Our executive leadership team includes (left to right): retired U.S. Army Col. Stuart A. Roop, MD, FCCP (Chief of Staff); retired U.S. Navy Capt. Margaret G. Wilson, MSN, RN (Associate Director for Patient Care Services); Jeffrey A. Beiler II (Associate Director) and Robert W. Callahan, Jr. (Director and CEO). The team is standing in front of new sterilizers installed in the new sterile processing area added on to Building 1. This new work space will open in 2020. Lebanon VAMC’s Sterile Processing Service has previously received a national best practice award from the 3M Corporation for exceeding industry standards of cleansing surgical instruments and medical equipment in a way that significantly improves patient safety.

Table of Contents

Leadership Team ............................................... 2
Leadership Reflections ................................. 3
Lebanon VAMC By The Numbers .................. 4, 5
Only Here .................................................. 6, 7
Commitment and Services ............................. 8
Accreditations and Recognition ...................... 9
Bring Your Bud, Get A Mug! ......................... 10
Common Questions and Eligibility Info ........... 11
South Central PA VA Service Locations ..... Back Cover

Executive Editor/Chief Communications Officer  
Douglas Etter
Managing Editor  
Ted Nichols II
Public Affairs Office Staff  
Angela King-Sweigart, Douglas Wagner

The content in this publication is edited, prepared and provided by Lebanon VAMC’s Public Affairs Office. Contact 717-272-6621, ext. 4298, or VHALEBPublicAffairs@va.gov with publication questions/feedback.

On the cover: An aerial view of the Lebanon VA Medical Center campus.
Dear Veterans, Advocates, Stakeholders and Fellow Employees,

There’s something special about our medical center and community clinics – something which distinguishes us from other health care organizations. External reviewers regularly comment about our distinctiveness. Frequently, we receive correspondence from Veterans, family members, service organizations and community partners complimenting the quality of our care, workforce and facilities. But what is it that makes us so special?

There are the objective facts and statistics which you will find in this report: our accreditations, rankings, achievements and day-to-day data sets that summarize the work we do. In addition, you can review rankings and reports that allow anyone to compare us with other health care systems for full transparency. These can be found at https://www.accesstocare.va.gov. We continue to demonstrate our leadership in telehealth, addressing environmental exposures and mental health issues, expanding suicide prevention efforts, eliminating Veteran homelessness, increasing access to care and improving the quality of care for America’s Veterans.

Veterans, family members and visitors also often comment on the extra effort employees give in assisting Veterans or solving their problems, the way Veterans and family members feel listened to and heard, the longevity of staff members who serve for decades, or the pride staff members take in delivering the best customer experience possible.

We believe what makes us exceptional is a combination of the noble Veteran population we serve, our engaged workforce, our dedicated community partners, our technologically advanced facilities and equipment, and a culture which genuinely cares for everyone who comes through any of our doors.

You may also have other ideas about what makes us special. If you do, please share your thoughts with our public affairs team at VHALEBPublicAffairs@va.gov. We may even share your testimonial with a broader audience.

Thank you for being a part of this exceptional family…found…Only Here!

Sincerely,

Robert W. Callahan, Jr., Director and CEO
Jeffrey A. Beiler II, Associate Director
Stuart A. Roop, MD, FCCP, Chief of Staff
Margaret G. Wilson, MSN, RN, Associate Director for Patient Care Services
FINANCIAL STATISTICS

OPERATING BUDGET
$365,978,968

MEDICAL BUDGET
$259,610,450

ADMINISTRATIVE BUDGET
$26,582,635

FACILITIES BUDGET
$31,228,500

CARE IN THE COMMUNITY/CHOICE
$48,557,383

CAPITAL EQUIPMENT BUDGET
$5,757,000
(Included in Medical, Administrative and Facilities budget amounts above.)

FIRST AND THIRD PARTY COLLECTIONS
$25,281,927
(Included in Medical budget amount above.)

OPERATIONAL STATISTICS
Veterans Served—45,066
Outpatient Visits—508,977
Veterans Served at Community Clinics—29,044
Veterans of Iraq and Afghanistan Wars (OEF/OIF/OND) Served—7,134
OEF/OIF/OND Veterans accounted for—60,190 outpatient and 2,096 inpatient visits
Women Veterans Served—3,203
Surgeries Performed—4,751

OPERATING BEDS (188)
Facility—49
Community Living Center—76
Psychosocial Residential Rehabilitation Treatment Program—63

TOTAL ADMISSIONS (3,541)
Acute Care—2,231
Behavioral Health—298
Community Living Center—607
Observation—405

VIRTUAL CARE
Encounters completed via Telehealth—5,666
Tele-mental health care encounters—3,333
Unique Veterans used secure messaging—7,600
Unique patients served via e-consult—1,660

EDUCATION
>200 Nursing Students Trained
104 Students Trained from Multiple Disciplines
144 Residents Trained from Penn State’s College of Medicine
6 Social Work Internships

RANKINGS WITHIN OUR NETWORK (VISN 4)
Communication with Doctors—#1
Shared Decision Making—#3
Communication about Medications—#3
Willing to Recommend Hospital—#1
Discharge Information—#4
Overall Rating of the Hospital—#4
Pain Management—#3
Communication with Nurses—#2
Responsiveness of Hospital Staff—#3
**VOLUNTEER AND DONOR STATISTICS**

Monetary Donations—$296,895.90
Value of Items Donated for Veterans—$410,454.66
Value of Activity Donations—$106,484.10
Volunteers—262
New Volunteers—92
Youth Volunteers—6
DAV Van Drivers—22
Volunteer Hours—49,764.25
(This equates to saving $1,228,679.33 in taxpayer funds instead of hiring employees to complete these tasks)
Total Resource Impact—$2,042,513.99
(This is the total monetary value of all donations and volunteer hour value)

**EMPLOYEE STATISTICS**

Full Time Employees—1,633
Nursing Staff—324
Primary and Specialty Providers—137
Social Workers—79
Psychologists—32

**An Average Day at Lebanon**

473 Phone Calls Received and Handled by Scheduling Line
3,720 Phone Calls Received at the Medical Center
3,593 Outpatient Prescriptions Processed
94 Intravenous Medications Mixed
1,878 Medications Dispensed for Inpatients
1,216 Pieces of Reusable Medical Equipment Sterilized
1,204 Labs Drawn
373 Complete blood count samples collected
446 Hospital Meals Served
726 Meals Served at the Canteen
1,466 Clinical Appointments at Main Campus
561 Clinical Appointments at VA Community Clinics
4,600 Miles Driven by Employees in the Execution of Their Job
32 Chaplain Appointments/Visitations/Counseling

**26% OF LEBANON VA MEDICAL CENTER STAFF ARE VETERANS.**

Numbers on these pages represent values for Fiscal Year 2019 which ran Oct. 1, 2018 to Sept. 30, 2019.
COMPREHENSIVE HEALTH CARE
Eligible Veterans are provided free or reduced-cost comprehensive health care through the nation’s largest integrated health care system -- also unique in that we are the only health care system serving exclusively Veterans.

SERVICE LOCATIONS
Veterans are offered seven convenient locations spread across our nine-county service area for receiving comprehensive free or reduced-cost health care with the ability to receive care at more than 1,200 other VA facilities across the nation if they are traveling.

QUALITY
VA often outperforms private health care providers in a number of important areas and VA is fully transparent about our standings and this data – something you won’t readily find in the private sector. You can compare our individual statistics and regional VA network standings within this publication. You can also see how we stack up against other VAs and private health care systems anytime by visiting our website and clicking the ‘Compare your VA Facility’ link on the navigation menu.

HEARING AIDS OR EYEGGLASSES
VA has your eyes and ears – literally! Uncommon in the private sector, with VA Health Care, regardless of your priority group or copayment status, we will provide you with eyeglasses and hearing aids if medically necessary. A copay may be required for the exam depending on your priority group, but you will not be charged for the hearing aids or eyeglasses themselves.

TELEHEALTH
There’s more than an app for that -- VA continues to lead in the arena of telehealth making care even more convenient for Veterans! New technologies are revolutionizing health care and VA is recognized as a world leader in the development and use of telehealth. Telehealth services are mission-critical to the future direction of VA care to Veterans and we have staff right here dedicated to helping you take advantage of these technologies!
MENTAL HEALTH
Unparalleled mental health care services geared specifically for Veterans. The goal of VA mental health care is to support recovery and enable Veterans who experience mental health problems to live meaningful lives in their communities and achieve their full potential. VA is unique in our coordination of care—our system is built around complete care for Veterans, not just for the Veteran’s mental illness.

HOMELESS VETS
Our commitment to reducing homelessness isn’t just a one-person job here, it’s a complete program. VA’s Health Care for Homeless Veterans program serves as the hub for a myriad of housing and other services that provide VA with a way to reach and assist homeless Veterans by offering them entry to VA care. Locally, more than 300 Veterans have been served or continue to be served by this important program.

Here...

VETERANS SERVING VETERANS
Our diverse workforce includes one of the largest percentages of Veterans throughout the region. “Thank you for serving, now let us serve you,” is something you regularly hear, but the service of many continues here as fellow Veterans choose to continue to serve—caring for their fellow brothers and sisters who also served.

SPECIALIZED CARE
Because we only care for Veterans, we are uniquely suited to care for and address numerous issues uniquely related to aspects of their service such as environmental exposures, military sexual trauma, women’s health and more. Our Environmental Health Clinic can conduct special registry evaluations for Veterans at no-cost that helps VA understand and respond to the health problems of Veterans more effectively. Our Military Sexual Trauma Coordinator specifically addresses the needs of Veterans who experienced sexual assault or harassment experienced during military service. And our Women’s Health Clinic is solely dedicated to serving the ever-growing number of female Veterans!

SUICIDE PREVENTION
VA has adopted a public health approach to suicide prevention and made it our top clinical priority. The goal of VA’s suicide prevention efforts is not to get every Veteran enrolled in VA care, but rather to equip communities to help Veterans get the right care, whenever and wherever they need it. We continue to cut across all sectors in which Veterans may interact, and by collaborating with Veterans service organizations, state and local leaders, medical professionals, criminal justice officials, private employers and many other stakeholders, we are doing our part to make sure suicide prevention is a part of every aspect of Veterans’ lives, not just their interactions with VA.

#BeThere for the Veterans in your life.

BeThereForVeterans.com
Veterans and their families deserve the very best care and services available to them. We want them to Choose VA, not because they have no other choice, but because we are the best at what we do, how we do it and because of the difference we make in the lives of Veterans and their families.

Always **Deliver** on our promise to get it right. “Right” means Easier Access and Greater Choice; Timely and Integrated Care; Accountability and Transparency; and Best-in-Class Care and Service.

___________

Always **Care** for the “whole Veteran” including their families, caregivers and survivors.

___________

Always **Empower** Veterans to keep Choosing VA as their go-to resource for best-in-class care, service and benefits.

___________

Always **Remember** that doing what’s good for Veterans, good for employees and good for taxpayers is what’s best for VA and what ChooseVA is all about.
LEBANON VA ACHIEVED ACCREDITATION OR RECOGNITION BY THE FOLLOWING ORGANIZATIONS:

- The Joint Commission for Hospitals, Home Care and Behavioral Health Programs
- Commission on the Accreditation of Rehabilitation Facilities
- American Association of Blood Banks
- American Society of Health System Pharmacists
- Blind Veteran Association
- College of American Pathology
- Long Term Care Institute
- Office of Security and Law Enforcement – Vulnerability Assessment Survey
- National Health Physics Program
- American Society of Hospital Pharmacists
- Accreditation Council on Optometric Education
- American Psychological Association’s Commission on Accreditation
- Association of Clinical Pastoral Education satellite
- Commission on Dental Accreditation
- Council on Podiatric Medical Education
- Numerous other affiliations with accredited higher education institutions for students from multiple disciplines

---

**Flu Symptoms?**

If you are having flu symptoms, get a same day virtual appointment with no copay!

**Tick Bite?**

If you have been bitten by a tick, utilize our copay-free Virtual Treatment Clinic!

Call **717-272-6621** and press #3. Monday through Friday, 8 a.m. to 4:30 p.m.

Tele Urgent Care for a variety of common conditions is also copay free and available during these times by calling and selecting option #3!
Lebanon VA Medical Center and its community clinics will give currently enrolled Veterans a free coffee mug* when they bring a Veteran who enrolls in VA health care and makes a primary care appointment. Veterans applying to enroll in VA health care should bring a copy of their DD-214, last year’s federal tax return and a list of their medical expenses. For more information, call 717-228-6000.

*Limit one per Veteran
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!

Combat/Separating Vets

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.

If you are nearing separation/retirement from military service and will be returning to the area served by Lebanon VAMC, when you are discharged it is important to contact the Transition and Care Management Team to discuss your VA health care options.

Returning combat or separating/retiring Veterans, please call the Transition and Care Management Team at 717-272-6621 x 4565 to discuss your VA options.

Transportation

For Veterans unable to transport themselves to Lebanon VAMC appointments, there are a variety of transportation options available for Veterans. Many local transit authorities, some County Veterans Affairs offices and Lebanon VAMC’s Volunteer Transportation Network may offer options. Information is available by logging on to www.lebanon.va.gov/trans.asp or contacting your local transit authority, County Veterans Affairs Office, or the Volunteer Transportation Network at 717-272-6621 x 4596.

Am I Eligible for Care?

ALL VETERANS ARE ELIGIBLE to apply for VA health care. Your DD214 and previous annual income is reviewed to determined your eligibility status. You will be assigned a priority group based on your specific eligibility status, income, and service information you provided on the 10-10EZ form. 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 service connected disability condition. Veterans enrolled in VA health care meet the minimum required standards of the Affordable Care Act.

Veterans are encouraged to meet with enrollment specialists located in the lobby of Building 17 at Lebanon VAMC Monday-Friday from 7:30 a.m. until 4 p.m. regarding enrollment and eligibility. Enrollment specialists can also be reached via phone at 717-272-6621 x 6000.
HEALTH CARE SERVICES

VA HOSPITAL
LEBANON VA MEDICAL CENTER
1700 South Lincoln Avenue
Lebanon, PA 17042
717-272-6621 / 1-800-409-8771
www.lebanon.va.gov

VA CLINICS

ADAMS COUNTY VA CLINIC
*Stay tuned – coming soon!

BERKS COUNTY VA CLINIC
2762 Century Boulevard
Wyomissing, PA 19610
484-220-2572

CUMBERLAND COUNTY VA CLINIC
5070 Ritter Road
Mechanicsburg, PA 17055
717-590-1525

LANCASTER COUNTY VA CLINIC
212 Willow Valley Lakes Drive, Suite 208
Willow Street, PA 17584
717-740-4434

SCHUYLKILL COUNTY VA CLINIC
1410 Laurel Blvd., Suite 2
Pottsville, PA 17901
570-628-5374

YORK COUNTY VA CLINIC
2251 Eastern Blvd.
York, PA 17402
717-840-2730

OUTREACH CLINIC
FORT INDIANTOWN GAP VA OUTREACH CLINIC
Bldg. 4-114 (Hawkins Road)
Fort Indiantown Gap
Annville, PA 17003
717-272-6621 ext. 5105 for scheduling
Hours limited to Wednesdays and Fridays,
managed by Lebanon VAMC Primary Care

Thank you for choosing VA!

OTHER VA SERVICES IN OUR SERVICE AREA*

VET CENTERS
Readjustment Counseling Services
Learn more at www.vetcenter.va.gov

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

HARRISBURG VET CENTER
1500 North Second Street
Suite 2
Harrisburg, PA 17102
717-782-3954

VA NATIONAL CEMETERY
INDIANTOWN GAP NATIONAL CEMETERY
Indiantown Gap Road
Annville, PA 17003
717-865-5254
Learn more at www.cem.va.gov

*These VA services/facilities are not managed by Lebanon VAMC

COMMON LEBANON VAMC CONTACTS
717-272-6621 / 1-800-409-8771

Appointment Line x 5105
Telephone Nursing Care x 6041
Pharmacy Center x 6009
Auto Med Refill / Acct & Appt Info Line x 5991
Enrollment / Eligibility x 6000
VETERANS CRISIS LINE 1-800-273-8255 Press 1

The Best Care Anywhere...The Best Employees Anywhere.
Quality care at seven locations in South Central PA.