

# 2016-2017 LEBANON VA MEDICAL CENTER ANNUAL REPORT *to the Community*



## *70 years of* **PLATINUM CARE** 1947-2017



**U.S. Department of Veterans Affairs**  
Veterans Health Administration  
Lebanon VA Medical Center



The Lebanon Leadership Team in the newly constructed southeast entrance: Acting Director, Margaret G. Wilson, MSN, RN; Chief of Staff, Anthony J. Slavinski, MD; Acting Associate Director, Cynthia Shiner; Acting Associate Director for Patient Care Services, Judy K. Eisenhauer, RN

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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,

This year marks 70 years since Lebanon VA Medical Center was founded. In that time, we have grown from a 501-bed psychiatric facility into the predominantly outpatient, acute-care teaching hospital we are today, with more than 1,500 full-time employees and 350 volunteers serving over 44,000 Veterans.

The 70th anniversary is traditionally called the platinum anniversary. Platinum is unique in its ability to remain strong and stable despite being quite flexible. That same description applies to our medical center.

The medical center has undergone a radical transformation in recent years. Our facilities are growing, our technology is evolving, our mission is expanding, and each staff member faces higher expectations than ever before.

With a 70-year history of meeting challenges and exceeding expectations, we have a lot to live up to. It's a big task, but our employees are up to the challenge. Lebanon VAMC receives excellent ratings by both employees and Veterans as you will see throughout this report.

When VHA challenged everyone to achieve same-day services in primary care and mental health, Lebanon was among the first third of facilities to meet that challenge. When VHA challenged each VISN to select their most innovative projects to be featured at the VA Senior Leaders Annual Meeting, VISN 4 chose eight projects: one from Pittsburgh, one from Altoona, two from Wilkes-Barre, and four from Lebanon! This is indicative of our reputation among our peers.

Furthermore, during a survey conducted this year, more than 99 percent of patients asked about the timeliness of their care were satisfied or completely satisfied. For the few who were not satisfied, we failed to live up to our reputation, so we provided personal resolution to each Veteran.

It is not only the employees here to keep us at the top, but also the Veterans who are neither shy with their observations, suggestions or praise. I encourage everyone to continue building upon the platinum reputation our employees and Veterans enjoy.

Respectfully,

Margaret G. Wilson, MSN, RN, *Acting Director*

Cynthia Shiner, *Acting Associate Director*

Anthony J. Slavinski, MD, *Chief of Staff*

Judy K. Eisenhauer, RN, *Acting Associate Director, Patient Care Services*

## 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

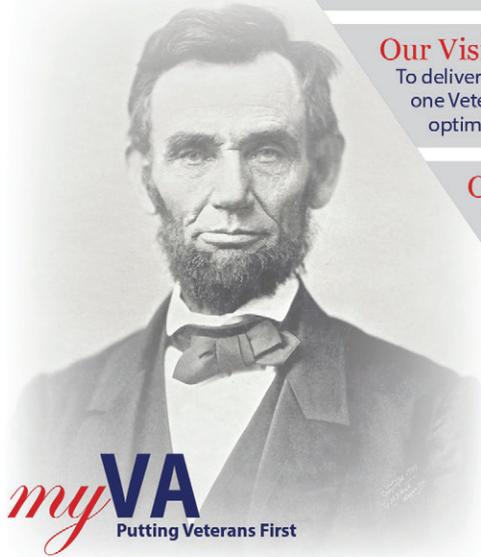
## Our Culture

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



# 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.



**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...*

- Acupuncture
- Acute Psychiatry
- Ambulatory Surgery Unit
- Audiology
- Barber
- Behavioral Health/Mental Health Services
- Canteen
- Cardiology
- Caregiver Support
- Chapel
- Community Clinics
- Community Living Centers
- Compensated Work Therapy (CWT)
- Day Care
- Dental
- Dermatology
- Dietary
- Emergency Department
- Endocrinology
- Endoscopy
- Geriatric Care
- Gulf War Exam
- Health Education Library
- Hepatitis C Screening
- HIV Program
- Home/Community/Long Term Care
- Homeless Veterans Program
- Hospice Care Unit
- Infectious Disease
- Laboratory
- Medical Foster Home
- Mental Health Intensive Case Management
- MOVE!
- Nursing
- Nutrition and Food Service
- Occupational Therapy
- Oncology
- Ophthalmology
- Optometry
- Orthopedics
- Pain Management
- Palliative Care
- Pharmacy
- Physical Therapy and Rehabilitation
- Plastic Surgery
- Podiatry
- Police
- Prosthetics
- PTSD
- Pulmonary
- Radiology
- Recreation Therapy
- Respiratory
- Rheumatology
- Social Work
- Speech Pathology
- Spinal Cord Injury Program
- Substance Abuse Rehabilitation and Recovery Treatment Program
- Suicide Prevention Program
- Surgery
- Transition Care Management (formerly OIF/OEF/OND)
- Urology
- Veterans Activity Center
- Visual Impairment Services
- Vocational Rehabilitation
- 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**

Three Lebanon VAMC employees were recognized at the Federal Executive Association of Central Pennsylvania. **Paul Carnes, PharmD** (right) and **Beverly Mitchell, LPN** (center) received awards. Carnes, who is the Chief of Pharmacy and a Navy Veteran, received the John C. Goodhart Award for Senior Leaders. Mitchell, who works in Restorative Nursing, received the Non-Management Federal Employee of the Year Award. Also pictured is **Malisa Rutt, RN** (left) who was a finalist in the Management Category for Federal Employee of the Year.



# Platinum PEOPLE



Despite a record 31 inches of snow, and high winds creating even deeper drifts, many selfless employees from Lebanon VA Medical Center pitched in to minimize the disruption to Veterans. Some worked to ensure every sidewalk and parking lot was clear and safe for Veterans, their loved ones, and our co-workers. Medical center staff volunteered to help while off duty and many stayed overnight in the facility to ensure they wouldn't miss any work. The food service department stepped up to feed many of those pitching in while keeping up with each Veteran patient's normal meal schedule.



**Sonia Hahnlen, BSN, RN, CCRN**, was awarded the Daisy Foundation Award for Extraordinary Nurses in recognition of her selfless, compassionate, and personalized treatment of Veterans.



Three Lebanon VAMC employees were selected to participate in the regional Leadership Development Institute class of 2017: **Richard Emler**, physician assistant; **Marina Sauco-Helfst**, dentist; and **Erika Trotter**, social worker.

**Mary Kerstetter** received the DAISY Foundation Award for Extraordinary Nurses in recognition of her compassionate personal treatment of a Veteran experiencing disorientation and memory loss. The award is given to nominated licensed nursing staff who exhibit exceptional compassion, kindness and clinical care. The person who nominated her for the award said she *"intuitively seemed to know the right thing to say and do at just the right time to best serve this Veteran. I silently wished to myself that if or when the time comes that I might find myself alone and afraid in a strange place that a nurse, like Ms. Kerstetter, will be there to hold my hand too."*



**Robin Long** received the BEE Award in recognition of her commitment to the Veterans she serves as well as their families. The BEE award, which stands for Be Extraordinary Every day, is an unofficial variant of the DAISY Award for Extraordinary Nurses that recognizes unlicensed nursing staff. Long's nominee stated in part: She has established a trusting relationship with her coworkers and the Veterans she serves by providing safe, Veteran-centric care to a unique population. Ms. Long presents in a most confident manner with all interactions. She is committed to her mission – to care for those whom cannot care for themselves and to care for Veteran families as they struggle to accept and understand Hospice care.





The Lebanon VA Medical Center Canteen received the outstanding canteen of the year award in the small canteen service category for the third year in a row. The award is presented annually to canteen food and retail services at VA medical centers which exceed customer service expectations, reflect outstanding operating results and meet or exceed standards for year-end-inventory management. Canteen is an old military reference to cafeterias or areas where troops could dine, socialize, or purchase items for personal use. The competition for the award involves an in-depth objective and subjective evaluation of a canteen's operations and achievements. Customer populations are requested to provide feedback about the quality of service rendered at their respective location. Facilities compete for this award with others of similar size and scope of operations.



Lebanon VAMC employees and Veterans participated in Pink Out Day to help promote Breast Cancer Awareness Month.



Dr. Adam J. Albert, hospitalist, was awarded the 2016 Medicine Clerkship Teacher of the Year Award for Affiliate Faculty in the Medicine Category from the Penn State College of Medicine. The award is given based on student evaluations and cited Dr. Albert's genuine concern for and dedication to individual learners, his dedication to teaching exemplified by time spent both during and outside of rounds, and the skilled way in which he models competent and compassionate patient care at the bedside.



Lebanon VAMC is proud to have been selected as one of 22 sites across the country to join the VA Innovators Network. **Ashley Whitehead** and **Glenn Wikel** were chosen to be our Innovation Specialists.

# Beyond the Numbers

## FINANCIAL STATISTICS

**OPERATING BUDGET**  
**\$300,961,595**

**MEDICAL BUDGET**  
**\$253,439,595**

**ADMINISTRATIVE BUDGET**  
**\$20,813,000**

**FACILITIES BUDGET**  
**\$26,710,000**

**CAPITAL EQUIPMENT  
BUDGET**  
**\$5,050,908**  
*(in Medical, Admin, Facilities budget  
amounts above)*

**FIRST AND THIRD PARTY  
COLLECTIONS**  
**\$29,778,614**  
*(included in Medical budget above)*

## VISN 4 RANKINGS

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

## OPERATIONAL STATISTICS

Veterans Served—**44,328**  
Outpatient Visits—**509,982**  
Veterans of Iraq and Afghanistan Wars Served—**5,035**  
Women Veterans Served—**2,772**

## OPERATING BEDS

Medical—**19**  
Surgery—**8**  
Psychiatry—**22**  
Community Living Center—**76**  
Residential Recovery Program—**63**

## TOTAL ADMISSIONS IN FISCAL YEAR 2016—2,912

Surgical—**459**  
Medical—**1,157**  
Psychiatry—**376**  
Substance Abuse Treatment Unit—**315**  
Nursing Home—**588**

## VOLUNTEER AND DONOR STATISTICS

Monetary Donations—**\$265,762.70**

Value of Items Donated for Veterans—**\$381,508.66**

Value of Activity Donations—**\$107,812.46**

Volunteers—**351**

New Volunteers—**77**

DAV Van Drivers—**31**

Volunteer Hours—**48,734**

*(This equates to saving \$1,148,173.04 in taxpayer funds instead of hiring employees to complete these tasks)*

Total Resource Impact—**\$1,903,256.86**

*(This is the total monetary value of all donations and volunteer hour value)*

# 28.5%

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

## EMPLOYEE STATISTICS

Full Time Employees— **1536**

Nursing Staff—**444**

Physicians—**126**

Social Workers—**68**

Psychologists—**28.5**

## An Average Day at Lebanon

- 592** Phone Calls Received and Handled by Scheduling Line
- 3,719** Phone Calls Received at the Medical Center
- 3,468** Outpatient Prescriptions Processed
- 89** Intravenous Medications Mixed
- 1,632** Medications Dispensed for Inpatients
- 1,047** Labs Drawn
- 232** Complete Blood Count Samples Collected
- 431** Hospital Meals Served
- 901** Meals Served at the Canteen
- 445** Retail Store Purchases
- 300** Coffee Shop Purchases
- 1,540** Clinical Appointments at Main Campus
- 543** Clinical Appointments at the Community VA Clinics
- 3,161** Miles Driven by Employees in the Execution of Their Job
- 49** Chaplain Appointments/Visitations/Counseling

*We Are Grateful for  
Staff and Supporters Who  
Choose Lebanon VA  
as My VA*

**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.

# Platinum PRAISE

CHRIS DOLAN - DEC. 28, 2016

*The ICU staff are an amazing group of individuals. They took awesome care of my dad.*

MARK SEPÚLVEDA - DEC. 24, 2016

*I've been coming here for over 15yrs and they have always been friendly and helpful. I moved to Florida for five years and moved back a year ago. It's like I've never left. Its now bigger and improved all around. Thank you.*

MIKE BREAUX - DEC. 15, 2016

Nothing but great things to say about the care team at Lebanon VAMC. The care I have received from the PCM team, the specialty team, the CDE's, and various support folks has been phenomenal! The staff is responsive despite the case load and the integration of secure messaging and willingness to use the available tools definitely eases the challenges faces them and us veterans. Thank you for what you do!

BRIAN CHAMBERLAND - DEC. 3, 2016

*ER nurses and staff were very welcoming, the drs were nice, explained thoroughly was what was wrong and how to treat it. Overall one of the best VA hospitals I've ever been to.*

MARY ALICE SNAVELY - DEC. 1, 2016

*My husband is a disabled vet. We deal with VISOR, primary care, Ophthalmology, audiology, and the dental clinic. The staff, from the folks at the info desk to the medical personnel who take care of him, have treated us with nothing but respect.*

HARRY RIVERA - NOV. 29, 2016

*(Translated from Spanish) They always see me promptly, and the employees and doctors are very kind to me. They've been wonderful and treatment is incredible...God bless you much, a veteran of the Vietnam War 1965*

NATHAN CLINE - NOV. 29, 2016

**I HAVE HAD NOTHING BUT EXCEPTIONAL SERVICE AND CARE IN LEBANON.**

JAYME JACK - NOV. 23, 2016

*I have had the best experience here and the facility is state of the art. The staff is very friendly and helpful. The Staff are also comprised of veterans who understand where veterans are coming from. I would recommend this place to everyone.*

ROBERT MARGUCCI - NOV. 21, 2016

*first time there for ct scan.. very clean and modern, and very nice people*

CHRISTINA SMITH - NOV. 15, 2016

*The facility is very nice and everyone was really friendly*

ELINOR HURLEY GEROCK - NOV. 11, 2016

**LEBANON VA REALLY HAS A GREAT REPUTATION FOR CARING FOR OUR VETERANS.**

CURTIS HERRING - NOV. 8, 2016

*It's a very caring hospital with great Drs. I have nothing but praise for the commitment they have to our veterans.. I have been spending most of my time here in the chemotherapy room, and it's amazing the positive attitude shown by the staff and patients there! A great place to recover!!*

DEBRA KNEPPER - NOV. 3, 2016

**Love the Doctors, Nurses and cleanliness of the facilities.**

RON SACCO - OCT. 28, 2016

Best VA I've ever used, I've been coming here for 7 years and I have the best doctors.

AMOS JOHN MATSICK - OCT. 27, 2016

*I am a Lebanon VA employee and also I am enrolled in VA healthcare. I am impressed with the quality of the workforce... On a daily basis I sense the VA I CARE values at work and am proud to say that I work at the Lebanon VA.*

CHRISTINE SULLIVAN - OCT. 18, 2016

**we found this VA facility to be exceptionally clean, modern, and the staff were friendly, caring and efficient.**

FRANK PULLANO - OCT. 5, 2016

*We are so fortunate to have the best VA facility of all the great VA facilities in America. As a patient in the VA system and having traveled thru out the US, it is so hard to believe the nightmare stories in the media.*

PEG MCMAHON - OCT. 3, 2016

**EVEN WHILE UNDER CONSTRUCTION, THE PEOPLE THERE ARE HELPFUL AND VERY FRIENDLY. I GET LOST ONCE INSIDE, AND THEY ARE ALWAYS WILLING TO HELP ME FIND MY SOLDIER!**

TIM STEWART - OCT. 1, 2016

I have been using the VA health system since 2012. I am a Veteran who separated 35 years ago. When I lost my insurance with my employer I looked into medical care away from a private doctor. I found the VA...I have had nothing but the best care, even better than my civilian doctor.

DANIEL PINNELL - SEPT. 28, 2016

*My first engagements with the VA as retiring officer have been nothing but positive. Modern(izing) facilities, positive people, on time service. Thanks for the hard work*

NIKKI MACAIS - SEPT. 21, 2016

*Extremely efficient, attentive and overall caring.*

THERESA MAUSER SMITH - SEPT. 20, 2016

*As usual, care level was above average! Although we had a long wait in ER, everyone was respectful!*

ELAINE SNOW - SEPT. 15, 2016

*Everyone was so kind, considerate, and respectful of one another.*

MARK ATTUCKS - SEPT. 15, 2016

**Great doctors and overall care! I drive four hours because of the great care and service that I receive!**

RUTHANNA M SHEFFER - SEPT. 13, 2016

**...the care my husband gets here is awesome. The Doctors and the nurses are fantastic. I don't see that in other places where I have been. I can say he is getting top quality care here at that Lebanon VA a medical center!! We just can't say enough about a well you're taken care of here and at the York facility!**

CHRISTINE PARISE-CALVIN - AUG. 27, 2016

**My husband's primary doctor is Dr Gushue. She is compassionate, knowledgeable, and most importantly listens to him. He is now the hospice. He has the most wonderful and caring professionals taking care of him. God bless all of them.**

DEBRA JILLARD - AUG. 26, 2016

*I work here at the Lebanon Va. This place truly amazes me. The staff and coworkers are the best. The compassion for humanity and our veterans warms my heart.*

LON WOLF - AUG. 22, 2016

**I have found everybody there to be very helpful and I don't think it's ever been slow. Appointments are always kept.**

GEORGE M. SCHULER - AUG. 21, 2016

*After almost four months I returned from Lebanon VA center. I was cared for with the best professional standards. All the nurses and staff on 1-3a treated me as if I was their father or brother. I was almost sad to leave because I will not see my friends every day. If I ever have to go to a hospital again, it will be Lebanon VA. Thank you all.*

JIM GROOVER - AUG. 6, 2016

**My wife uses this facility and they always treat her with excellent dignity and respect. The staff is fantastic and the medical staff is awesome!**

JUDY SWOPE - JULY 16, 2016

*My father was only here for a short time and I can say the hospice center was wonderful!*

RORY RHOADS - JULY 11, 2016

The ortho department here is absolutely amazing. Dr. Cawley, Dr. Herbert, and nurse Beverly have all gone above and beyond for me. They have done everything in their power to help me medically and administratively. There is absolutely no possible way I can thank them enough.

CHRIS POPS MATESEVAC - MAY 20, 2016

*So I had a procedure done today here at the VA hospital! Every visit to this facility has been great! Today was even better! Dr Ryan took care of business! The staff was exactly as I'd hope! Entertaining, fun and professional which made me very comfortable and at ease! Thanks to all at the Lebanon VA hospital for the great service! I wish I knew everyone's names so I could thank each person! I was in building 104 today so good job all!!! Thanks for helping me stay alive!!!*

TERESA BAILEY COLUMBUS - JAN. 25, 2016

***Lebanon VA is the best place for Veterans to receive their care and the best place to work.***

SHELLY L SIPLE - JAN. 21, 2016

*I would like to thank the Lebanon VA hospital and staff on the 5th floor for taking such good care of my Father, Jim Schell for the last 6 years, and for helping me through this difficult week. I am so thankful for the nurses and Dr. Stauffer for everything you have done for my Father.*



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 seventh year the township has donated to Lebanon VAMC through their Stars & Stripes Salute, which has raised \$38,000 thus far.



The American Red Cross delivered 300 backpacks filled with roughly \$30,000 worth of personal care items—more than double their goal—to Lebanon VA Medical Center as part of their annual Totes of Hope Campaign. Then we work to distribute the backpacks to homeless veterans throughout the region. Additional donors included Nationwide Insurance and Penny Supply, Inc.

# Platinum PARTNERS



The Mount Joy American Legion sponsors an annual New Year motorcycle benefit ride. This year, the creators of the event stopped by and dropped off a \$27,555 donation!

College courses on personal training and culinary skills are being hosted here as part of the partnership between the Lebanon VA Medical Center and HACC, Central Pennsylvania's Community College. Enrollment is free for eligible Veterans and open to the general public at a discount. If you're interested, consider attending an information session on Wednesday, July 27, 10 a.m. to 1 p.m., in building 37.



## INFORMATION SESSION

**\*\* NEW PROGRAMS \*\***

**NOW ENROLLING at the  
Lebanon VA Medical Center**

- **Basic Culinary Skills (and ServSafe)**
- **Personal Trainer Certification Prep**

**WHERE: Building 37, Center for Veterans Enterprise**

**WHEN: Wednesday, July 27, 2016**

**TIME: 10:00 a.m. until 1:00 p.m.**



Albright College partnered with us to hold a Back to School College Fair in the Center for Veterans Enterprise located on the Lebanon VAMC campus. Service members, Veterans and their families were able to reach out to more than a dozen different colleges and universities from the area to explore a variety of degree programs and educational benefits available to them.



**Adam Burgis** of Boy Scout Troop 412 in Lebanon—who built four horseshoe pits in the Lebanon VA Medical Center's picnic grove for his Eagle project—returned to play horseshoes with members of the National Veterans Golden Age Games 2016 Team.

The Department of #Veterans Affairs has awarded \$2.58 million in grants to six local organizations serving Adams, Berks, Cumberland, Dauphin, Lancaster, Lebanon, Perry, Schuylkill and York counties: [YWCA Greater Harrisburg](#), [Catholic Charities of the Diocese of Allentown](#), [Commission on Economic Opportunity \(CEO\)](#), [Opportunity House](#), [Lehigh Valley Center for Independent Living \(LVCIL\)](#), and [Volunteers of America of Pennsylvania](#).



### VA Awards \$2.85 Million Locally in Grants to Help End Veteran Homelessness

LEBANON, Pa. – The Department of Veterans Affairs (VA) in an announcement...

FOX43.COM | BY WPMT FOX43

The Second Brigade Motorcycle Club, Harrison & Yinger, Inc., and White Circle Club Small Games made donations to the Lebanon VA Medical Center together. Their generous donation will provide recreational opportunities to our Veterans and support to homeless and visually-impaired Veterans.



# Accreditations Are the Result of Our Dedicated Workforce

LEBANON VA ACHIEVED ACCREDITATION OR RECOGNITION BY THE FOLLOWING ORGANIZATIONS:

- ★ Commission on the Accreditation of Rehabilitation Facilities
- ★ American Association of Blood Banks
- ★ American Society of Health System Pharmacists
- ★ Occupational Safety and Health Administration
- ★ Office of Inspector General
- ★ Long Term Care Institute
- ★ Office of Security and Law Enforcement – Vulnerability Assessment Survey
- ★ VA Pathology and Laboratory Medicine National Enforcement Program Office
- ★ American Society of Health-System Pharmacists
- ★ National Program Office for Sterile Processing
- ★ Food and Drug Administration- Blood and Transfusion
- ★ Emergency Management Capability Assessment Program

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



# myVAaccess Declaration

We aspire to provide access to care  
based on the following core principles:

- ★ Provide timely care, including same day services in Primary Care, as needed
- ★ Provide timely Mental Health care, including same day services, as needed
- ★ Provide Veterans medically necessary care from another VA Medical Center, while away from their primary facility
- ★ Respond to routine clinical inquiries within 2 business days
- ★ Offer appointments and other follow-up options upon leaving clinic
- ★ Actively engage Veterans for timely follow-up if a clinic is canceled due to unforeseen circumstances
- ★ Integrate community providers as appropriate to enhance access
- ★ Offer Veterans extended clinic hours, and/or virtual care options, such as Telehealth, when appropriate
- ★ Transparently report access to care data to Veterans and the public

We the undersigned dedicate ourselves to pursuing the above principles:

*Robert W. Calhoun*  
John J. Johnson, MD  
Robert Howard  
Cynthia Shiner  
Wm. S. H. J.  
Thaddeus J. Kelly  
J. H. J.

*Dr. M.*  
Bruce F. Engstrom, MD  
Chas. J. G. Smith  
C. J. M. D.  
John H. Cleverly, DO  
D. R. A.  
L. W. J.  
L. W. J.  
3 (Jaw Abnormality)  
H. J.  
Anthony J. J. J.

*Margaret J. Wilson*  
Linda J. Remainger  
Linda R. Hillier  
Linda R. Hillier  
Bob T. J.  
Judy Eisenhower  
Lori D. J.  
Tonya H. J.  
L. J.  
L. J.  
L. J.  
L. J.  
L. J.



U.S. Department  
of Veterans Affairs



# COMMON QUESTIONS & VA HEALTHCARE ELIGIBILITY INFO

lebanon.va.gov



/VALebanon



@VALebanon

## Am I a Veteran?

YOU MIGHT BE SURPRISED how many times we are asked this question. Folks seem to have 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 (OIR/ORS – Operation Inherent Resolve/Operation Resolute Support), 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.

For more information call,  
717-272-6621 x 4565.

**CALL 1-717-228-6000 OR 1-800-409-8771,  
EXT. 6000, TO SPEAK TO ONE OF OUR  
ENROLLMENT SPECIALISTS!**

## 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. Your ability to remain enrolled in VA may depend on the funding that VA receives from Congress to provide your care. You will be notified in writing if VA cannot renew your enrollment for another year. 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 Healthcare meet the minimum required standards of the Affordable Healthcare Act.

## 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.



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

### Lebanon VA Medical Center

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