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**MEDIA
RELEASE**

Lebanon VA Medical Center Shares First Place in Patient Satisfaction
Survey Validates Veterans' Satisfaction

For Immediate Release

LEBANON — Lebanon VA Medical Center is proud to share recent patient survey results which indicate the South Central Pennsylvania Medical Center is one the top rated Veterans hospitals in the Veterans Integrated Service Network (VISN) 4. The local VA medical facility shared the top spot with two other VA facilities in Pennsylvania.

In the survey process, Veteran patients were asked when they registered for their appointments, "How satisfied are you that you got today's appointment when you wanted it?" More than 3,000 Veterans who receive care at Lebanon answered the question. This response rate was the highest in VISN 4. Approximately 93% of the Veterans reported they were "completely satisfied" or "satisfied" which ranked Lebanon number one among Veteran patients in VISN 4. Veterans completing the survey had scheduled appointments at one of the medical center's five locations in Lebanon, Camp Hill, York, Lancaster, or Berks County.

Medical Center Director Robert W. Callahan, Jr. said in a released statement, "What we do each and every day is centered exclusively on Veterans. They are our priority, our mission, our reason for being. When they tell us how satisfied they are, it is very gratifying but we still have work to do and we will not rest until every Veteran who comes here is as happy as the vast majority of the warriors we serve."

VISN 4 includes Pennsylvania, Delaware, and small portions of West Virginia and New York. There are 10 VA Medical Centers within the VISN and more than 40 community outpatient centers. Last year, VISN 4 served 321,661 Veterans. Lebanon served approximately 45,000 Veterans. Nationally, there are 152 VA Medical Centers across the country.

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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