



Building a Community of Care



Defining
EXCELLENCE
in the 21st Century





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ENROLLING IN VA HEALTH CARE IS EASY.



Go to www.lebanon.va.gov or call **717-228-6000** or **1-800-409-8771 Ext. 6000.**

*Acknowledgements:
We wish to thank everyone who contributed to the production of the FY2011 Annual Report. We could not have produced this document without the dedication and support of our employees, students, Veterans and stakeholders.*





Dear Veterans, Families, Friends and Community Partners,

As you know, south central Pennsylvania is a great place to live and work. We feel particularly fortunate at the Lebanon VA Medical Center to be located in an area where traditional values, common courtesies and responsible work ethics blend seamlessly with medical science, technology advances and communication developments. We are your neighbors, friends and families. We are committed to this region and its people. Most importantly, however, you need to know, we work hard every day for one reason – to keep the promises our Nation has made to its Veterans. Therefore, we have created a health care system here at Lebanon which is user friendly, evidence based and consistently compassionate. We deliver some of the area's best health care options and if you are a Veteran who is not currently receiving care here, I invite you to give us a try. I think, as the letter on the back cover says so eloquently, you may be pleasantly surprised by what you find.



Our doors are open. Our care teams will give you their very best personally and professionally. In fact, I repeatedly have Veterans tell me how much they appreciate the care they receive here and how easy it is to obtain. They're often surprised by how quickly they are seen by some of the best health care providers in the country. And even though we have received so many national and regional accolades, the praise I most cherish is when a Veteran, a Veteran's spouse or one of our employees tells me how much they love the Lebanon VA. When I hear that, I know we're doing things right.

As more and more Veterans are learning about our Community of Care, I invite you to become a part of this unique full spectrum health care system. You have earned it and we want to serve you.

Sincerely,

ROBERT W. CALLAHAN, JR.
Director and CEO, Lebanon VA Medical Center

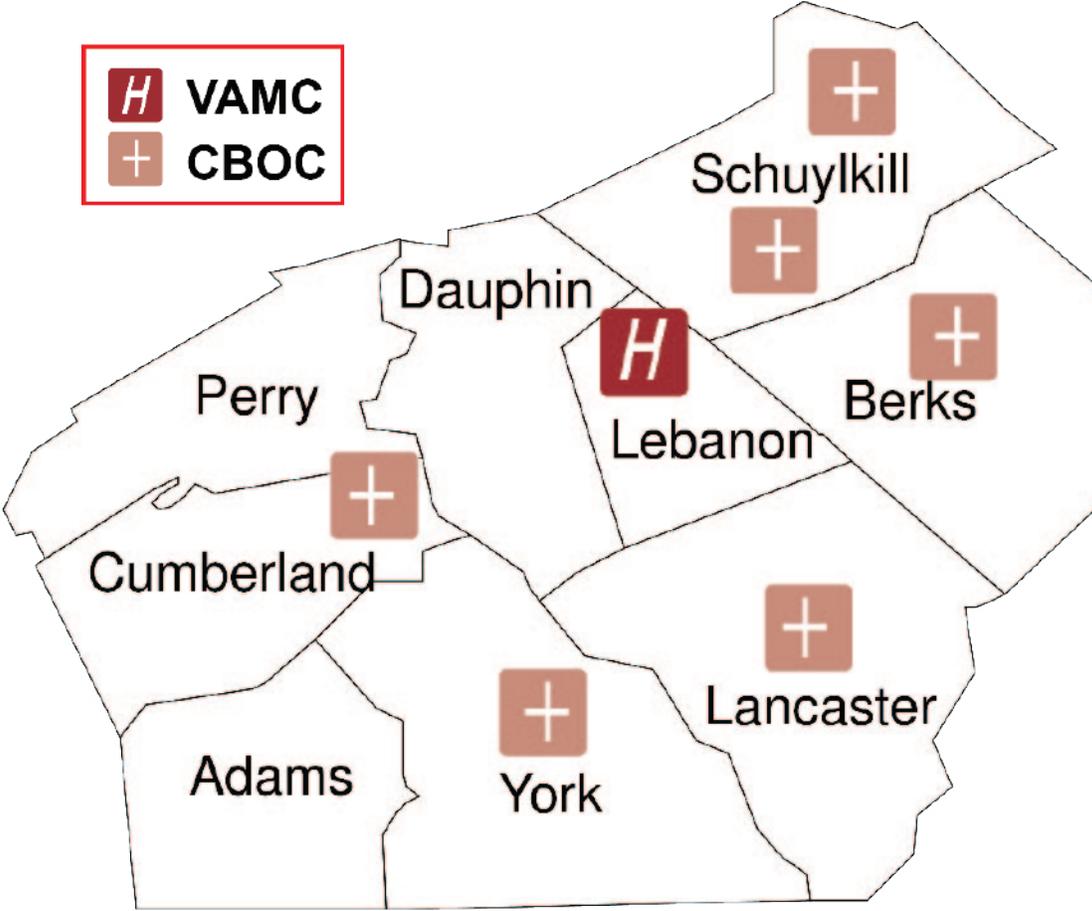


We Understand Veterans
We Respect Veterans
We Serve Veterans

- ★ Comprehensive Health Care System Dedicated Exclusively to Veterans
- ★ State of the art hospital with easy access and plenty of parking
- ★ Six conveniently located Community Based Outpatient Clinics
- ★ Veteran-centered programs and personal care teams
- ★ The right service at the right time by the right team

Services offered at the Lebanon VA:

- Acute Psychiatry
- Ambulatory Surgery Unit
- Audiology
- Barber
- Behavioral Health/Mental Health Services
- Canteen
- Caregiver Support
- Community Based Outpatient Clinics
- Chapel
- Compensated Work Therapy
- Day Care
- Dental
- Dietary
- Emergency Department
- Endoscopy
- Food Service
- Geriatric Care
- Gulf War Exam
- Health Education Library
- Hepatitis C Screening
- HIV Program
- Home/Community/Long Term Care
- Homeless Veterans Program
- Hospice
- Intensive Care Unit
- Infectious Disease
- Laboratory
- Medical Foster Home
- Mental Health Intensive Case Management
- MOVE!**
- Nursing
- Nutrition
- Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn
- Ophthalmology
- Occupational Therapy
- Pharmacy
- Police
- Physical Therapy and Rehabilitation
- Prosthetics
- Radiology
- Recreation Therapy
- Respiratory
- Substance Abuse Rehabilitation and Recovery Treatment Program
- Social Work
- Speech Pathology
- Spinal Cord Injury Program
- Suicide Prevention Program
- Surgery
- Veterans Activity Center
- Visual Impairment Services
- Vocational Rehabilitation Unit
- Voluntary Service
- Women's Health
- YMCA at the VA





Community Based Outpatient Clinics (CBOC)s and Vet Centers



St. Joseph's Medical Center
Community Campus
145 North 6th Street
3rd Floor
Reading, PA 19601
610-208-4717

BERKS VA OUTPATIENT CLINIC



1861 Charter Lane
Suite 121
Lancaster, PA 17601
717-290-6900

LANCASTER VA OUTPATIENT CLINIC



25 North 32nd Street
Camp Hill, PA 17011
717-730-9782

CAMP HILL VA OUTPATIENT CLINIC



Good Samaritan Medical Mall
700 Schuylkill Manor Road
Suite 6
Pottsville, PA 17901
570-621-4115

POTTSVILLE VA OUTPATIENT CLINIC



Good Samaritan
Health Center North
10 East Spruce Street
Frackville, PA 17931
570-874-4289

FRACKVILLE VA OUTPATIENT CLINIC



2251 Eastern Blvd.
York, PA 17402
717-840-2730

YORK VA OUTPATIENT CLINIC



1500 N. Second Street
Suite 2
Harrisburg, PA 17102
717-782-3954

HARRISBURG VETERANS CENTER

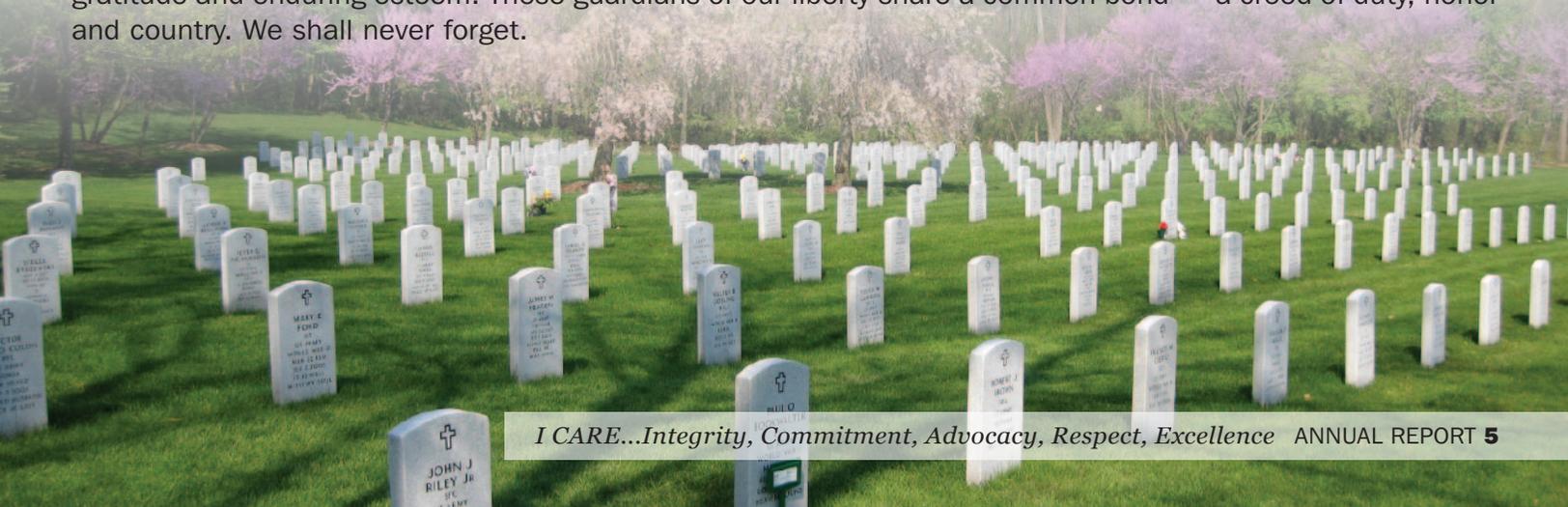


1817 Olde Homestead Lane
Suite 207
Lancaster, PA 17601
717-283-0735

LANCASTER VETERANS CENTER

Indiantown Gap National Cemetery

It has been called a national shrine. We think of it as an honorable resting place for America's heroes. It is a quiet peaceful space marked by honor, respect and care. Those who rest here have earned the Nation's gratitude and enduring esteem. These guardians of our liberty share a common bond — a creed of duty, honor and country. We shall never forget.





LEBANON VA MEDICAL CENTER REGIONAL RANKINGS

- #1 Communications with Doctors
- #1 Discharge Information
- #1 Willing to Recommend Hospital
- #1 Shared Decision Making
- #2 Overall Rating Hospital

NATIONALLY RANKED VETERAN SATISFACTION SCORES

DIMENSION OF CARE	LEBANON	NATIONAL AVERAGE
1. Getting Needed Care	83.5	79.6
2. Getting Care Quickly	82.3	78.4
3. Doctors/Nurses Communication	93.4	90.2
4. Provider Wait Times	89.5	74.7

Congratulations!!!

The Lebanon VA Medical Center achieved a 3-year Comprehensive Accreditation of Rehabilitation Facilities (CARF) in:

- ★ Health Care for the Homeless
- ★ Homeless Outreach
- ★ Contract Housing
- ★ Grant and Per Diem Housing
- ★ Consolidated Work Therapy/Transitional Rehabilitation/ Vocational Rehabilitation
- ★ Psychosocial Residential Rehabilitations Treatment Program
- ★ Substance Abuse Residential Rehabilitation Treatment Program
- ★ Veterans Justice Outreach
- ★ Department of Housing and Urban Development and VA Supported Housing Program (HUD/VASH)
- ★ Visually Impaired Services Outpatient Rehabilitation (VISOR) Program

“At a recent appointment in your lab, I was scheduled for a blood test. I was treated speedily and very satisfactory. I am very pleased and want to thank you for the great customer service. Keep up the good work for you are the apple of all service men and women eyes.”

“Veterans have many choices about where to receive their health care. There are also some misconceptions about VA health care out there. Qualified Veterans who have insurance can still receive a full range of personalized medical services here or at one of our Community Based Outpatient Clinics. And if we are not satisfying your expectations, please contact me because we will make things right.”

JOEL UMBERGER,
 Veteran Advocate
 717-228-5918 or
 1-800-409-8771, ext. 5918



LEBANON VA ACHIEVED ACCREDITATION OR RECOGNITION BY THE FOLLOWING ORGANIZATIONS:

- ★ The Joint Commission
- ★ Commission on the Accreditation of Rehabilitation Facilities
- ★ American Association of Blood Banks
- ★ American College of Surgeons Commission on Cancer
- ★ College of American Pathologists – Laboratory – received “Gold Standard”
- ★ College of American Pathologists – Anatomical Laboratory
- ★ American Society of Health System Pharmacists
- ★ Occupational Safety and Health Administration
- ★ National Health Physics Program
- ★ Office of Inspector General
- ★ Long Term Care Institute
- ★ Management Quality Assurance Service, Financial Management
- ★ Information Technology Oversight and Compliance Office
- ★ Office of Security and Law Enforcement – Vulnerability Assessment Survey
- ★ Rainbow Learning Center Site Review
- ★ American Society of Health System Pharmacists
- ★ Occupational Safety and Health Administration
- ★ National Health Physics Program

THE JOINT COMMISSION ALSO HIGHLIGHTED OUR LEADING PRACTICES FOR:

- ★ Delivering medical equipment to Veterans’ homes and teaching their families how to safely and properly use the equipment
- ★ Improving patient safety by reducing patients’ falls
- ★ Improving patient safety with new patient identification procedures
- ★ Improving patient satisfaction and safety by creating a better system to transfer patient care and records
- ★ Increasing patient safety by creating an electronic safety management tool

Robert W. Callahan, Jr., Director at the Lebanon VA Medical Center, accepts the **2011 Beyond the Call Award** at the second annual Lebanon Valley Chamber of Commerce Military Affairs Breakfast from Colonel Samuel Hayes.

The award honors a Lebanon Valley Chamber member for providing exceptional support to deployed employees and their families during current mobilization operations.

More than 30% of the Lebanon VA’s employees are Veterans. Many continue to serve in the National Guard or Reserves.

More than 45% of all of Lebanon VA Medical Center’s newly hired employees are Veterans.





THANK YOU FOR THE EXCELLENT CARE

“Recently I spent three days in the Intensive Care Unit at the Lebanon VA Medical Center (VAMC). During that time I had the opportunity to observe the extraordinary dedication and medical expertise provided to me by your outstanding staff of physicians and nurses who made me feel like I was the most important person in the facility. Their concern for my well being spoke volumes as to their commitment to excellence in their chosen professions. I'm writing to express my profound appreciation and gratitude to the men and women in the Lebanon VAMC who gave me the best possible medical care.”

“I just wanted you to know about my experience at the Lebanon VA Medical Center and appointment with Dr. Wolfe, Physician. As a Vietnam Veteran I expected nothing and was I ever surprised! I was shocked at the size of your facility and the number of Veterans you treat. I hope that you appreciate Dr. Wolfe half as much as I do! You are blessed to have him on your staff.”

“I was discharged from the VAMC after a life threatening bout with pneumonia. I am writing to compliment all of the staff members who cared for me. Specifically, all those wonderful Nurses in ICU and more specifically, Dr. Ponam Mathur who was the resident assigned to me. When I first came out of my coma, Dr. Mathur was there holding my hand and gently rubbing my arm. That simple gesture of human kindness was as powerful a medicine as any. I thought she was extremely knowledgeable and professional at all times. If she did not have an answer to my question, she was not afraid to say “I don't know but will find out.”

“My husband was admitted to the VA for surgery and we can't thank and praise his doctors enough and the entire surgical team for an excellent job. Everyone was so pleasant, professional and kind. The Nurses in ICU were tremendous, especially Jeanette. She went above and beyond to make my husband comfortable at all time. Also a big thanks to everyone on the second floor.”

“I am a Vietnam Veteran and have been a patient at the Lebanon VA since October 2008. Christina Clark, Physician Assistant, has always treated my health issues with the highest quality of care that is exemplary. I wanted you to know that Christina Clark is a valuable asset to your facility.”

“I would like to take this opportunity to express my appreciation for the health care I have been receiving over the years from medical personnel at the VA Medical Facilities. I am thankful for all Medical Personnel involved in my care but would like to especially thank Tammy Fick, Cancer Care Case Manager.”

“I just wanted you to know I was at your facility for knee scope surgery and was very satisfied with the results and the good care that I was given while at your facility. The staff was very courteous and professional in their treatment and care. Dr. Herbert, Orthopedic Surgeon, did an outstanding job in the surgery as I have not had pain or suffering since.”



The Lebanon VA Celebrates POW/MIA Day



New Construction



VETERAN CANTEEN SERVICE AND PATRIOT STORE

An open food court and retail store will offer Veterans and visitors a place to relax, enjoy a healthy meal and purchase needed personal care items. The new connecting corridor and food court will be completed in 2013.



CONNECTING CORRIDOR

The new connecting corridor between Buildings 1 and 17 will reduce the grade and improve the safety of those who travel between these buildings.



BUSINESS CENTER in Building 17 will improve work flow and efficiency. It will also include an expanded lobby, welcome area and coffee shop. The new business center will be completed in 2012.



New Construction



RESIDENTIAL RECOVERY CENTER

We are building a community center where Veterans can live together in a mutually supportive environment, receive treatment and learn job skills. The new facility will be completed in 2013.



RADIOLOGY IMAGING BUILDING

This facility will provide a one-stop-shop for all diagnostic imaging needs including x-ray, diagnostic ultrasound, CT scan, MRI and bone density studies along with a newly added Nuclear Medicine section. The new facility will be completed in 2013.



AMBULATORY SURGICAL CENTER

Meeting the needs of our patients requires that we expand our Emergency Department and build more operating and recovery rooms. The new ambulatory surgery center will be completed in 2013.



ENHANCING ACCESS TO CARE AND INFORMATION

We're here for you...and you can contact us (yes, you can contact your primary care team too) when you choose. Enroll in "secure messaging" through My HealthVet and e-mail your personal care team privately anytime. It's all about giving Veterans the right care, at the right time, in the right place, by the right method.



Find us on
Facebook

www.facebook.com/VALebanon

We're on Facebook! Like Us!



www.lebanon.va.gov

For current information, check out our web site!



www.va.gov

Go to the Department of Veterans Affairs home page for news releases, enrollment information, the post 911 GI bill information, Veteran business resources and a host of helpful tools.



www.myhealth.va.gov

Access your personal VA Health Care resources from anywhere you have an internet connection with My HealthVet. You can also send your provider secure private messages from this site.



www.lebanon.va.gov

Sign up for e-mail alerts on the home page and receive up to the minute alerts, stories and information about your VA.

24/7

NEED MEDICAL ADVICE OR HAVE A QUESTION ABOUT YOUR MEDICINE?

Call **717-228-6041** or **1-800-409-8771 ext. 6041** and speak directly to a VA nurse.

NEED TO CALL US FOR OTHER QUESTIONS?

Here's the main number: 717-272-6621 or Toll Free 800-409-8771

Office of Care Coordination

The new Office of Care Coordination makes it their personal responsibility to ensure Veterans receive timely and appropriate care for all contracted services. This is true when the Veteran is here or if they are transferred to another facility for additional treatment or care. Our staff serves as their advocates and continuously monitors the Veteran's care.

*When you're enrolled
in VA health care,
you're never alone.*

CARING FOR YOU EVERY STEP OF THE WAY



"I can tell you that the system works pretty well. I believe this was a successful venture and I am hoping that your Veterans felt so as well. Please accept my gratitude for allowing us to serve the Veterans and your organization. As I discussed with you originally, we try our best to NOT work with Federal programs, however, this was by far the smoothest program I have personally encountered through the VA, bar none."



Our Compensation and Pension Team is rated the
BEST IN THE NATION for exam quality and accuracy.



*It helps Veterans.
It's important.
It's the right thing to do.
It's the Lebanon
VA way.*



Securely E-mail Your Team

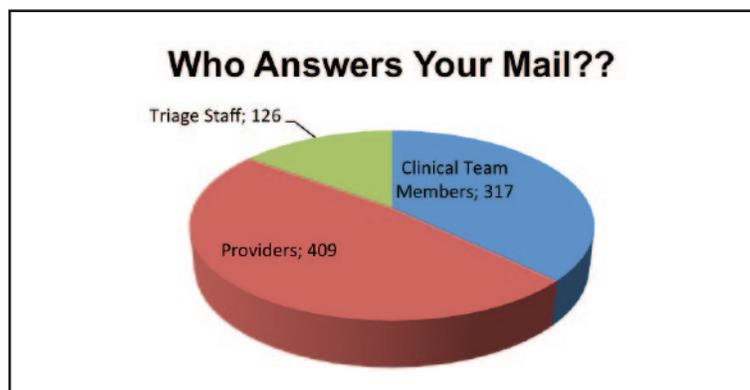
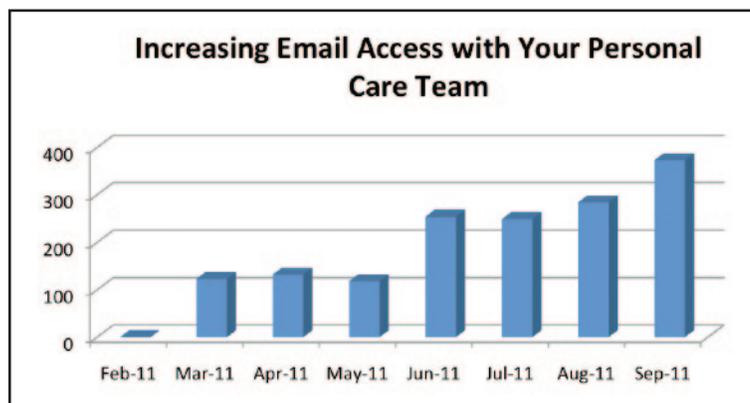
It's important to be able to talk with your provider honestly and privately. You expect it when you come to their office. Now you can also expect it when you're at home or anywhere else. We've developed a way for patients and their providers to communicate confidentially no matter where you are. And what's really great, is not only will your privacy be protected, but your questions will also be answered by your personal health care team, folks who know you and provide your care every time you come for an appointment.



Interested? Sign up for secure messaging at www.myhealth.va.gov



Every member of your team is trained to answer your private e-mail questions.





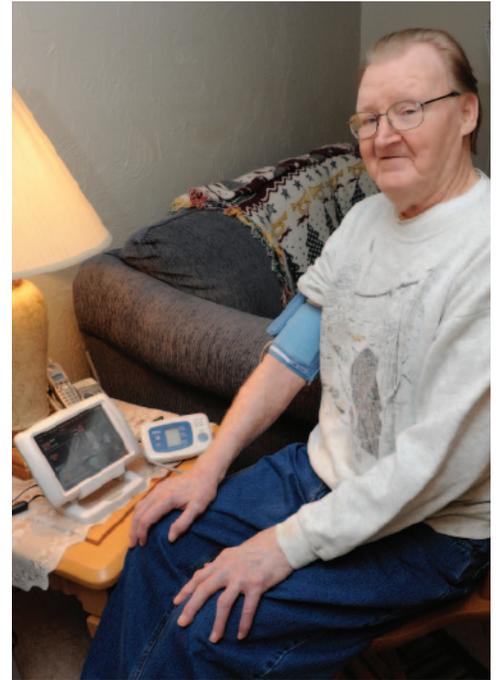
Cutting Edge 21st Century Technology Right Here at Home

Imagine the convenience of having your health monitored from the comfort of your own home, or think about reducing your drive time by completing your appointments at one of our local Community Based Outpatient Clinics (CBOC). We'll get you in and back on your way. Sound too good to be true? It's not. Technology opens the door for you. It's here. Today. It's all about Veterans. It's about providing you access to your personal health care team.



Veteran at Camp Hill Outpatient Clinic connects with his provider at the Lebanon VAMC. This saves the Veteran time, increases access and improves the staff's efficiency.

“ It's a good thing for Veterans that have problems with their blood pressure. It has helped to keep my blood pressure under better control. ”



Monitoring your health from home with a home telemedicine monitor.

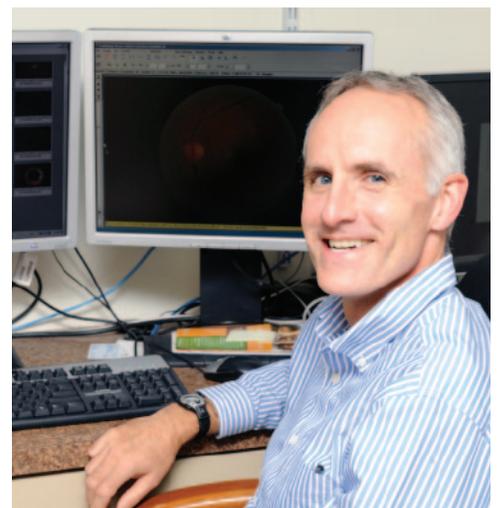
Video clinic appointments are available in the following specialties:

- Behavioral Health
- Physical Therapy/ Rehabilitative Medicine
- Tele-Move Weight Loss Clinics
- Teledermatology
- Teleretinal Digital Scans

Telehealth equipment is provided free of charge to enrolled Veterans.



Patient receiving a teleretinal digital exam at a Community Based Outpatient Clinic which is then transmitted to the Lebanon VA.



Doctor reviewing the teleretinal exam at the Lebanon VA.



We're here for You!

OPERATION ENDURING FREEDOM/OPERATION IRAQI FREEDOM/OPERATION NEW DAWN

America's newest generation of warriors have demonstrated the same courage and commitment as previous generations. Not only have they earned the Nation's gratitude but they also have earned specific benefits – things like enrollment into VA health care, free VA care for any conditions related to their deployment and coordinated case management with their care team. The OEF/OIF/OND Team is here to offer advice, support and assistance for Veterans and their families. Check us out today at www.lebanon.va.gov/freedom.asp or catch us at one of the dozens of outreach events we organize. We're here for YOU!



Lebanon VA participates in a wide variety of community-sponsored events with our local partners.



Donald W. Butler, III, surrounded by his family, receives the Purple Heart Medal for wounds he received in Iraq. Lebanon VA Medical Center staff helped secure the award which is being presented by VA employee, Captain Sandra Jones, RN.

Subject Matter Experts are available to answer questions.

Call the OEF/OIF/OND Team
717-272-6621, ext. 5954 or
1-800-409-8771, ext. 5954





POST DEPLOYMENT HEALTH REASSESSMENT (PDHRA)

Some combat wounds are immediately apparent; others are not so obvious. They don't show up right away. Some may lie just below the surface; others are much deeper. All need to be addressed—so, service members who have been in a combat theatre are required to participate in a Post Deployment Health Reassessment (PDHRA). Professional staff review health and personal concerns that may have arisen since a combat Veteran returned home. The Lebanon VA is proud to participate in these health screenings with warriors from all five branches of service!



Veteran William Santos threw out the first pitch at the Annual Welcome Home Event at the Lancaster Barnstormers baseball game in May. William has a prosthetic arm that he received at Walter Reed Medical Hospital as a result of injuries he sustained during combat operations in Iraq in 2006.



VA employee, Major Ed "Chip" Schlessler, discusses health care options with a returning service member.



Returning Service Members learn about the benefits they have earned from Lebanon VA Staff.



WOMEN VETERANS

You can be anything...mother, daughter, sister, wife, partner...and Veteran. In fact, the fastest growing population in VA is women. We are treating more female Veterans than at any other time in history...and we are sensitive to this transformation. With services available for primary care, reproductive care, mental health and pain management, we're here for you... spanning the generations, because Patriotism knows no gender.



US Army Veteran Dawn Farlow shows her support for VA Women's Health Care.



US Army Veteran Ardelle "Teddie" Williams embraces her provider, Liz Miller PA-C. "I am the bionic woman. I've had both my hips and knees replaced here. There's nowhere I would rather be."

“I can honestly say I have never felt more comfortable and confident in a women's health clinic. The treatment I receive is very unique. My primary care and my women's health care are covered by one person, Elizabeth Miller, PA-C. This is fabulous! By having her for all my health care needs, I am at ease knowing she is aware of everything that is happening with my health. I also like the fact that I go to the same clinic for all my health care needs. This helps me focus on the appointment and not on what I call "appointment stress!"

Since filing a compensation claim, I have been on a roller coaster ride of emotions. (It is not easy to recall a traumatic experience in your life.) I requested an appointment to talk to someone about all I've endured since my original injury date. I received an appointment with Dr. Cooper of the Behavioral Health Clinic. To my delight, Dr. Cooper is a female doctor. This has made it so much easier for me to speak about my situation. I have my appointments with Dr. Cooper in the women's health clinic. This is a brilliant idea; I'm already familiar with the staff, so I'm relaxed and comfortable. I would like to thank the Lebanon VAMC for the availability of female staff members and the comfort and convenience of having all appointments located in the same clinic and for the excellent care I have received.”

Dawn Farlow
US Army Veteran



Lebanon VA Medical Center employees wear pink to show their support of breast cancer awareness.



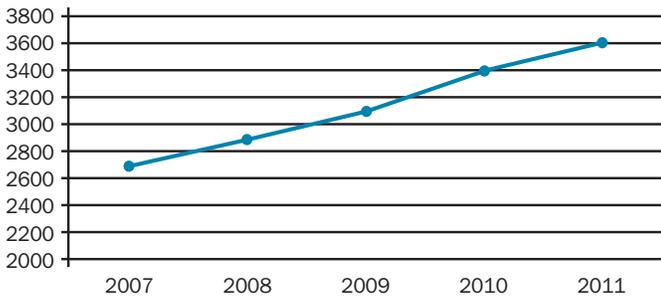
WOMEN VETERANS



“ I served my country from 1983-1986 in the US Army. I returned to the Lebanon area in 1990 at which time I started to receive my care at the Lebanon VA Medical Center. In 1994, I started as a volunteer at the hospital. I have seen a lot of changes, but the most exciting one for me was the “Women’s Health Clinic” directed by Elizabeth (Liz) Miller. I have seen so many changes in the way the system started to recognize female Veterans. The clinic offers so much for us from PTSD to a routine Pap test. The patience and understanding you receive not only from Liz and the staff, but they have also made it so easy to secure a message to her through My HealtheVet. I presently have the opportunity to volunteer at the information desk and I am in contact with a lot of Veterans seeking assistance. I am the first to tell the women Veterans all the exciting things we have and also the best clinic to serve our female Veterans. I am very excited to see what will be next. Keep up the “Great” job of taking care of us female Veterans. Thank You For Serving! ”

Karen Switzer

INCREASE IN FEMALE VETERANS RECEIVING CARE



“ We recognize the significant contributions female Veterans have made to the Nation. They continue to make important contributions in their communities with strength and pride. We have designed our medical services to meet their unique needs. Our commitment to them, like their patriotism, never ends. ”

Margaret G. Wilson, RN

— Associate Director for Patient Care Services, Captain (Retired), United States Navy

“While serving overseas in the US Air Force, I started having strange, progressive neurological symptoms. I was 28 years old and had an excellent career, a wonderful marriage and two small children. Things were unraveling, and I didn’t know why. I often felt like I didn’t even know myself anymore. I spent several years being evaluated by specialists, having tests and enduring procedures. After a few years of frustration and fear, it was discovered that my “mysterious illness” was a result of a traumatic brain injury that I had sustained years earlier during a flight line mishap.

Although grateful that my diagnosis was not a more frightening disease (which had all been ruled out at this point), I was doomed to an early retirement from serving Active Duty. Aside from the medical aspects of my injury, the psychological symptoms of what had happened to me continued to get worse.

Before I knew it, I was transitioning to civilian life and dealing with the loss of the career that I had loved. I was broken and didn’t know what was next. The sleep issues, depression and anger that had persisted for so many years were becoming out of control.

I soon began care at the Lebanon VA. I was blessed with incredible doctors, physician assistants and therapists to help in the management of my problems. Sometimes it’s difficult to find someone you “click” with, but I didn’t give up. Although, I wanted to quit often, I pressed on with the encouragement of family, friends and the VA staff. It is so important to find someone you are comfortable with so you can progress in your treatment.

Things are so much better, especially since I started taking advantage of the Behavioral Health resources - cognitive therapy, post-traumatic stress disorder

(PTSD) management, physical therapy and the memory disorder clinic. My pride in “not needing help” held me back. Now I am proud of how far I’ve come. Now, along with my family and faith I can live a more normal life. I see things more clearly. I am more aware of impulsive, aggressive thinking and behavior. I rarely feel isolated in my house, not wanting to participate in life...hiding. I know I’m not 100% of how I was before, and maybe I never will be, but I am now able to participate in activities with my family and community. I can now be part of my kids’ lives and support for my wife. I appreciate what the VA and especially what special staff like Dr. Aida Rjepej, Michelle Chapus, PA, Amanda Smith PT, Bob Wentling, OT, and the Burgundy Primary Care, Behavior Health and TBI Teams have done for me and those who are important to me.”

SSgt Daniel R. Krieger, USAF (Ret.)
Served from 1997-2007



Bob Wentling, Occupational Therapist sits with the Krieger family, Dan, son Drew, wife Sharon, and daughter Erin. ★



The Housing and Urban Development-VA Supported Housing (HUD-VASH) Program currently serves 175 Veterans. The program recently added a Substance Abuse Disorder Case Manager to the team, increasing efforts to provide support with treatment and prevention, a key component of ending the cycle of homelessness.



Three years ago there was a bird that fell from its nest and what a mess,
 It arrived at the Lebanon VA with broken wings,
 homeless, and no song to sing,
 In time it started to heal, the wings grew stronger
 they started to flap, the bird got its song back.
 In time passing, it always flew back,
 It needed to build a nest in what it knew best...
 it made its nest at the Lebanon VA for success,
 That bird stands before you today a recovered,
 healthy, and further educated employed Veteran
 on the battlefield to end homelessness amongst
 our men and women Veterans.

Written by: Paulette J. Riddick

Paulette is an Army Veteran who entered the HUD/VASH and Compensated Work Therapy (CWT) program in 2008. After achieving stability, she gave up her housing voucher and graduated from the program in May of 2009. Paulette also started taking social work classes at Harrisburg Area Community College. She is currently working on her bachelors degree. In July 2011, she was hired as a Vocational Rehabilitation Specialist at the Lebanon VA.



“In October of 2007, I came into the program through Otis Nash, Incarcerated Veteran Re-Entry Specialist. With his guidance I have been able to establish myself here in Lebanon. I was a recovering addict and also had a stay of incarceration. I was determined

to find a way back to acceptance and not to be looked at as a felon. Everyone has been very helpful and humble. So far I am a productive member in my community, helping where needed. Participating in this program has enabled me to create a better life for myself. I now have a nice home, a car, and a wonderful job!”

Stanley Robinson

To speak directly with a representative about the HUD/VASH program, call **717-272-6621 ext. 5186** or **1-800-409-8771 ext. 5186**



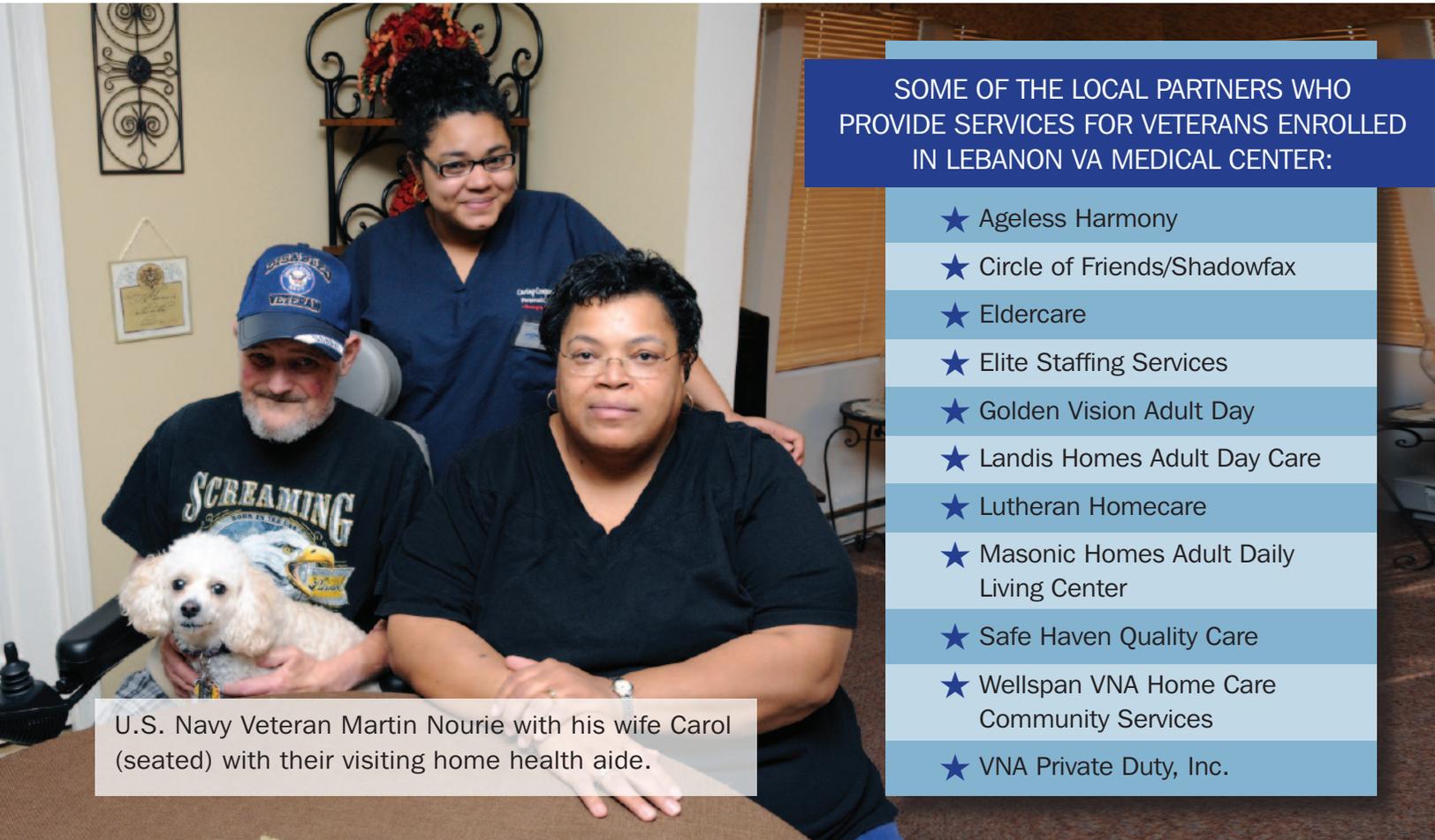


Exhausted? Need a Break?

VA Respite Care is designed to provide the caregivers of Veterans temporary relief from the stress and strain of their responsibilities. Respite Care services allow a caregiver time to step away from their role.

We provide respite care either in the Veteran's own home, in a VA contracted community nursing home, or at the Lebanon VAMC. Services include a home health aide providing caregiver services within the home, inpatient respite and adult day care. Approximately 170 Veterans are enrolled in the Respite program. By providing caregivers time to rest or attend to other personal matters, Respite Care helps caregivers remain healthy, strong and focused.

For more information call 717-272-6621 ext. 4823 or 1-800-409-8771 ext. 4823.



SOME OF THE LOCAL PARTNERS WHO PROVIDE SERVICES FOR VETERANS ENROLLED IN LEBANON VA MEDICAL CENTER:

- ★ Ageless Harmony
- ★ Circle of Friends/Shadowfax
- ★ Eldercare
- ★ Elite Staffing Services
- ★ Golden Vision Adult Day
- ★ Landis Homes Adult Day Care
- ★ Lutheran Homecare
- ★ Masonic Homes Adult Daily Living Center
- ★ Safe Haven Quality Care
- ★ Wellspan VNA Home Care Community Services
- ★ VNA Private Duty, Inc.

U.S. Navy Veteran Martin Nourie with his wife Carol (seated) with their visiting home health aide.

“The VA Respite Program relieves the pressure on me. I can now go out shopping and have some time on my own to relax knowing that I can trust the Home Health Aide to care for my husband in my house. That's important to me.”



MEDICAL FOSTER HOME

Are you a Veteran or do you know a Veteran who needs a little assistance and would appreciate living in a comfortable and stable home? Perhaps the Medical Foster Home (MFH) program is right for you. This VA alternative to institutional long term care is available to Veterans enrolled in the Lebanon VA Medical Center.

Veterans live in the home of a carefully chosen and monitored caregiver and their family. Veterans have a private room and the caregiver provides the Veteran home-cooked meals, laundry service, assistance with daily activities and general support as needed. This allows Veterans to retain their independence, dignity and privacy while being a part of a larger family. Veterans selecting MFH receive primary health care through the Home-Based Primary Care program.



Marty Ginder receiving care from VA visiting nurse Michelle Hartsock.



Ricky Cox (left) and Marty Ginder (right) with Medical Foster Home caregiver Deb Cartwright.

Does the Medical Foster Home program sound right for you? Call 717-272-6621 ext. 4429 or 1-800-409-8771 ext. 4429 to learn more about enrolling as a Veteran or as a Medical Foster Home caregiver.



PREVENTIVE CARE

MOVE!—ALMOST 5 TONS HEALTHIER!

Whether you need to lose a few pounds or more, we have the ticket for you. **MOVE!** is a national weight management program designed to help Veterans lose weight, keep it off and improve their health. **MOVE!** assists Veterans to accomplish these goals through nutritional education, physical activity and behavior modification. **MOVE!** focuses on lifestyle changes and emphasizes personal responsibility and empowerment.

MOVE! is free to any Veteran enrolled in VA health care. It includes access to the YMCA and pool at the Lebanon VA.

A MOVE! Success Story!!!

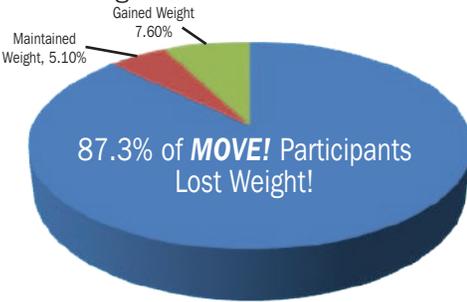
“In February of 2011, I went to see my primary care physician, Dr. Brian Fosnocht, at Lebanon VA Medical Center. I was the largest weight I had ever been in my life—337 pounds. Dr. Fosnocht broke the news—I was morbidly obese and if I did not do something to change my life, I would die. Already, I could barely walk a few feet without becoming short of breath. I had no energy and, to be quite honest, I didn’t want to continue to live in the state that I had brought onto myself. My only hope was a program that Dr. Fosnocht promised could help me change my life. That program was **MOVE!**.”

On the first day in **MOVE!**, I must admit that I was hopeless. I didn’t think the program could help me. I believed that my weight problem was too far gone to be changed. The class started at 9:30 a.m. and ended at 11 a.m.; one thing I remember is that I was in pain the entire time and all I was doing was sitting in a chair that was too small to hold me. But when I left that morning, I had one thing going for me, I was determined to try everything I’d learned that day. The way I figured, what did I have to lose? I went home and immediately began to implement the suggestions given to us. I drank one glass of water 30 minutes before each meal and I began to do sit to stands, as many as I could (which I must admit weren’t very many) instead of vegging-out on the couch watching TV. I’ll never forget how encouraging the staff was. I continued to implement everything I learned in each class, which included keeping a food journal. That food journal would change my existence, forever. The next class, I lost 6 pounds, the first time I’d lost weight in over four years, and I haven’t looked back since.

Today I weigh 260 pounds. I’ve lost a total of 77 pounds. In those 7 months I went from having numerous asthma attacks and doing multiple breathing treatments a day to having only three attacks and only using my medication as needed (which isn’t very often). I went from barely being able to stand to walking 8 to 10 miles a day and recently joining a gym. My life has changed drastically. In fact, **MOVE!** has given me my life back. Before I was hopeless and defeated, but now for the first time in years, I am beginning to dream again!

I still have days when I want to give up, days when I don’t want to walk or work out, days when it’s hard and I still look at how much more weight I have to lose before I reach my goal weight of 140 pounds. The difference is now, because of **MOVE!**, and the staff at **MOVE!**, I believe that I can do it. I believe that I can do anything!”

Christine Lincoln



Christine Lincoln (Before)



Christine Lincoln (After)

Is it time to consider enrolling in Move!?
Call 717-272-6621 ext. 4512 or 1-800-409-8771 ext. 4512



Our partnership with the Lebanon YMCA serves as a model of community cooperation. It allows YMCA members to choose the YMCA at the VA or the Y's downtown facility as their "home" for membership. It also provides Veterans a great place to work out. The YMCA in conjunction with the **MOVE!** staff, help to develop and implement various exercise groups, activities and support groups for our Veterans and employees.

One of the many exercise classes offered at the "YMCA at VA" is appropriately called, "Boot Camp."



Come early or stay late...the choice is yours. The YMCA at VA is open from 5 a.m. to 8 p.m. every weekday.

It doesn't matter if you're not a Coast Guard or Navy Veteran, the pool is open to all Veterans enrolled in the Lebanon VAMC for recreational exercise.





OUR COMMUNITY OF VOLUNTEERS



After Bill White recovered from injuries he sustained aboard the USS Coral Sea in 1953, he knew he wanted to say “thank you”. He found his chance in 2006 when he started to volunteer at the Lebanon VA Medical Center. Now, he’s a permanent fixture in the Veterans Activity Center. He volunteers every day of the week, except Monday. “It’s my way of paying back,” Bill says, “We can never do enough for the men and women who endure so much so that the rest of us can be free.”

TOTAL VOLUNTEER HOURS	MONETARY DONATIONS	DONATIONS IN GOODS
62,556 hours equals 30 full-time positions	\$248,958	\$72,706

Interested in Volunteering or Helping Veterans?

Call 717-272-6621 ext. 4064 or 1-800-409-8771 ext. 4064



The Lebanon VA Medical Center received five new DAV vehicles to transport Veterans to their medical appointments.



Larry Smith, Assistant Director Pennsylvania American Legion Riders, Region 7, presents a check from a chili cook off to the Lebanon VA.



Operation God Bless America visits the Veterans in June.



VA EMPLOYEES VOLUNTEERING IN THE COMMUNITY

- ★ Alvernia University Community Advisory Board for the Nursing Program
- ★ Co C, 628th ASB Family Readiness Group (FRG)
- ★ Community Health Council of Lebanon County (CHC)
- ★ Community of Lebanon Association
- ★ ELCO High School
- ★ HACC Advisory Board
- ★ Healthy Lifestyles (under CHC)
- ★ Lancaster County Agency on Aging
- ★ Lebanon County Career and Technology Center Community Advisory Board
- ★ Lebanon County Healthy Lifestyles Committee
- ★ Lebanon Family Health Services Medical Advisory Board
- ★ Lancaster-Lebanon Educational Foundation
- ★ Lebanon Medical Conference & Expo
- ★ Lebanon Valley Chamber of Commerce
- ★ Lebanon VFW Post #23 Ladies Auxiliary
- ★ Leadership Lebanon Valley
- ★ PA Association of Probation and Parole
- ★ PA Injury Community Planning Group-Falls Work group
- ★ Relay for Life
- ★ SCI Waymart
- ★ Senior Outreach Services of Lebanon
- ★ York College of Pennsylvania Community Advisory Board (Nursing Program)



Ruth Fairchild, VFW State Surgeon, tours the Lebanon VA Medical Center.



Honorable Sherry Capello, the Mayor of Lebanon, who has numerous Veteran relatives, fully supports the partnership between the city and Lebanon VA Medical Center.

Congressman Tim Holden of the 17th District announces the release of economic stimulus funds for construction at the Lebanon VA Medical Center.



RoseMarie Swanger, Pennsylvania State Representative, shares encouraging words at the Residential Rehabilitation and Recovery Project Groundbreaking.



BUILDING A COMMUNITY OF CARE

RESIDENCY PROGRAM

DID YOU KNOW...

50% of the doctors in the United States have trained at VA facilities? Lebanon VA Medical Center partners with the Milton S. Hershey Medical Center of Penn State University to train physician residents in a variety of disciplines including medicine, surgery, hospice, internal medicine, cardiology, neurology, ophthalmology, hematology/oncology, podiatry and family practice.



Many residents state that the Lebanon VA is their favorite internal medicine rotation in the HMC resident program!

“ Doctors never forget residency - the long hours, loads of paperwork, overnight shifts. But we also remember the people who mentored us; the attending [doctors], support staff, and patients. The attending physicians are the best teachers I’ve encountered in my medical education. The VA support staff - nurses, social workers, therapists, nutritionists, housekeeping - all of them back us up on the front lines. The patients are an amazing group of men and women, and I’m proud to have the opportunity to serve them. It’s the least I can do to thank them for protecting my freedom. Rotating at the VA is without a doubt one of the most rewarding experiences I’ve had as a Hershey resident. ”

- Michael Sasso, M.D.



Resident physicians receive expert training from VA physicians and providers.



“Achieving excellence does not happen by accident. It requires hard work and discipline—the same traits necessary to be successful in school or building a relationship. We team with many academic partners to train, mentor and teach students, as well as, to provide educational opportunities for our staff. It’s a win-win situation.”

ROBERT W. CALLAHAN, JR.

Director and CEO, Lebanon VA Medical Center

-
- Albright College
 - Alvernia College
 - Berks Technical Institute
 - Bloomsburg University
 - Central Pennsylvania College
 - Chatham University
 - Clarion University
 - College Misericordia
 - Computer Learning Network
 - Consolidated School of Business
 - Cumberland Surgery Center, Inc.
 - Des Moines University College of Podiatric Medicine & Surgery
 - Drexel University
 - Duquesne University
 - Eastern Virginia Medical School
 - Elizabethtown College
 - Ephrata Community Hospital
 - Fordham University
 - Good Samaritan Hospital of Lebanon, PA
 - Grandview Surgery Center
 - Harcum College
 - Harrisburg Area Community College
 - Hershey Outpatient Surgery Center
 - Hildebrandt Learning Center
 - Holy Spirit Hospital
 - Illinois College of Optometry
 - Immaculata College
 - Kaplan Career Institute
 - Keystone Technical Institute
 - King’s College
 - Kutztown University
 - Lake Erie College of Osteopathic Medicine
 - Lancaster Bible College
 - Lancaster County Career and Technology Center
 - Lancaster General College of Nursing and Health Science
 - Lancaster General Health
 - Lancaster Institute for Health Education
 - Lebanon County Career and Technology Center
 - Lebanon Valley College
 - Lincoln Technical Institute
 - Lock Haven University
 - Luzerne County Community College
 - Marywood University
 - McCann School of Business & Technology
 - Millersville University
 - Mt. Aloysius College
 - NorthWestern University
 - Ohio College of Podiatric Medicine
 - Ohio Northern University College of Pharmacy
 - Pennsylvania State University
 - Penn State Milton S. Hershey Medical Center
 - Pennsylvania College of Technology
 - Philadelphia College of Osteopathic Medicine
 - Reading Area Community College
 - Saint Francis University
 - Shippensburg University
 - Southern College of Optometry
 - Temple University
 - Thomas Jefferson University
 - Towson University
 - University of Delaware
 - University of Pennsylvania School of Nursing
 - University of Pittsburgh
 - University of Scranton
 - University of the Sciences in Philadelphia
 - Villanova University College of Nursing
 - West Chester University
 - Widener University
 - Wilkes University School of Pharmacy
 - Wilmington University
 - York College
 - Yorktowne Business Institute
 - YTI, Career Institute

The Lebanon VA Medical Center began participating with the Lebanon County Career and Technology Center in the Cooperative Education program in 1973. Today, all high schools in Lebanon County and IU13 participate. Typically 8-12 students per year work half-days at the Lebanon VA Medical Center. Approximately 450 students have completed their Co-Op experience working with Veterans.



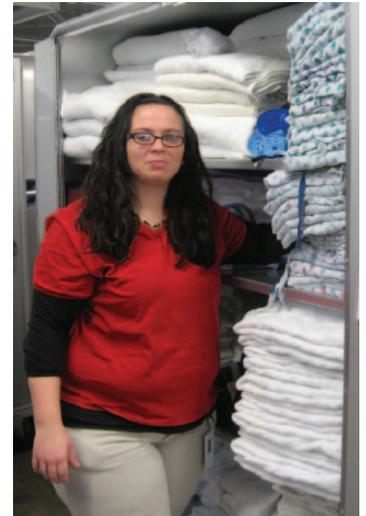
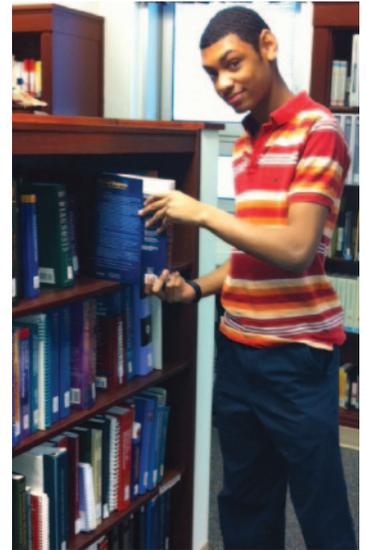
STUDENT PROGRAMS

Project Search matches learning challenged high school seniors with an internship position within the Lebanon VA Medical Center. A maximum of 12 students are selected each school year. The students work at least four hours per day in the morning and attend classes in the afternoon instructed by Project Search faculty. Congratulations to the students who achieved 100% placement and retention in jobs after graduation for the 2010-2011 school year!!!



Vietnam Veteran and Lebanon VA Medical Center Human Relations Manager Ray Kent provided the initial inspiration and leadership for Project Search.

- Students work in:**
- Childcare
 - Education
 - Environmental Management Service
 - Engineering
 - Food Service
 - Mailroom
 - Medical Supply
 - Nursing Home
 - Physical Therapy
 - Radiology
 - Respiratory Therapy
 - Warehouse



BUILDING A COMMUNITY OF CARE WITH THE BEST EMPLOYEES ANYWHERE!



Our employees donated 1142 pints of blood to the Central PA Blood Bank last year. That's enough blood to fill two Army water buffalos!





“ And then I came here to the Lebanon VA. Recognizing that my soul was somehow wounded and that my efforts to suppress the pain through self medication were not working, I came to you, silent but desperate for help. Quite frankly I was afraid to come here. I was afraid of what people might think of me. I was worried how coming here might affect my military career and I thought that the hospital I was going to find would be like the one in the movie, “Born on the Fourth of July”. Instead much to my surprise, what I found was a collective body of professionals, subject matter experts in a historic but state-of-the-art facility, who were willing to do everything in their power to assist me, to help me find peace, wholeness and healing. It would be an exaggeration to say that you saved my life but it would not be disingenuous or false to say that you helped me find the footing, to rediscover my inner resilience and to find peace and hope. ”

From an Operation Iraqi Freedom Veteran with multiple deployments



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800-409-8771
www.lebanon.va.gov



VA
HEALTH
CARE

Defining
EXCELLENCE
 in the 21st Century