

To Whom It May Concern:

I would like to express my appreciation for the caring attitude of several members of the staff at the Lebanon VAMC. They went completely out of their way to assist me and showed a compassion that is rare in today's environment.

To Whom it may concern
I would like to take a moment to compliment the entire staff of October 19th at

spirit and soul was a experience for us. Meeting soul was such a pleasure
The Urologist

Dear Sir,
I am writing you because I feel you need to know that you h working for you.
I am talking about your people in ambulatory surgery, I v colonoscopy yesterday, I don't believe I could have gotten Each and every person there treated me as if I was someon very professional, very courteous and answered any and all Sometimes in this world people feel like they are just a n section. They even took time again today to call me at my any questions.
To often good workers get over looked. Please for me

Lebanon VA Medical Center
1700 S. Lincoln Ave.
Lebanon, Pa 17042
Director

www.lebanon.va.gov

Lebanon VA Medical Center FY 2007 Annual Report

Keystone of Caring

Lebanon VA Medical Center



Serving Veterans for Over 60 Years

Department of Veterans Affairs
Lebanon VA Medical Center
1700 South Lincoln Avenue
Lebanon, Pennsylvania 17042

Our family deeply appreciated you did to keep our Mother in good and comfortable during her stay w Hospice floor.
Each time I visited her, al showed to me the caring & conce her and other patients. I think it very special staff of you and de work together and accomplish this The Thanksgiving meal and all activities are important memories for a remember of her stay. Again - Thank Thank

Their compassion & caring far exceed any treatment th our father has received from anyother healthcare profess or staff at any other health facility.
In search of better treat options, he chose to drive 2 hours for treatment at VA Lebanon facility.
12-8-07

Mr. Robert W. Callahan, Jr.
Thank you and your staff the WWII party. The f was great and your server were very helpful and cour old timers



“I believe the true measure of our service is reflected in each veteran’s experience. On the front and back covers of this annual report, I share with you a small collection of the multitude of letters I received from veterans and their families regarding the care they received at Lebanon. The Lebanon VA Medical Center continues to positively impact the lives of many veterans.

Lebanon is truly a very special and unique medical center. These letters commend excellent patient care and support services, recognize the sensitivity and compassion of our staff members, and praise our ability to respond efficiently and quickly to meet our veterans needs. I deeply appreciate the time and consideration put into each one of these letters, and I will personally strive to continue this medical center’s tradition of providing you excellent quality care.”

- ROBERT W. CALLAHAN, JR.

Dear Fellow Veterans, Volunteers, Staff and Friends of the Lebanon VA Medical Center,

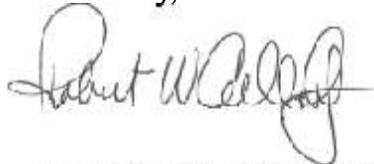
My dream has been to return to where I first started working for VA and that dream was fulfilled on November 11, 2007 with my appointment as Director of the Lebanon VA Medical Center. I am both excited and humbled to be welcomed at such a successful institution where the employees and volunteers have a superb work ethic and take enormous pride in serving our veterans.

2007 was a year full of outstanding performance, as well as excitement and change. Top quality care and outstanding customer service were provided to 41,139 unique veterans in 13 counties through the combined efforts of over 1,079 employees, 745 volunteers, and an operating budget of \$172.6 million. Through our 2007 Annual Report, I would like to share some of our most significant achievements with you as well as illustrate the direction that the Lebanon VA will take in the years to come.

You, our veterans, have told us through national surveys that you consider Lebanon to be among the best in VA. We continue to achieve top ten scores nationally in access, education and information, emotional support, preferences, specialist care, visit coordination, and overall coordination of your care. Our employees also have the same sentiment and dedication to the Lebanon VA Medical Center as our veterans. I do not believe it is merely a coincidence but with purpose that we also have the highest RN satisfaction in VA nationally and consistently rank at the top of our VISN for employee satisfaction.

“Achieving excellence in all” is a challenging vision, and it begins with consistently improving the quality, access, satisfaction, financial performance, and effective communication at all levels. As the new Medical Center Director, it is my honor and privilege to present the 2007 Annual Report to you and have the **opportunity to** achieve excellence in everything we say and do.

Sincerely,



ROBERT W. CALLAHAN, JR.
Director, Lebanon VA Medical **Center**



“Excellence in All!”

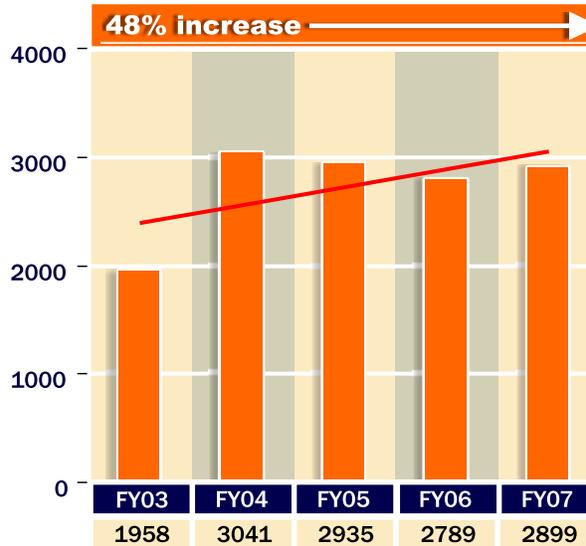
Excellence in Growth

We continue to excel in providing sustainable and reliable health care services to an increasing number of veterans. Length of stay continues to decline demonstrating greater service efficiency in treating and releasing patients.

The clinical excellence of our surgical care has led to a steady increase in the number of surgical procedures performed over the last five years. By providing quality and compassionate care to our veterans, we continue to expand upon our commitment to a healthier VA community.



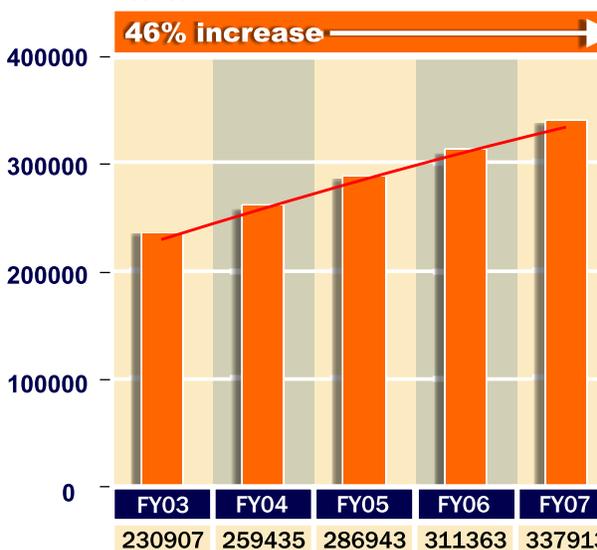
INPATIENT DISCHARGES



TOP TEN DISCHARGES 2007

COPD
Depression
Detox with Complications
Detox with Rehabilitation
Heart Failure
Major Joint Replacement
Pneumonia
Psychoses
Rehabilitation
Renal Failure

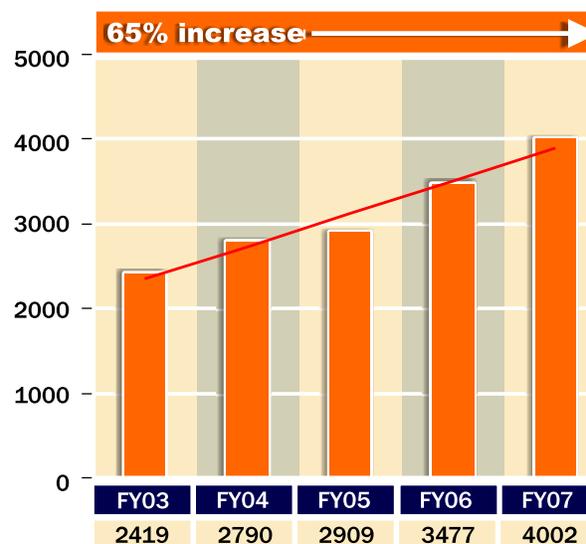
VISITS



% Growth

Behavioral Health	24%
Primary Care	26%
Specialty	51%
Total OPT	46%

SURGICAL PROCEDURES



FY 2007

Anesthesiology	21%
ENT	2%
General Surgery	49%
Ophthalmology	7%
Oral Surgery	.2%
Orthopedic	6%
Podiatry	2%
Urology	11%



Excellence in Patient Care

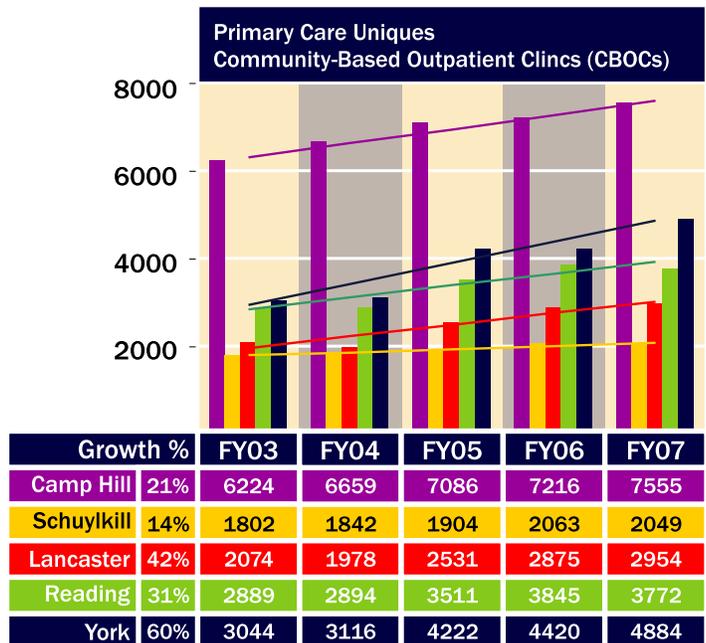
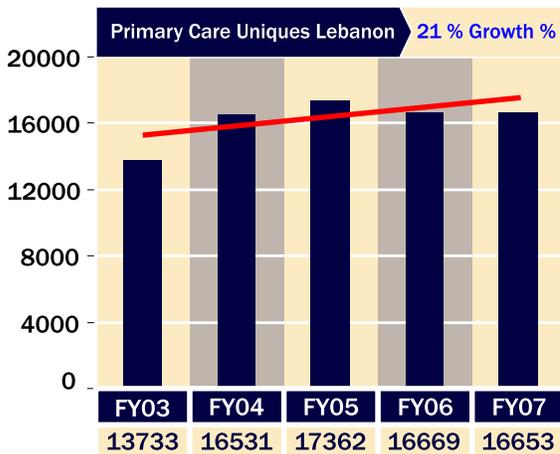
On October 29, 2007, the Lebanon Campus opened a combined Emergency Department/Intensive Care Unit (ED/ICU). The new 15,000 square foot building is attached to Building 1. Most notably, it contains state-of-the-art technology and equipment paired with a domestic interior designed to care for acutely ill veterans.

The new ED expanded from 7 to 10 beds, two of which are designated as “fast track” rooms for evaluation of minor illnesses or injuries. All exam rooms are equipped with wall-mounted computers for accessing patients' information and documenting real-time care at the bedside. Rooms are wired for use with state-of-the-art cardiac monitors. A decontamination shower for patients who have been exposed to hazardous agents, and two negative pressure isolation rooms are also available for patients with respiratory illnesses.

The new ICU expanded from 7 to 11 beds. Like the ED, the ICU also has wall-mounted computers in every patient room for accessing patient information and

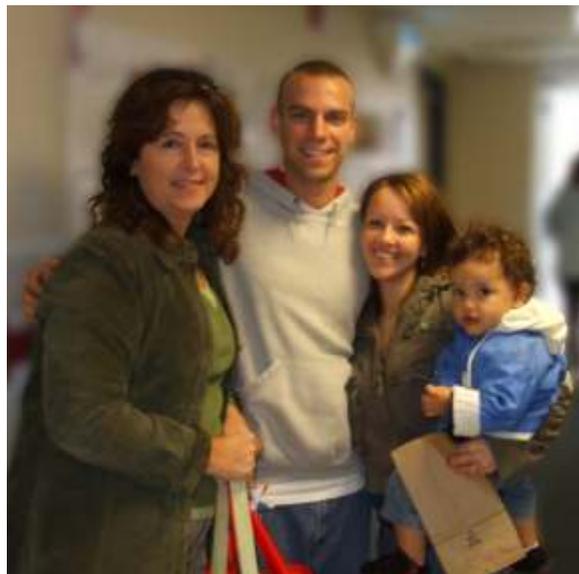
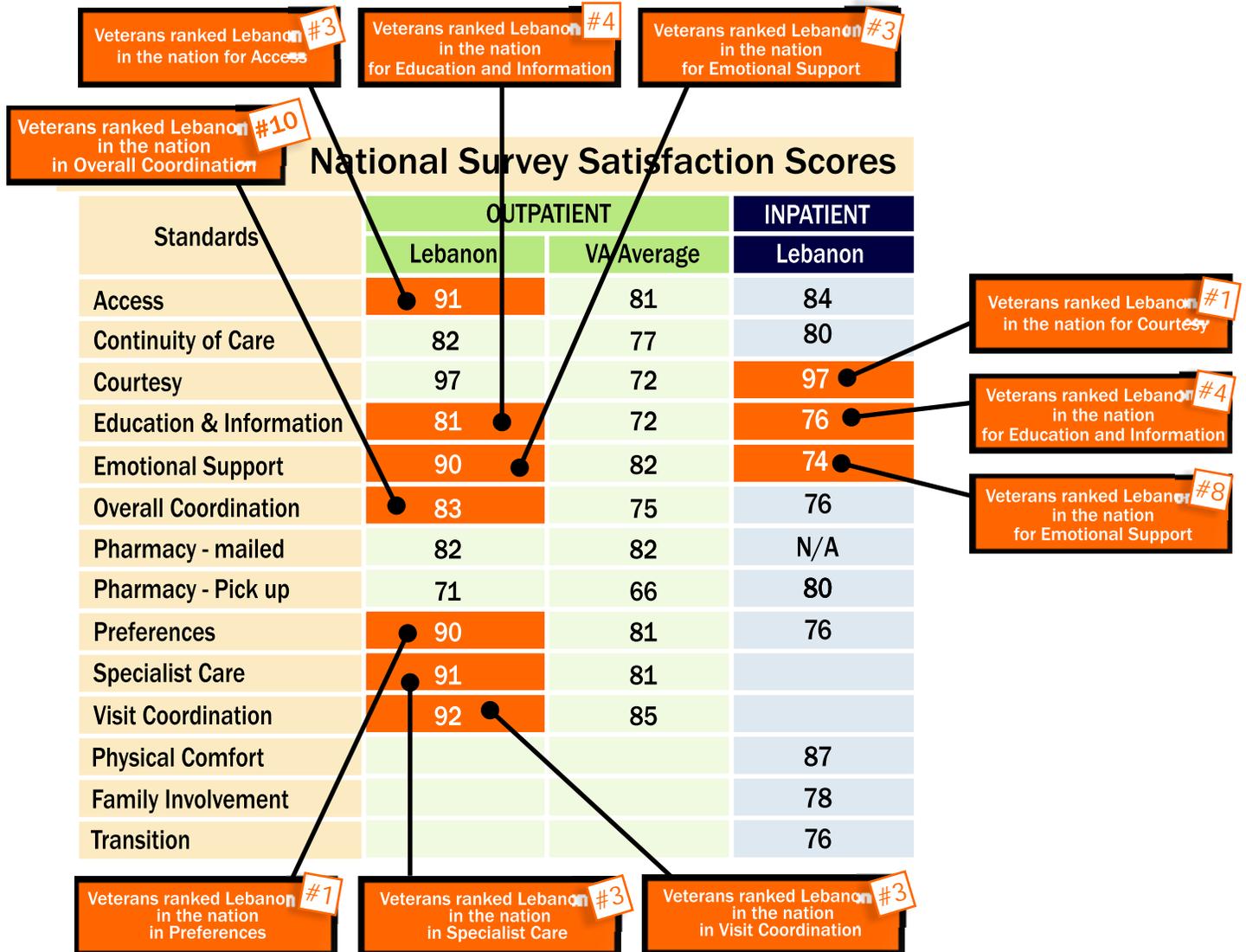
recording real-time care. Each patient room has latest-technology cardiac and vascular monitoring equipment and is equipped with ceiling lifts to assist with moving veterans in a “no lift” environment.

The new ED/ICU was built with our veterans' comfort in mind. The hallways are wider and brighter than the previous location, and corridor and waiting room artwork captures various aspects of recognizable landmarks in central Pennsylvania. It is our hope that photographs of local scenes, (e.g. the Lebanon farmer's market, a horse-and-buggy on a country road, and the Susquehanna River), will make veterans and visitors feel “at home” and comforted while in unfamiliar surroundings. Our new ED/ICU allows us to provide our veterans with the excellent care and comfort they deserve.



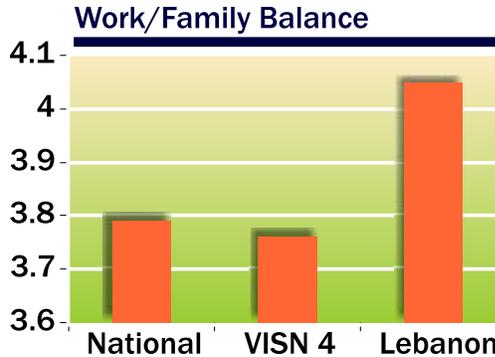
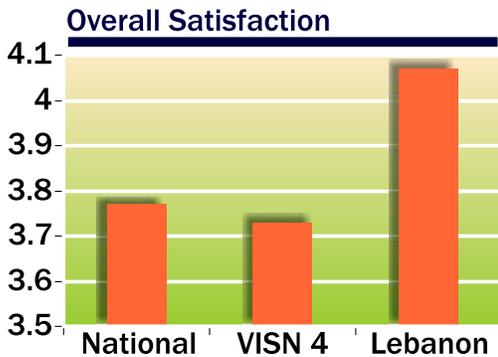
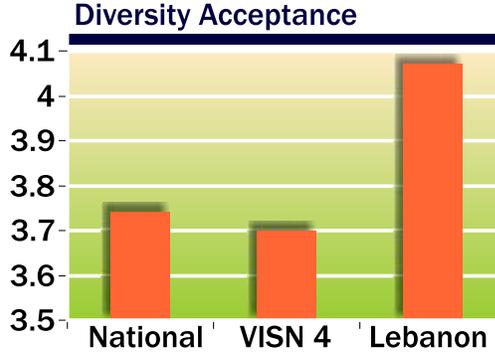
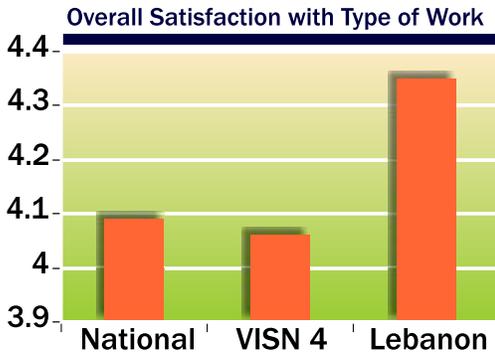
Excellence in Veteran Satisfaction

During 2007, our veterans showcased how pleased they are with the care they receive. Out of 163 medical centers in the country, veterans ranked Lebanon in the top ten in ten of fourteen different categories. In addition, Lebanon ranks **#1** in the Nation in Preferences and Courtesy!



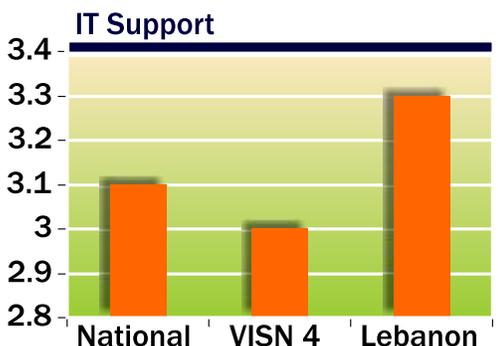
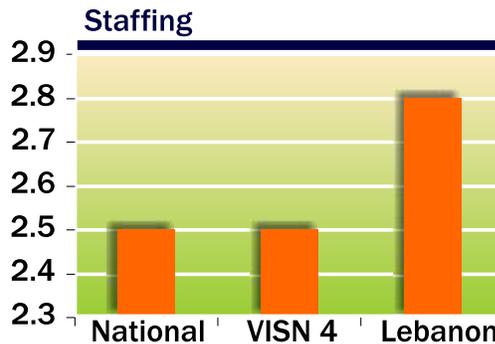
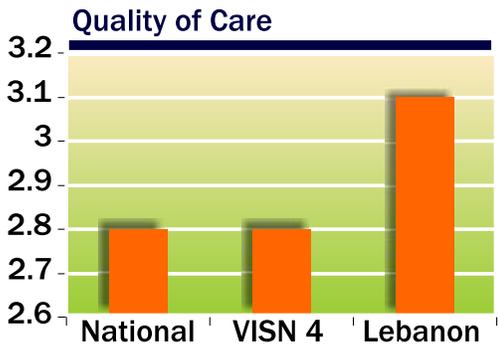
Excellence in Employee Satisfaction

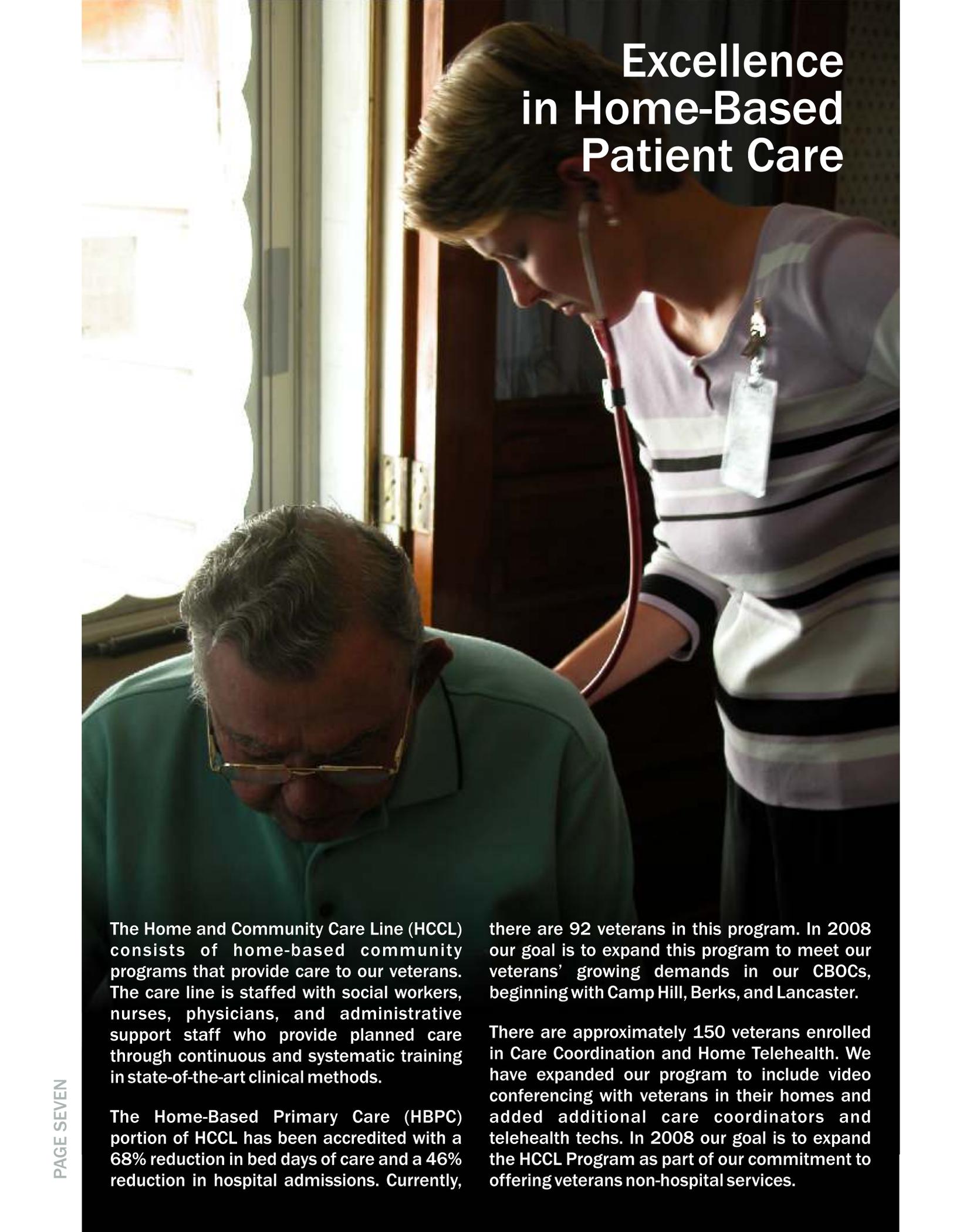
In 2007, Lebanon's staff were asked to rank their job satisfaction on a scale on 1 to 5. Lebanon's scores greatly exceeded the national VA average and were **#1** our network of 10 medical centers in 35 out of 37 factors. Staff job satisfaction increased 21% from FY05 to FY07!



Excellence in RN Satisfaction

Registered Nurses, (RNs) were also asked to rate their job satisfaction at Lebanon on a scale of 1 to 5. Our nurses rated their satisfaction **#1** in the VISN and **#1** in the Nation! Specifically, RNs were extremely pleased with our advancement and support in Information Technology, (IT).





Excellence in Home-Based Patient Care

The Home and Community Care Line (HCCL) consists of home-based community programs that provide care to our veterans. The care line is staffed with social workers, nurses, physicians, and administrative support staff who provide planned care through continuous and systematic training in state-of-the-art clinical methods.

The Home-Based Primary Care (HBPC) portion of HCCL has been accredited with a 68% reduction in bed days of care and a 46% reduction in hospital admissions. Currently,

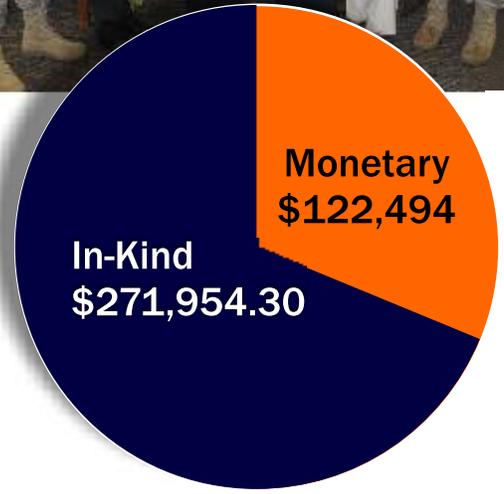
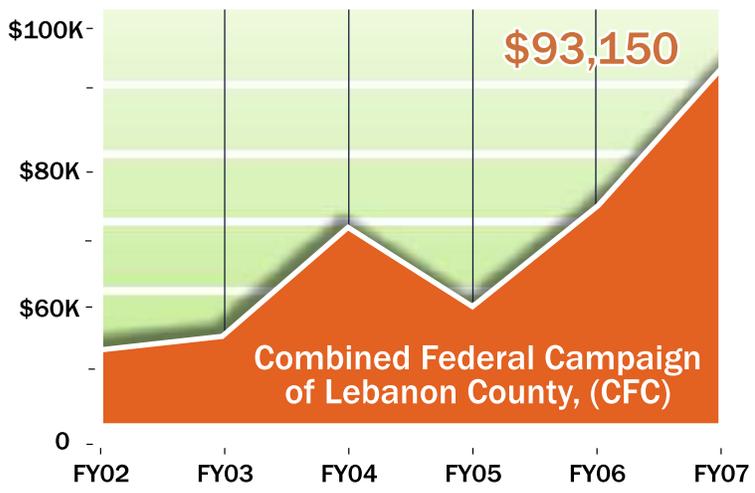
there are 92 veterans in this program. In 2008 our goal is to expand this program to meet our veterans' growing demands in our CBOCs, beginning with Camp Hill, Berks, and Lancaster.

There are approximately 150 veterans enrolled in Care Coordination and Home Telehealth. We have expanded our program to include video conferencing with veterans in their homes and added additional care coordinators and telehealth techs. In 2008 our goal is to expand the HCCL Program as part of our commitment to offering veterans non-hospital services.

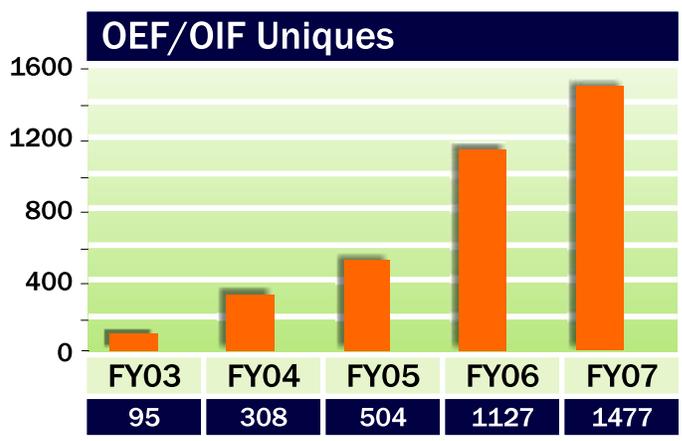
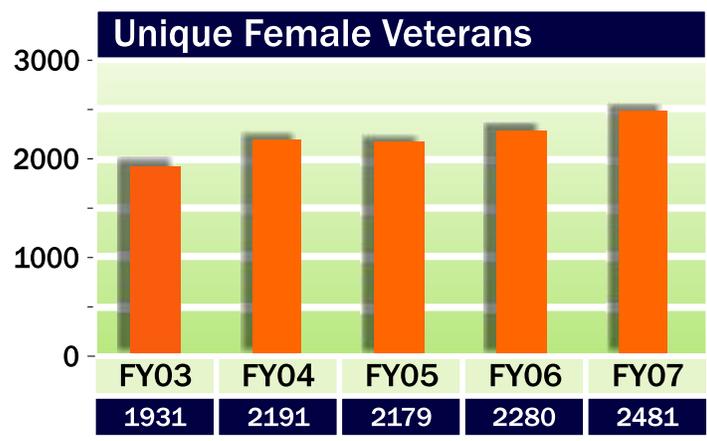
Excellence in Support

Our staff at the Lebanon VAMC demonstrated an outpouring of compassion and tremendous support for our local community by raising over \$93,000 for the Combined Federal Campaign in 2007. Lebanon achieved the highest per capita contribution rate with-in our network of ten medical centers raising \$85 per employee.

Our Voluntary Service received donations of \$394,448 in FY07. Monetary donations totaled \$122,494 while in-kind donations totaled \$271,954. Our volunteers at the Lebanon VA have generously served our veterans for a total of 70,174 hours. That's like having an additional 34 full-time staff!



Operations Enduring Freedom and Iraqi Freedom (OEF/OIF) veterans have increased by 31% from FY06 to FY07 at Lebanon. We expect this number to grow and have already seen 908 heros in the first quarter of FY08 alone. The registration of women veterans has increased by 29% since FY03.





ROBERT (BOB) W. CALLAHAN, Jr., Director. Mr. Callahan began his VA career in 1993 as an Occupational Safety & Health Manager at the Lebanon VA Medical Center. In 1997, Mr. Callahan became the Facility Manager at the Butler, PA, VAMC, and in 2000, he moved to the three division VA Pittsburgh Healthcare System (VAPHS) as the Vice President for Facility Management. In 2003, he became the Associate Medical Center Director for Site Management at VAPHS. His diverse experience also includes serving as an Adjutant Professor at Millersville University, a program manager within the Department of Defense, and as a researcher in the chemical industry.

Nationally, Mr. Callahan served on numerous administrative task forces and work groups. He brings with him a wealth of experience in strategic planning, tactical operations, organizational and healthcare redesign and is active in mentoring future VA leaders. An advocate for all veterans, his mantra is “excellence in all”, and he believes as civil servants we are called to a higher purpose than ourselves. Additionally, Mr. Callahan deeply values honesty, integrity, creativity, and loyalty and is personally committed to serving America's heroes.



RICK E. HARTMAN, D.O., MBA, Interim Chief of Staff. Dr. Hartman began his VA career as Chief of Pathology and Laboratory Medicine in 2006. Dr. Hartman worked as Director of Pathology and Laboratory Medicine and Attending Staff Pathologist at Pathology Associates of Northeast Pennsylvania, Pottstown Memorial Medical Center, Mercy Health System, Suburban General Hospital and Community General Osteopathic Hospital. Serving as a Captain in the United States Air Force from 1985 until 1988, he functioned as a General Medical Officer, Primary Care Quality Assurance Coordinator, and Emergency Room Physician.

He earned his Bachelors Degree of Science in Chemistry from Lebanon Valley College, his Doctor of Osteopathy from the Philadelphia College of Osteopathic Medicine, and his Masters in Business Administration from Penn State University, and he is currently an active member of the American Osteopathic Association, American Society of Clinical Pathologists and College of American Pathologists.



JEFFREY A. BEILER II, MBA, Interim Associate Director. Jeffrey A. Beiler began his career in VA as an Accountant Trainee at the Coatesville VA Medical Center in 1996. Upon completion of the trainee program, he was selected as the Operating Accountant and spent his last 3 years at Coatesville as the Budget Analyst. He transferred to the Lebanon VA Medical Center in 2001 as the Chief Financial Officer, managing Finance and Accounting, Medical Care Cost Recovery, Health Information Management Service, Acquisition & Material Management, and Decision Support Service.

Mr. Beiler is a member of the Association of Government Accountants and the Military Affairs Committee of the Lebanon Valley Chamber of Commerce. He became a Certified Government Financial Manager in 2002, and is a graduate of the 2003 Network Executive Health Care Leadership Institute, (NEHCLI). Mr. Beiler achieved Resident status as a VHA certified mentor and participated as a coach for the 2006 class.

Mr. Beiler received a BA from Cedarville University with a double major in Accounting and Finance in 1993, and earned an MBA from Kutztown University in 1999.



MICHAEL D. GROVE, RN, Med, NHA, FACHE, Associate Director for Patient Care Services.

Mr. Grove brings more than 30 years experience in nursing and healthcare education and administration to his role. He began his career in healthcare as a hospital corpsman in the U.S. Navy. His VA career began as a nursing assistant, and he has gradually progressed through all levels of staff nursing. He has diverse clinical experience, and his administrative experience has included the roles of Nursing Home Administrator, Hospital CEO, Long Term Care Inspector for the VA Office of the Medical Inspector, and Associate Director for Patient/Nursing Services at the Clarksburg VA Medical Center in Clarksburg, WV. He was also one of the original Administrators in VA to open a Federal Medical Shelter in Texas in response to the 2005 hurricanes. His most recent position prior to coming to the Lebanon VAMC was that of Program Director for Professional Services in the Office of Nursing Services, VA Central Office.

Beyond his Bachelor's degree in Nursing, he attained a Master's degree in Adult Education, is a licensed Nursing Home Administrator, and is certified in Healthcare Administration.



Excellence in Leadership

Excellence in Accessibility

Lebanon Main Campus
1700 S. Lincoln Avenue
Lebanon, PA 17042
(717) 272-6621
1-800-409-8771

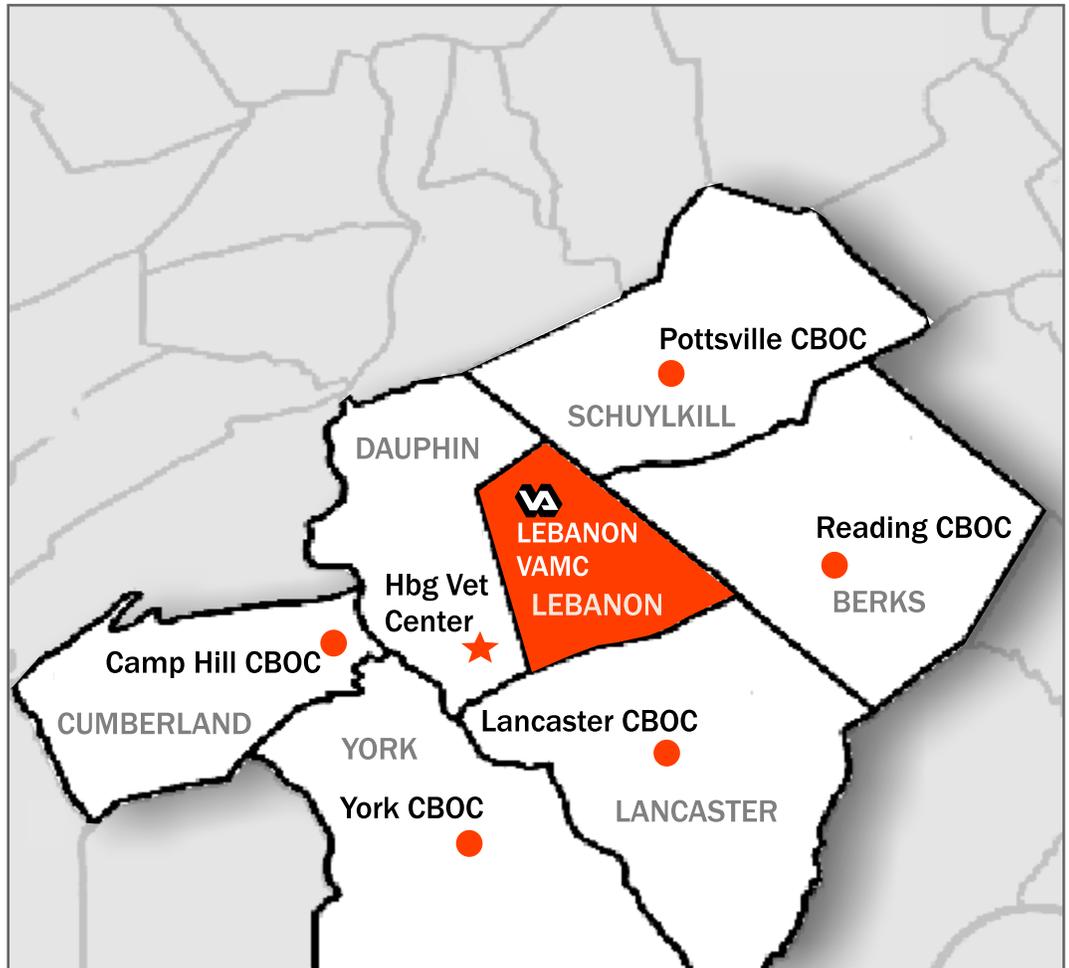
Berks CBOC
145 N. 6th Street
3rd Floor
Reading, PA 19601
(610) 208-4717

Camp Hill CBOC
25 N. 23rd Street
Camp Hill, PA 17011
(717) 730-9782

Lancaster CBOC
1861 Charter Lane
Lancaster, PA 17601
(717) 290-6900

Schuylkill CBOC
700 E. Norwegian Street
Pottsville, PA 17901
(570) 621-4115

York CBOC
2251 Eastern Boulevard
York, PA 17402
(717) 840-2730



Looking Ahead to 2008

Expanding Access at CBOC's

