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***MEDIA
RELEASE***

Lebanon VA Medical Center Receives High Ratings in Recent Veteran Satisfaction Survey Results

For Immediate Release

LEBANON — Lebanon VA Medical Center is proud to share the recently published Survey of Healthcare Experience of Patient (SHEP) Inpatient Dimensions of Care results. These scores reflect data from October 2015 through January 2016. This measure is utilized by VA Medical Centers throughout the nation to obtain feedback on customer satisfaction. SHEP asks Veterans to score their experiences in 12 areas, and compares performance regionally and nationally.

The Inpatient Dimensions of Care report communicates Veteran satisfaction in 12 areas, with Overall Rating of the Hospital and Willingness to Recommend Hospital being the most important. Of the 12 experiences our Veteran are asked to measure, Lebanon was significantly higher than the peer index in 10, and higher than the peer index in all 12 areas. Within our network of 9 medical facilities, Lebanon achieved #1 ratings in Shared Decision Making, Discharge Information and Transitions of Care. #2 ratings were achieved in the Overall Rating of Hospital, Willingness to Recommend Hospital, Staff Responsiveness, Pain Management and Communication with Doctor Dimensions of care.

“Healthcare is a service industry. While VA measures many outcomes, the most important measure of the Lebanon VA’s success is what our Veterans think of their experience with us.” Robert W. Callahan, Jr, Director and CEO at the Lebanon VA stated in response to the survey results. “I am proud of the accomplishments of our staff and the high quality, compassionate care we provide.”

If you are Veteran, you may be eligible to receive care and benefits from the VA. To learn more, call 717-228-6000.

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