

2015

# REPORT TO THE COMMUNITY

LEBANON VA MEDICAL CENTER

*It's...Our House! Making the VA...My VA!*



*my* **VA**

**Putting Veterans First**



Defining  
**EXCELLENCE**  
in the 21st Century





The Lebanon Leadership Team from left to right: Anthony J. Slavinski, MD - Chief of Staff; Cynthia Shiner - Acting Associate Director/Chief Operating Officer; US Navy Captain (Retired) Margaret G. Wilson, MSN, RN - Associate Director for Patient Care Services; and Robert W. Callahan, Jr. - Director and Chief Executive Officer. The team is on the second floor of the new Center for Veterans Enterprise.

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*This report is dedicated to Veterans and their loved ones who permit us to provide them world-class care, VA employees, Veteran Service Organizations who assist and advocate for their fellow Veterans in countless ways, the general public who supports America's defenders, and our national leaders who guarantee the Nation's promises are kept with Veterans.*



# Dear Veterans, Advocates, and Fellow Employees,

Lebanon VA Medical Center belongs to you. Everything we do, every single day is focused on improving the lives of America's noble guardians. Our leaders are the stewards of this state-of-the-art facility and you -- Veterans, Advocates, and VA Employees are simultaneously the owners and customers whom we serve. We've never been confused about this or our mission and responsibilities. We know we owe you our very best. This is why we are excited about the cultural transformation which began this past year nationally within VA.

This national transformation campaign, called *myVA*, has five priorities:

- ★ Improve the Veterans' Experience,
- ★ Achieve Support Services Excellence,
- ★ Establish a Culture of Continuous Performance Improvement,
- ★ Enhance Strategic Partnerships and
- ★ Improve the Employee Experience.

These five priorities have always been a part of our culture. As the numerous stories and testimonials within these pages demonstrate, your medical center is committed to these priorities. Despite our numerous awards, recognitions, and positive rankings, we are not satisfied with our achievements. We continue to push forward improving medical outcomes and quality, modernizing our facility, piloting and developing best practices, and yet - we believe there is always room to improve. We are grateful to you – our Veterans, stakeholders, and employees for your support, encouragement, and suggestions. We need your feedback because every accomplishment is a result of stakeholder input and dedicated, engaged employees. Together we are transforming 'OurVA'. That's why the theme for this report to the community is, **"It's Our House! Making the VA, myVA"**

If you have a suggestion on ways we can improve, please let us know. When you see us at town halls, here, or visiting one of our six VA community clinic locations in Reading, Camp Hill, Lancaster, York, Pottsville, or Frackville, please share your thoughts and wishes with us. Or if you prefer, talk with any of our dedicated employees or supervisors. **Your VA, the Lebanon VA, is committed to you. Together, we are creating the best place in South Central Pennsylvania for Veterans to get care.**

Sincerely,

**Robert W. Callahan, Jr.**  
Director and Chief Executive Officer

**Cynthia Shiner**  
Acting Associate Director

**Anthony J. Slavinski, M.D.**  
Chief of Staff

**Margaret G. Wilson, MSN, RN**  
Associate Director, Patient Care Services

On the cover: Lebanon VA is committed to serving all qualified Veterans from all eras without regard to race, color, religion, national origin, sex (including gender identity, transgender status, sexual orientation, and pregnancy), age, disability, genetic information, marital status, parental status or political affiliation.



# THE VALUES OF OUR HOUSE

## Our Mission

**Fulfill Lincoln's promise** - "To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring America's Veterans and their families.

## Our Core Values

Integrity, Commitment, Advocacy, Respect, Excellence

## Our Roadmap

- **Deliver on current commitments to Veterans:** Increase Access to Care; Eliminate the Backlog; and End Veterans Homelessness
- **Innovate to improve the Veteran experience:** Establish a VA-wide customer-service organization that will design and implement a superior *Veteran Experience* and leverage *Strategic Partnerships* as a force multiplier
- **Empower our Leaders and Employees:** Realign internal *Support Services* to improve efficiency, reduce costs, and increase productivity; remove processes that impede good customer service while establishing a culture of continuous *Performance Improvement*; and focus on *People and Culture* to attract, retain and develop high performers

## Our Vision

To deliver world-class service, defining success by Veterans' outcome one Veteran at a time, while integrating across VA programs to optimize productivity and efficiency

## Our Guiding Principles

- Think and act with a Veteran-centric mindset
- Optimize VA's unique competencies
- Serve as responsible stewards of taxpayer resources

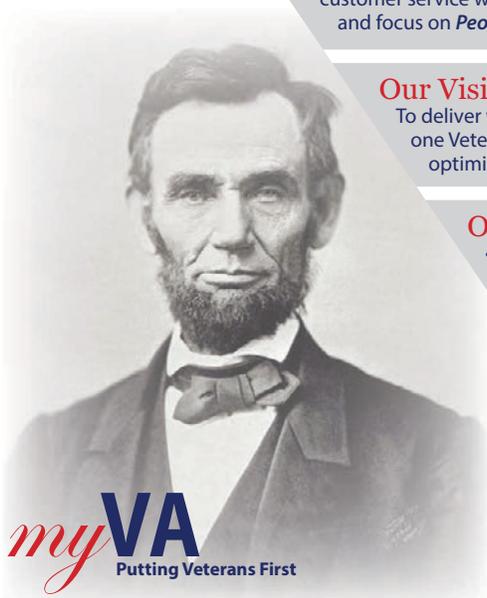
## Our Culture

A collaborative, inclusive, and results-oriented culture that inspires trust



## VHA's Blueprint for Excellence

1. Improve Performance
2. Promote a Positive Culture of Service
3. Advance Healthcare Innovation for Veterans and the Country
4. Increase Operational Effectiveness and Accountability



U.S. Department of Veterans Affairs

# VA Core Values and Characteristics



**Integrity, Commitment, Advocacy, Respect, and Excellence (I CARE)** define our core values. Staff - at every level within VA - play a critical role to support VA's commitment to care and serve our Veterans, their families, and beneficiaries.

**Integrity:** Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

**Commitment:** Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

**Advocacy:** Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

**Respect:** Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

**Excellence:** Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.



Putting Veterans First *is about...*

Putting **the Veteran's interest first.**

**Empowering employees** and helping them deliver excellent customer service to improve the Veteran's experience.

**Improving or eliminating** processes that impede good customer service.

**Rethinking** our internal structures and processes to become more Veteran-centric and productive.



**Services Offered:**

- Acute Psychiatry
- Ambulatory Surgery Unit
- Audiology
- Barber
- Behavioral Health/Mental Health Services
- Canteen
- Caregiver Support
- Chapel
- Compensated Work Therapy (CWT)
- Day Care
- Dental
- Dietary
- Emergency Department
- Endoscopy
- 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 and Food Service
- OEF/OIF/OND
- 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
- VA Community Clinics
- Voluntary Services
- Women's Health
- YMCA at the VA



**Everything we do,  
every single day,  
is because you served...**



**VA  
HEALTH  
CARE**

Defining  
**EXCELLENCE**  
in the 21st Century



**(717) 228-6000**



# Accreditations Are the Result of Our Dedicated Workforce

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



LEBANON VA MEDICAL CENTER IS ACCREDITED BY THE COMMISSION ON ACCREDITATION OF REHABILITATION FACILITIES (CARF) IN THE FOLLOWING AREAS:

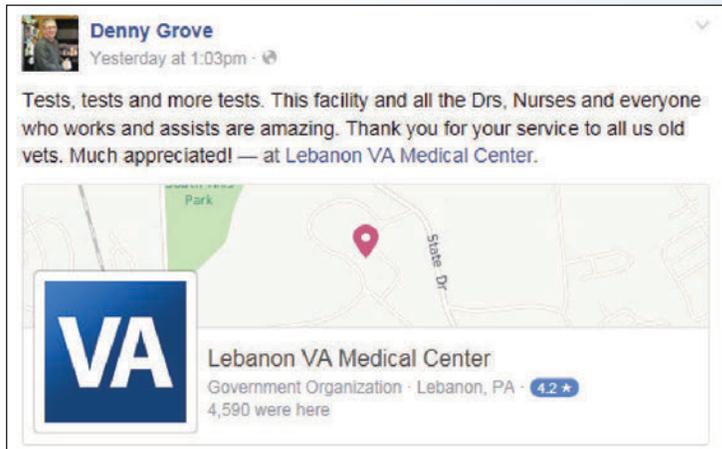
- ★ Health Care for the Homeless
- ★ Homeless Outreach
- ★ Contract Housing
- ★ Grant and Per Diem Housing
- ★ Consolidated Work Therapy/Transitional Rehabilitation/Vocational Rehabilitation
- ★ Psychosocial Residential Rehabilitations Treatment Program
- ★ Substance Abuse Residential Rehabilitation 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





# VISN 4 Rankings

- #1 Communication with Doctors
- #2 Shared Decision Making
- #2 Communication about Medications
- #3 Willing to Recommend Hospital
- #3 Discharge Information
- #4 Overall Rating of the Hospital
- #4 Pain Management
- #4 Communication with Nurses





## Beyond the Numbers

### FINANCIAL STATISTICS

**OPERATING BUDGET**  
\$281,414,000

**MEDICAL BUDGET**  
\$236,922,000

**ADMINISTRATIVE BUDGET**  
\$19,271,000

**FACILITIES BUDGET**  
\$25,221,000

**CAPITAL EQUIPMENT BUDGET**  
\$1,868,000

*(in Medical, Admin, Facilities budget amounts above)*

**FIRST AND THIRD PARTY COLLECTIONS**  
\$29,742,000

*(included in Medical budget above)*



Thank you for reading my weekly e-newsletter! I just wrapped up the August District Work Period, during which I visited with many constituents and organizations in communities throughout our district. The past five weeks provided me with valuable insight and feedback from small business owners, municipal leaders and folks I've met in restaurants and community events. The information you've shared with me will help immensely as I head back to Capitol Hill after the Labor Day Holiday.

#### Connecting our Community: August 31 – September 4, 2015

As a Member of the House Veterans' Affairs Committee (HVAC), I was pleased to join South Central Pennsylvania veterans, U.S. Department of Veterans Affairs (VA) Secretary Robert McDonald, and other officials at the opening of the new 'Center for Veterans Enterprise' at the Lebanon VA Medical Center.

The new 21,000-square-foot 'Center for Veterans Enterprise' will help our service men and women transition to civilian life by bringing our returning veterans and community together. At the ribbon cutting in South Lebanon Township, Secretary McDonald praised the facility as one of the top veterans care centers in the nation. The Lebanon VA Medical Center has done good work in prioritizing care for South Central PA veterans, and I continue to hear from my constituents about the excellent quality of care they receive from this facility. [You can read more about the ribbon cutting in the Patriot News.](#)

[GO TO MY WEBSITE](#)

As Congress approaches the 60 day review deadline of the Iran nuclear agreement, how would you vote based on your review of the deal?

- Vote in favor of the deal  
 Vote in opposition of the deal  
 Unsure  
 Need more information

[Submit]

[Click to open in a separate window](#)



### OPERATIONAL STATISTICS

Veterans Served—**44,835**  
Outpatient Visits—**502,309**  
Veterans of Iraq and Afghanistan Wars Served—**9,758**  
Women Veterans Served—**4,498**

### OPERATING BEDS

Hospital—**49**  
Medical—**27**  
Psychiatry—**22**  
Community Living Center—**76**  
Residential Recovery Program—**43**

### TOTAL ADMISSIONS IN FISCAL YEAR 2015—2,228

Surgical—**527**  
Medical—**1,201**  
Psychiatry—**500**  
Substance Abuse Treatment Unit—**283**



# We Are Grateful for Staff and Supporters Who Choose Lebanon VA as MyVA

## VOLUNTEER AND DONOR STATISTICS

- Monetary Donations—**\$360,586.40**
- Value of Items Donated for Veterans—**\$288,048.84**
- Value of Activity Donations—**\$129,837.47**
- Volunteers—**359**
- New Volunteers—**84**
- DAV Van Drivers—**24**
- Volunteer Hours—**47,863** *(This equates to saving \$1,104,199.41 in taxpayer funds instead of hiring employees to complete these tasks)*
- Total Resource Impact - **\$1,882,672.12** *(This is the total monetary value of all donations and volunteer hour value.)*

**30%** OF LEBANON VA MEDICAL CENTER STAFF ARE VETERANS.



Londonderry Township Board of Supervisors Bart Shellenhamer, Ron Kopp, Anna Dale, Mike Geyer, and Mel Hershey present a check to Voluntary Chief Jeremy Fees. This was the 7th year the township has donated to Lebanon VAMC through their Stars & Stripes Salute, which has raised \$38,000 thus far. What great neighbors we have!

## EMPLOYEE STATISTICS

- Full Time Employees—**1,453**
- Nursing Staff—**417**
- Physicians—**114**
- Social Workers—**69**
- Psychologists—**29**

**Thank You— for choosing to serve America's noble guardians as a volunteer or an employee. Your decision is improving the lives of Veterans each and every day.**

## An Average Day at Lebanon

- 1,100** Phone Calls Received and Handled at Call Centers
- 3,394** Phone Calls Received at the Medical Center
- 3,468** Outpatient Prescriptions Processed
- 89** Intravenous Medications Mixed
- 1,632** Medications Dispensed for Inpatients
- 2,226** Pieces of Reusable Medical Equipment Sterilized
- 1,038** Labs Drawn
- 223** Complete Blood Count Samples Collected
- 429** Hospital Meals Served
- 889** Meals Served at the Canteen
- 504** Retail Store Purchases
- 2,119** Clinical Appointments at Main Campus
- 543** Clinical Appointments at the VA Community Clinics
- 3,126** Miles Driven by Employees in the Execution of Their Job
- 46** Chaplain Appointments/Visitations/Counseling



Our very own Robert "Bob" Boyer was selected to receive the 2015 Nurses Organization of Veterans Affairs (NOVA) Veteran Award. Bob has donated more than 3,509 hours since February 2004. Mr. Boyer is a Veteran of the United States Air Force. He and his wife had a desire to volunteer after their grandson enlisted in the Air Force during the war in Iraq. He spends most of this time at the Ambassador Desk in Building 17 where he provides direction to Veterans and their families.

Bob also spends time on Eagle Heights providing comfort to Veterans who do not have family at their bedside during their final hours or days of life. Mr. Boyer's interest in the "No Veteran Dies Alone" program came after the death of his wife. We appreciate each of our Volunteers and the time they spend at our facility, but it takes a special person to sit at the bedside of someone who is dying. We are thankful that Bob is one of those special people! Congratulations Airman!



# MyVA's Transformational Priorities Are:

- 1. Improve the Veterans' Experience
- 2. Achieve Support Services Excellence
- 3. Establish a Culture of Continuous Performance Improvement
- 4. Enhancing Strategic Partnerships
- 5. Improving the Employee Experience

**“As a Veteran myself, I know how important support services are to the folks on the front lines. There’s no substitute for excellence.”**

US Navy Captain (Retired)  
Margaret G. Wilson, MSN, RN  
Associate Director for Patient Care Services



“You’ve heard me say this many times, ‘Caring for Veterans takes an entire community’. One of the benefits we enjoy in South Central Pennsylvania is the tremendous commitment to Veterans by our local businesses, non-profits, institutions of higher education, Veterans Service Organizations, our elected state officials, county commissioners and our Lebanon City partners, as well as, our local citizens themselves. Clearly, we have a strong community of care.”

Robert W. Callahan, Jr., Director and CEO



“The most valuable resource we have is our employees. We listen carefully to them and seek to empower them to do what’s right for Veterans every time, every day.”

Cynthia Shiner  
Acting Associate Director/Chief Operating Officer

“Our culture of continuous improvement benefits Veterans, staff, and VHA as processes we spearheaded are adopted nationwide.”

Anthony J. Slavinski, MD  
Chief of Staff



**“The Veterans’ experience is the heart of everything we do. Our mission and focus will never change.”**

Laine Hellein, MSN, RN  
Director, Quality Management



# Improving the Veterans' experience ...

to enable every Veteran to have a **seamless, integrated,** and **responsive VA** customer service experience every time.

**Brandon Smith** @BSmithCBS21 · 2h  
 .@DeptVetAffairs Sec. Robert McDonald commends @VALebanon for proactive access to vet care.



**VA Lebanon VA Med Ctr**  
 @VALebanon

@BSmithCBS21 @DeptVetAffairs

12:50 PM - 28 Aug 2015

**Russ Diamond**  
 17 hrs · 🌐

Thank you all so very much for your thoughts, prayers and condolences over the last week. Dad could not stop going on about how fortunate he was to be cared for at the Lebanon VA hospice unit, and the entire family was in complete awe this afternoon as we laid him to rest at Indiantown Gap. We are so blessed to have these two fine facilities right here in Lebanon County. This is one of the shell casings from his 21-gun salute.



State Representative Russ Diamond is grateful for the care his father received at Lebanon VA Medical Center.



**Congressman Ryan Costello**  
 17 hrs · 🌐

The Women's Health team at Lebanon VA Medical Center provides some of the best care in the country to the growing number of female veterans and offers a modern Tele-Health program to ensure all veterans have access to the mental health and other services they deserve. It could serve as a model for improving the timely delivery of care to veterans. During today's visit, Lebanon VA Medical Center Director Robert W. Callahan and his staff also provided an update on their efforts to improve the scheduling system to reduce wait times for appointments and enhance the overall service to veterans.

Like · Comment · Share

👍 Reading-Berks Association of REALTORS®, Robert A. Thomas, Erin Boal-Vanryn and 7 others like this.

↪️ 1 share

**VA** Write a comment...



# Achieving support services excellence ... and seeking to optimize these services to increase efficiency and eliminate duplication.



Our Patriot Café was selected as one of the best dining facilities in the entire national network of VA hospitals. Lebanon was one of 15 recipients of the "Outstanding Canteen of the Year" award. The Outstanding Canteen Award is an annual award recognizing those dining facilities and retail outlets at local VA medical centers which exceed customer service expectations, reflect outstanding operating results, and meet or exceed standards for year-end-inventory management. This is the second year in a row for the Lebanon county facility to receive the honor. Great Job Team!!

Lebanon VA Medical Center was ranked among the top ten educational sites within the US Department of Veterans Affairs. An annual survey entitled, "Learner Perception Survey" is conducted with medical residents each calendar year by the Department to identify high performing educational facilities. Over the past 2 years, medical residents rated their experience at Lebanon VA Medical Center in the top ten sites among VA facilities in the Nation. In fact, this year, the internal medicine program at the local VA was ranked number one in the state among VA hospitals.



In partnership with Penn State College of Medicine, Lebanon VAMC has expanded the physician assistant residence program.



## *Establishing a culture of continuous performance improvement,*

so conditions are set at the local level for issues to be raised, addressed, and solutions replicated...to achieve enterprise level results.



Social Worker and Suicide Prevention Coordinator, Andrea Comp, LCSW, explains to congressional staffers and members of various Veteran Service Organizations, the new Clinical Video Telehealth (CVT) Suicide Prevention Clinic (SPC) at the Berks County VA community clinic. All Lebanon VA community clinics are scheduled to offer this new high tech service at their locations. CVT SPC provides reliable and efficient facility support to Veterans in need of suicide risk assessment, transitional care, and routine follow-up care.

The CVT SPC will also offer preventative and routine education to Veterans and staff. Delivery of care will be provided primarily by SPC licensed independent contractor (LIP), with ancillary LIPs and Suicide Prevention Certified Peer Support Specialist. Use of the new system has already quadrupled.

The Perfect 10 Campaign began at the start of the fiscal year. The purpose was to promote Veteran-centric care and to improve the Veterans' experience. The slogan "If you can't give us a 10, tell us about it then" was heard around the hospital and its satellite clinics. Perfect 10 Campaign Days were held throughout the year reaching 100's of Veterans with one-on-one contact to learn if their care was indeed a "10". The final result was a jump in satisfaction rating of more than 6 points.





# Enhancing strategic partnerships

by making better “matches” and formal partnerships between community, nonprofit, and other organizations...



Robert W. Callahan, Jr., receives a commemorative plaque from US Army Veteran Walter Gensemer, Vietnam, Bronze Star with Valor Device, Berks County Military Hall of Fame and USAF Lt. Col (Ret) Dale Derr, Berks County Director of Veterans Affairs. Medical Center leadership has been meeting with Veterans Service Organizations in Berks and other counties for years.

From: Shay, Kenneth  
Sent: Sunday, May 24, 2015 12:44 PM  
To: Callahan, Robert W. JR. VHALEB  
Cc: Quick, Clair; Steward, Karen L.; Jackson, Lelia  
Subject: Memo from Acting PDUSH and Acting DUSHOM

Dear Mr. Callahan:

It is my pleasure to share with you a note from Dr. Tuschmidt and Ms Murphy, acknowledging your organization’s participation and thanking you personally, for permitting your staff to develop enhanced partnerships with community counterparts through a “Veteran-Community Partnership.” As described in the attached FY2014 annual report, these locally-developed programs for integrating services among VA and non-VA entities are a successful, tangible, and growing form of the sort of public-private linkages top leadership is encouraging with increasing frequency, or order to optimize the range and scope of support mechanisms available for Veterans and their families.

Please accept my thanks and congratulations as well. If I can offer any additional information or assistance in ensuring that CJ Quick’s and Karen Steward’s work on behalf of VCP will continue to be supported, please do not hesitate to contact me.

**Ken**  
Kenneth Shay, DDS, MS  
Director of Geriatric Programs

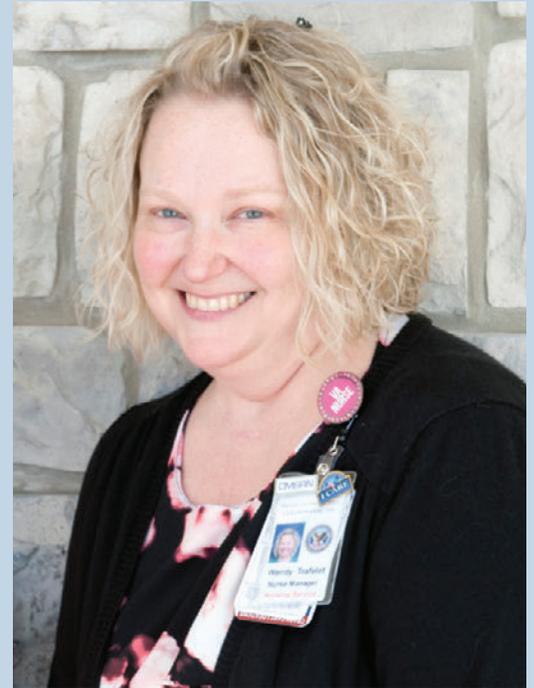


Physician Assistant Jody Searight demonstrates some of the technological advances in the Berks VA community clinic with Veterans Service Organization community partners from the VFW, the American Legion, the Marine Corps League, and the Military Order of the Purple Heart who all provided input during the design phase of the construction project.



## *Improving the employee experience and focusing on “people and culture”*

so employees are empowered to better serve Veterans.



On Friday, July 31, 2015, at 12:30 p.m., an ice cream party was held in building 35's Courage Café. The party was courtesy of Wendy Trafelet, RN, Nurse Manager of 1-2A who considered the DOM to be the perfect recipient of an ice cream party. Ms. Trafelet's husband won 200 servings of ice cream in a contest and he and his wife donated it to Lebanon's Veterans. Medical Center Director Robert W. Callahan, Jr., said, "The quality of employees we have at Lebanon VA never ceases to amaze me. The family of one of our nurses wins a contest for an ice cream party and donates it to our Veterans! That's the pinnacle of living out our ICARE values."

To: Callahan, Robert W. JR. VHALEB  
Subject: Comment from a visitor yesterday  
Dearest Mr. Callahan:

I am one of your "newest" employees (not to the VA) and I wanted to reach out to you to tell you what a breath of fresh air the Lebanon VAMC is...the culture you've cultivated is just...wonderful. People in the hallways, behind the counters, and in the patient care areas are kind, involved in the veterans' needs, and above all, respectful. I had the pleasure of being in the elevator yesterday with a visitor who spent our ride singing the praises of our staff... from the Housekeeping ("This hospital is the cleanest I've ever seen, it smells good and everything just shines.") to the MD/Nursing staff ("My brother had two spasms while I was here, and when I told the nurses, they got the Dr. to come in right away. Before I left, they had given him some morphine and he was resting so well.") I shared with him that our culture is amazing here, and that I had done a LOT of research on the Lebanon VA before I accepted the position here. I also shared that we're one of the highest VA's in patient satisfaction surveys. He was very complimentary, and told me before we parted company (he needed to know how to go to the North parking lot and I walked out with him) that he felt REALLY good about the care his brother was getting.

I didn't ask who his brother was...I thought that the good wishes were best when they were anonymous.

I am very glad to be back, I love our vets and hope to bring my experiences to our vets. THANK YOU for the environment you fostered. I am impressed and honored to be a part of it.



We firmly believe that we have "The Best Employees Anywhere", but among them is an exceptional public servant, Theresa Friend, who has faithfully labored in the Dental Office for more than 50 years. Thanks for such selfless service Theresa!



## LEBANON VA MEDICAL CENTER

1700 South Lincoln Avenue  
Lebanon, Pennsylvania 17042

**717-272-6621**

**800-409-8771**

[www.lebanon.va.gov](http://www.lebanon.va.gov)

*The Best Care Anywhere...  
The Best Employees Anywhere*



[www.facebook.com/VALebanon](http://www.facebook.com/VALebanon)



[www.twitter.com/VALebanon](http://www.twitter.com/VALebanon)



# It's Our House! Making the VA...My VA!

## *Am I a Veteran?*

YOU MIGHT BE SURPRISED how many times we are asked this question. There are all sorts of preconceptions about what makes someone a Veteran. Fortunately, however, the answer is quite simple. If you served in the active Armed Forces of the United States, then you are a Veteran! Pure and simple. It's not necessary to have served overseas or during a time of war. National Guard members and Reservists who have been called to active Federal service are also Veterans. Age, income, race, gender, religion, creed or marital status do not matter—the only thing which does, is that you wore the uniform of an American defender. Thank you for your service!

## *Returning Veterans*

If you are a recently discharged Veteran with service in a theater of combat operations (*OEF/OIF/OND—Operation Enduring Freedom, Operation Iraqi Freedom, Operation New Dawn*), VA can provide you with free care for 5 years from your discharge from active duty for conditions possibly related to your service, regardless of your income status.

**Call 1-717-228-6000 or 1-800-409-8771, extension 4565 or extension 6000, to speak to one of our enrollment specialists!**

## *Combat Veterans*

Veterans, including activated Reservists and members of the National Guard, are eligible if they served on active duty in a theatre of combat operations after November 11, 1998, and have NOT been discharged under dishonorable conditions.

Documentation used to determine service in a theater of combat operations can include any of the following:

- Military service documentation that reflects service in a combat theatre, or
- Receipt of combat service medals, or
- Receipt of imminent danger or hostile fire pay or tax benefits.

## *Am I Eligible for Care?*

ALL VETERANS ARE ELIGIBLE to apply for VA care. Our enrollment specialists review your military service record to determine your benefit eligibility. The results are sent to you in writing. You will be assigned to a priority group based on your specific eligibility status, income, and service information you provided on the 10-10EZ form. Your enrollment information is reviewed each year or whenever you have a life change.

You should contact our enrollment specialists any time you have a major life change such as retirement, loss of income or housing, change in marital status, or a disability condition.

**Veterans enrolled in VA Health Care meet the required standards of the Affordable Healthcare Act.**



**VA  
HEALTH  
CARE**

Defining  
**EXCELLENCE**  
in the 21st Century