



www.lebanon.va.gov

CONTACT:
Scott W. Harman
Public Relations Specialist
717-272-6621, ext: 6079
Scott.Harman@va.gov

**FOR
IMMEDIATE
RELEASE**

JOINT COMMISSION GIVES LEBANON VA TOP MARKS

The Joint Commission scored Lebanon VA Medical Center higher than hospitals in the U.S. News & World Report Best Hospitals and Thomas Reuters 100 Top Hospitals rankings for quality and safety.

The Joint Commission assesses risks at accredited hospitals with a tool called the Strategic Surveillance System (S3). S3 scores are determined by reviewing core measures, complications, past citations, patient satisfaction scores and mortality rates. The better a hospital's performance, the lower its S3 score.

For the third quarter of 2011, the Lebanon VA's cumulative S3 score was 6, placing the Medical Center higher than hospitals in the U.S. News & World Report Best Hospitals and Thomas Reuters 100 Top Hospitals rankings for quality and safety. In addition, the Lebanon VA's S3 score of 6 was very near the top 10% of hospitals in the nation's score of 5 on the S3.

After identifying the need to improve S3 scores in 2010, the quality team at Lebanon VA worked with the Joint Commission and determined that improving measurement, analysis and active feedback for clinical staff would improve quality and outcomes. In response, the quality team developed and deployed a multi-disciplinary process improvement plan.

"Process improvement helps healthcare workers ensure that our Veterans receive the right care, at the right time, in the right way and in a safe environment," said Timothy Brown, Director of Quality Management for Lebanon VA Medical Center. "We do this because we want our Veterans to get the same kind of care that we would want for ourselves or our family members."

"Lebanon VA Medical Center is dedicated to providing excellent healthcare to our Nation's Veterans and our unwavering commitment to quality and safety is evidenced by our recent scores from the Joint Commission," said Robert W. Callahan, Jr. Director of the Lebanon VA Medical Center.

Contact:
Scott Harman, Public Affairs Specialist
Scott.Harman@va.gov

LVAMC
1700 South Lincoln Ave.
Lebanon, PA 17042
Phone: 717-228-6079

LEBANON – NOVEMBER 4, 2011 –

#