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**LEBANON VA PASSES INDEPENDENT AUDIT WITH NO DEFICIENCIES**  
**The Joint Commission Surveyor Praises Local VA**

**For Immediate Release**

LEBANON – December 3, 2014 –

The Lebanon VA Medical Center is pleased to announce that it recently passed an unannounced audit/inspection by The Joint Commission. As a result of national access concerns, The Joint Commission (TJC) was requested by VA Central Office, to complete a focused audit/inspection of all VA Medical Centers. Lebanon had their survey and inspection this week. The independent review found no deficiencies or concerns and had no recommendations for improvements. Furthermore, no consultative suggestions were made and no additional reviews were recommended. Lebanon VA Medical Center was found to be in full compliance with all VA guidance on scheduling and consult requirements.

The audit/inspection examined multiple areas of the hospital including primary care, inpatient and outpatient behavioral care, intensive care unit, sterile processing service, the operating rooms, acute medicine, and many of the center's specialty clinics. Staff members were interviewed about technical processes and randomly selected Veterans were interviewed about their care. In his exit briefing, the surveyor noted that one Veteran he interviewed, a former native of south central Pennsylvania who had moved to California, returned to Pennsylvania because he wanted to receive his medical care at Lebanon VA! The surveyor also reported that numerous Veterans stopped him and expressed their confidence and satisfaction in the services they receive at Lebanon VA.

Medical Center Director, Robert W. Callahan, Jr. told his staff, "While the Journey to Excellence never ends, this outside expert validated what we already knew – Lebanon VA Medical Center is committed to honoring America's Veterans, providing the right care, at the right time, for the right reasons. In fact, during his out briefing this afternoon, TJC's chief surveyor for the VHA focused reviews, stated, 'Your patients are extremely complimentary. You rapidly and efficiently move patients into care. You make and sustain (which is very hard to do) positive change where necessary. Your staff demonstrates exceptional teamwork. You have every reason to be proud of yourself and this organization. Keep your heads held high!'"

An independent, not-for-profit organization, The Joint Commission accredits and certifies more than 20,500 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.

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