reaffirm our commitment to Veterans every day we arrive at work to care for America’s heroes.”

A combat Veteran from Vietnam stated, “I give Lebanon VA a 10! I have and continue to receive great treatment. The people are kind which means a lot to me.” Another Veteran who is totally and permanently disabled wrote, “In my humble opinion, the level of care, staff and every facet of the hospital is a shining example of how every VAMC (VA Medical Center) should be. They set the bar of how I expect all VA facilities should operate. I can sing praises all day. God bless the Lebanon VAMC.”

In an effort to fully understand local Veteran’s perceptions of the VA, the medical center will be hosting a town hall meeting later in September.

Lebanon VA Medical Center is one of 152 medical centers across the United States which is dedicated to serving the unique needs of America’s Veterans. The VA is the largest health care system in the country, using state of the art technology to improve the health of Veterans from every generation. If you are Veteran, you may be eligible to receive care and benefits from VA. Contact 717-228-6000 for further information regarding VA eligibility.

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