2017-2018 LEBANON VA MEDICAL CENTER
ANNUAL REPORT TO THE COMMUNITY

We Trust VA
We Appreciate VA
We Choose VA
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,

Americans have more flexibility and choices about their health care than at any other time in the Nation’s history. A quick review of almost any media outlet will find numerous advertisements for health plans and specific facilities, stories of larger healthcare systems absorbing smaller facilities in order to decrease costs and expand services, and efforts to create more personalized services. The competition for health insurance reimbursements is fierce.

We are extremely thankful that Veterans from all over south central Pennsylvania and beyond choose to receive their healthcare at our main campus in Lebanon or one of our six clinics in Wyomissing, Camp Hill, Lancaster, Pottsville, York and Fort Indiantown Gap. We regularly receive stories from Veterans and their loved ones, elected officials, Veteran Service Organizations, community partners and our own employees telling us how much they trust and appreciate VA. It’s not the news you often hear, but it’s the real and unvarnished experience of the overwhelming majority of our friends and neighbors, our fellow citizens, who pass through these doors every day.

We have all heard stories about how impressed people are with our medical center and community clinics. But our goal here is not to impress. Our goal is simple and straight forward – to keep the Nation’s promises to its Veterans and to provide them high-quality, timely care.

Lebanon VA Medical Center is part of the largest healthcare system in the United States. This creates opportunities, not only for Veterans and their families, but also for our employees, students, stakeholders and partners. At the same time, Lebanon VA is sized in a way that makes us a family. These days, with the many choices Veterans have for healthcare and our staff have for their employment, we appreciate them trusting and choosing our family to care for their needs.

We hope after you complete reviewing this Annual Report to the Community, you will understand why so many Veterans and their loved ones, elected officials, Veteran Service Organizations, community partners and our own employees Trust VA, Appreciate VA, and Choose VA.

Sincerely,

Robert W. Callahan, Jr., Director
Jeffrey A. Beiler II, Associate Director
Scott T. Shreve, DO, Interim Chief of Staff
Margaret G. Wilson, MSN, RN, Associate Director for Patient Care Services
WE TRUST VA: OUR PROMISE TO YOU

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

Our 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.
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.

– VA Secretary David Shulkin

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.

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

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

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Always **Remember** that doing what’s good for Veterans, good for employees and good for taxpayers is what’s good for VA and what ChooseVA is all about.

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<tr>
<th>Services Offered...</th>
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<tbody>
<tr>
<td>Acupuncture</td>
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<tr>
<td>Acute Psychiatry</td>
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<td>Ambulatory Surgery Unit</td>
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<td>Audiology</td>
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<td>Barber</td>
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<td>Behavioral Health/Mental Health Services</td>
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<td>Cardiology</td>
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<td>Caregiver Support</td>
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<td>Chapel</td>
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<td>Community Clinics</td>
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<td>Community Living Centers</td>
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<td>Compensated Work Therapy (CWT)</td>
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<tr>
<td>Day Care</td>
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<td>Dental</td>
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<td>Dermatology</td>
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<td>Dietary</td>
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<td>Emergency Department</td>
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<td>Endocrinology</td>
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<td>Endoscopy</td>
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<td>Geriatric Care</td>
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<td>Gulf War Exam</td>
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<td>Health Education Library</td>
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<td>Hepatitis C Screening</td>
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<td>HIV Program</td>
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<td>Home/Community/Long Term Care</td>
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<td>Homeless Veterans Program</td>
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<tr>
<td>Hospice Care Unit</td>
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<tr>
<td>Infectious Disease</td>
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<tr>
<td>Laboratory</td>
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<tr>
<td>Magnetic Resonance Imaging</td>
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<td>Medical Foster Home</td>
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<td>Mental Health Intensive Case Management</td>
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<td>MOVE!</td>
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<tr>
<td>Nursing</td>
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<td>Nutrition and Food Service</td>
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<td>Occupational Therapy</td>
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M-P BARTHOLOMEW
The care given by Hospice at the Lebanon VA in my father’s last days and his service and the respect that was shown by the staff at the Gap at his internment was incredible. Thanks to all the incredible staff and volunteers that made his final days and internment an uplifting and supportive experience for his family. You are all our Heroes.

DEB SHANK
So blessed to live close that my husband can get such excellent care.

MARGARET BRETZ
My dear brother and his wife are getting excellent care here.

CAROL GABEL ULSH
So appreciative for the care given to my veteran husband for last 15 years excellent in every way!

VICKIE PHILLIPS
THANKS TO LEBANON VA FOR ALL THE CARE AND CONSIDERATION GIVEN TO MY DAD. A WONDERFUL FACILITY SO GREATLY NEEDED IN THE COMMUNITY, GRATITUDE TO ALL.

KELLY OSBORNE
I applaud the VA’s efforts in their dedication to our vets. Along with the VA services there are national and local veterans suicide prevention support groups. There is help out there, the ones who gave so much should never feel hopeless or alone enough to end their lives.

PEG DRAVK MILLER
So thankful for all you do for all the vets, especially my husband.

DAWN RESANOVICH
DR. HERBERT DID MY DAD’S HIP REPLACEMENT ONE MONTH AGO AND WE WERE REALLY HAPPY TO HAVE THE BEST ORTHOPEDIC SURGEON. MANY THANKS TO DR. HERBERT FOR THE CARE YOU GAVE MY DAD. HE IS LIKE A NEW PERSON!!!

BRIAN THOMAS
I have friends and cousins that work there. I am very pleased with the care they provide for my father. The Lebanon VA is top notch. I am happy and proud of the Lebanon VA.

BONNIE KIRCHNER
The wound center at Lebanon VA hospital is wonderful. My son has ongoing issues with his leg, and this department is the bomb!! The doctors and nurses are fabulous and so caring! We are lucky to have this facility within an hours drive of my son’s home. Special shout out to Dr Grapf and his nurses, thank you for taking such good care of my son.

LINDA WOLFORD
To Dr. Shreve... It was such a pleasure meeting you for the small amount of time my husband Paul was in the Hospice unit. The staff also showed their amazing love for their patients and I will always be so grateful for the 4 days my husband Paul spent there.

Lebanon VAMC started Veterans month with an Open House. A variety of tables showcased the wide range of services provided by VA. Walking and driving tours of the medical center were also offered throughout the day to showcase our facility and our excellent staff. The event was a resounding success and we welcomed many new faces as they walked through our doors for the first time! Many of our VA partners supported the event including: Harrisburg & Lancaster Vet Centers, the Veterans Benefits Administration, and the National Cemetery Administration.

In VA’s survey of Veteran Healthcare, Lebanon VA Medical Center scored much higher than the national average in the category of trust.
WE CHOOSE VA: VETERANS AND FAMILIES

If it not for the Lebanon VA Medical Center I would be dead right now. I was diagnosed in 2013 with Colon Cancer. I received all my care through the VA. The care I got was, in my humble opinion, totally top notch. My doctors, nurses, and everyone else involved were and are the VERY best.

KAREN CLARK DEGENHART

First time trying physical therapy at the VA hospital. Love these old-timer veterans that treat us youngsters as one of their own. What a hoot!

DAVID A. KING

For the past 10 years I have had excellent, competent care and service. Thank you to all those involved in providing for us. Special kudos to the Lab - you guys ROCK!

PHILIP BENOIT

Because of the poor performance of a few VA facilities around the country, there has been a perception of lack of caring and disorganization that is assumed to be pervasive in the system. The reality could not be more different. I cannot see how it would be possible for any medical facility to do any better than the Lebanon VA, as they serve the medical needs of our nation's veterans.

GORDON SPRENKLE

I have no complaints. The treatment I get is great and the staff could not be nicer. Normally by the time of my appointment I am already finished. Thank you very much for my treatment.

AL CROSS

I visited the Lebanon VA Hospital recently just to check it out and was very impressed. Modern and very well laid out. Great job.

JOHN ORNER

All the people I deal with are great. I get great care there. Thanks.

While we can’t control the weather, our employees are eager to keep the medical center open during any conditions. If Veterans need care, and they can get here, we can serve them. If they can’t get here? We usually have a solution for that too.

ASHLEY EBERLY

A big thanks to the nurses and staff at Lebanon VA for their friendly care of my dad during his shoulder surgery yesterday. You guys are great.

DAVE SMITH

So I have to say our first experience couldn’t have been any better than what we received. If I could have given 10-star approval I would. God bless these people who are there to help our Veterans.

MICHAEL RANSIER

I just had surgery there. Perfect outcome. Thank you!

ROSE JENKINS

I have no complaints. My care overall has been very good. I’m getting care that I could not afford before I signed up for VA healthcare. This vet says “Thank you so very much!”

DEBRA KNEPPER

My husband and I have went their for years. My husband and I have always been treated very well.

DIANE BRETZ

We really appreciate the medical care we receive there. Both of us, my husband and I, are veterans and receiving all our medical care there. From primary through all the specialists the care is great! Thanks for the care.

JIMMY SWARR

I’ve used several VA facilities in PA. None compare to Lebanon.

PEG DRAVK MILLER

I DON’T KNOW WHAT WE DO WITHOUT YOU. NOT ENOUGH WORDS TO SAY HOW GRATIENTWE ARE.

TIM STEWART

Have had may visits to Lebanon VA for treatment, and I have always had great experiences.

JOE YACKERA

I ALWAYS GET GREAT SERVICE AT THE LEBANON VA!!!
Lebanon VA Medical Center works hard to ensure our staff is familiar with industry trends and standards. In September, employees were encouraged to tour the TED truck, or Telehealth Education Delivered to familiarize themselves with available telehealth solutions, many of which VA has implemented or will in the future.

Each year, Lebanon VA Medical Center shows our appreciation for our employees by providing a chicken barbeque. This also serves a way to vaccinate employees against the flu virus, which improves patients safety. This year, it also acted as the launch for the #BeThere suicide prevention and awareness campaign. Each employee was encouraged to stock up on materials that could be used to prevent suicide and open a dialogue with Veterans experiencing suicidal thoughts.

The Lebanon VA is a wonderful organization. I am proud to be a part of the delivery of health care to those who have served our nation. I first came to the VA at Lebanon as a Penn State medical student. Dr. Slavinski was my attending. He is a fabulous physician, teacher and leader. As a result of his dedication to this facility I can say, as a physician, I am proud to have learned from him, worked with him and be led by him. May the Lebanon VA continue to serve its mission. I know I am a better doctor because of his dedication.

-Adam Albert

In 2016, Lebanon VA Medical Center was selected to be a VA Center for Innovation, which allows us to put into action the ideas that our employees have for improving VA care. During this first year, our staff submitted 24 pioneering ideas for grants through VA Innovation Network’s ‘Spark-Seed-Spread’ process. Four Lebanon VAMC Innovation Ideas have been awarded grants in February. Joe Getway and Elizabeth Fenstermacher proposed the creation of the Psychosocial Intervention Team. Ashley Klick proposed a redesign of the submission process for application materials for provider and nursing staff. Amber Reesman proposed a way-finding and informational kiosk system for Veterans. Jason Smeltz proposed the redesigning of the Veteran appointment reminder letters to improve clarity of information.

Lebanon VA’s outreach team gets to meet many Veterans with interesting stories. During their outreach efforts at the Reading Air Show and WWII Weekend, the team met USMC Medal of Honor recipient Woody Williams, who had quite the story to tell.

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Upon her retirement last year, associate director Cindy Shiner explained why she chose VA. She is the daughter of a Navy Veteran, the wife of an Army Veteran and the mother of two Veterans -- one Air Force and one Army -- so she simply wanted to give back. She wanted a concrete way to express her gratitude, so she came to the VA and has spent 36 years giving her very best, so that men and women like her relatives, could receive the top-notch care the nation promised them.

In August, Lebanon County Commissioners recognized the fine work of Lebanon VA Medical Center orthopedic surgeon Dr. Rex Herbert and marked the 70th anniversary of the medical center with an official proclamation.

So proud to work for LVAMC and serve our heroes. -Gaye Bailey

It’s an honor to care for veterans at the Lebanon VAMC. It is very humbling to be on the receiving end of care, as I was on Tuesday and Wednesday when I had surgery. I can’t say enough about the care Ken Graf gave to me, staying late the day of surgery and then coming early the next day to see how I was doing. The PACU nurses were great, as were the nurses on 2A SU. It’s not because I was a staff member, I heard them throughout the night giving care to all the veterans on the unit. No other place where I feel so cared for as the Lebanon VAMC! As a Navy veteran, I'm even rooting for Army this year, as a way of saying 'thank you' to Ken Graf - a retired Army surgeon and a great American.

-Jack Galle

In August, Lebanon VAMC leaders delivered cookies to show clinic employees appreciation for their tremendous service to our Veterans. Medical Center Director Robert W. Callahan, Jr., talked with Veterans and employees about what is working well and ways to further improve care in York County.
The Second Brigade Motorcycle Club of Philipsburg presents a donation to Lebanon VA Medical Center.

Members of the Sons of American Legion, Bainbridge, recently volunteered in their community and DAS Companies matched their volunteer hours with a monetary donation to Lebanon VAMC. Our Hospice unit was most appreciative.

Through our four unique Compensated Work Therapy programs, we partner with several organizations to offer Veterans help with all aspects of their employment search. Partners include: PA Careerlink, Potential Reentry Opportunities in Business & Education, PA Office of Vocational Rehabilitation and VA’s Vocational Rehabilitation and Employment program.

VFW Department of Pennsylvania state surgeon Nelson E. Lowes, Sr., and a delegation of VFW representatives, met with Lebanon VA Medical Center leadership on items of mutual interest. The VFW and other Veteran Service organizations play an active role in shaping the future of VA.

Combat sketch portrait artists Richard Johnson and Mike Fay donated several hours of time to talk to Veterans and draw portraits of each individual while they spoke.

Before the 60th Annual Big 33 Football Classic football game in Harrisburg, the participating athletes came to meet some Veterans and to say thank you. The athletes were inspired by the Vets’ stories and the Veterans were inspired by the grace and kindness of these young men and their coaches.
Representatives from Home of the Brave supported Lebanon VAMC’s Veterans Day festivities by distributing Veterans Day t-shirts and donating $200 to Lebanon VAMC’s Voluntary Services.

On Nov. 15, Lebanon VA Medical Center staff received a tour of the new Schuylkill County VA Community Clinic on Laurel Blvd in Pottsville. They also held a joint press conference with the new community clinic partners STGi and answered questions from Veterans and the public. The Schuylkill County Commissioners and other elected officials were on hand to talk about the importance of our partnerships and their commitment to Veterans. The new technologically advanced clinic began to see patients in February 2018.

In August, Lebanon VA Medical Center hosted a public town hall meeting as part of our regularly scheduled Veterans Advisory Council. The VAC is intended to gather leaders of Veterans service organizations, elected offices and other civic organizations into one place so we can effectively work together to accomplish our goal of getting Veterans the care and benefits they deserve. Though VACs and town halls are hosted regularly, this was our first attempt to combine the events.

Lebanon VAMC’s Outreach Team often teams up with other Veterans organizations to spread our message and inform Veterans of our services. In August, we partnered with the Harrisburg Vet Center to conduct outreach in Perry County at the DAV Chapter # 49 and Perry County VA’s 11th Annual Veterans Benefit Concert.

In June, we held a public town hall meeting in York to discuss overhauling the Choice Program, expanding community care in the York area, recent enhancements to transportation availability via rabbittransit, and pending legislation concerning Veterans issues. Participating partners included Rep. Scott Perry’s office, York County Department of Veterans Affairs, and York County Commissioner Susan Byrnes.

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## VISN 4 Rankings

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

## Operational Statistics

- Veterans Served — 44,226
- Outpatient Visits — 484,721
- Veterans of Iraq & Afghanistan Wars Served — 7,118
- Women Veterans Served — 2,880

## Operating Beds (188)

- Hospital — 49
- Medical — 19
- Psychiatry — 22
- Community Living Center — 76
- CWT/TR — 20
- Domiciliary — 43

## Total Admissions (2,934)

- Surgical — 453
- Medical — 1,235
- Psychiatry — 362
- Community Living Center — 572
- Residential Rehabilitation Unit — 312
### An Average Day at Lebanon

<table>
<thead>
<tr>
<th>Number</th>
<th>Task Description</th>
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<tbody>
<tr>
<td>520</td>
<td>Phone Calls Received and Handled by Scheduling Line</td>
</tr>
<tr>
<td>3,268</td>
<td>Phone Calls Received at the Medical Center</td>
</tr>
<tr>
<td>3,347</td>
<td>Outpatient Prescriptions Processed</td>
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<tr>
<td>76</td>
<td>Intravenous Medications Mixed</td>
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<tr>
<td>1,481</td>
<td>Medications Dispensed for Inpatients</td>
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<tr>
<td>1,153</td>
<td>Labs Drawn</td>
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<tr>
<td>255</td>
<td>Complete blood count samples collected</td>
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<tr>
<td>431</td>
<td>Hospital Meals Served</td>
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<tr>
<td>918</td>
<td>Meals Served at the Canteen</td>
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<tr>
<td>457</td>
<td>Retail Store Purchases</td>
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<tr>
<td>305</td>
<td>Coffee Shop Purchases</td>
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<tr>
<td>3,512</td>
<td>Miles Driven by Employees in the Execution of Their Job</td>
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<tr>
<td>38</td>
<td>Chaplain Appointments/Visitations/Counseling</td>
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### Employee Statistics

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<tr>
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<td>Full Time Employees</td>
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<tr>
<td>Nursing Staff</td>
<td>446</td>
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<tr>
<td>Physicians</td>
<td>118</td>
</tr>
<tr>
<td>Social Workers</td>
<td>76</td>
</tr>
<tr>
<td>Psychologists</td>
<td>30</td>
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### Volunteer and Donor Statistics

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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<tbody>
<tr>
<td>Monetary Donations</td>
<td>$271,991.08</td>
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<tr>
<td>Value of items donated for Veterans</td>
<td>$343,738.23</td>
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<tr>
<td>Value of Activity Donations</td>
<td>$65,725.99</td>
</tr>
<tr>
<td>Volunteers</td>
<td>263</td>
</tr>
<tr>
<td>New Volunteers</td>
<td>72</td>
</tr>
<tr>
<td>DAV Van Drivers</td>
<td>24</td>
</tr>
<tr>
<td>Volunteer Hours</td>
<td>48,568.25</td>
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<tr>
<td>(This equates to saving $1,172,437.56 in taxpayer funds instead of hiring employees to complete these tasks)</td>
<td></td>
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<tr>
<td>Total Resource Impact</td>
<td>$1,853,892.86</td>
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<tr>
<td>(This is the total monetary value of all donations and volunteer hour value)</td>
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### Of Lebanon VA Medical Center Staff Are Veterans.

28%

We Are Grateful for Staff and Supporters Who Choose Lebanon 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.
WE TRUST VA: Accreditations

LEBANON VA ACHIEVED ACCREDITATION OR RECOGNITION BY THE FOLLOWING ORGANIZATIONS:

- Commission on the Accreditation of Rehabilitation Facilities continuing accreditation
- 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
- Accreditation of Psychology Internships and Residents
- The Joint Commission for Hospitals, Home Care and Behavioral Health Programs
- National Health Physics Program
- Accreditation of Pharmacy Residencies
- Behavioral Health Interdisciplinary Program Collaborative Care Model
#BeThere

Suicide Prevention Declaration

WE ARE COMMITTING OUR ORGANIZATIONS TO:

- Teach all family, friends, and caregivers about their role in preventing Veteran suicide.
- Share advanced knowledge and innovation that will help prevent suicide.
- Get to know Veterans who live in our communities.
- Stop to listen and understand the challenges faced by Veterans.
- Promote safe environments for Veterans, their families, loved ones and others.
- Connect Veterans with people and resources that can address their needs and specific recovery goals.
- Respond immediately to help if a Veteran is in crisis.
- Support families, friends, providers, and all those affected by Veteran suicide.
- Stand resolute in action so that none of our Nation's Veterans is ever alone or without hope.
- Develop specific actions, during the month of September, to reduce the incidence of suicide among Veterans.

Suicide is preventable.
We can all help someone who may be at risk through simple actions that can make a big difference. Our actions can save a life.
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!

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 0730-1600 regarding enrollment and eligibility. Enrollment specialists can also be reached via phone at 717-272-6621 x 6000.

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.

Enrollment & Eligibility Questions?

CALL 717-228-6000 TO SPEAK TO ONE OF OUR ENROLLMENT SPECIALISTS

Lebanon VA Medical Center
1700 South Lincoln Avenue
Lebanon, Pennsylvania 17042
717-272-6621 • 1-800-409-8771
www.lebanon.va.gov

The Best Care Anywhere... The Best Employees Anywhere.
Quality care at 7 locations in South Central PA.