USA Colonel (R) Stuart A. Roop, MD, FCCP, Chief of Staff; USN Captain (R) Margaret G. Wilson, MSN, RN, Associate Director for Patient Care Services; USAF Senior Master Sergeant (R) Jaconda M. Lightburn, DHA, MS, Associate Director; Robert W. Callahan, Jr., Director stand in the COVID-19 Vaccine Clinic in Building 24 on Lebanon Campus. Vaccine Clinic staff continue to provide vaccines and testing as we strive to keep Veterans and staff safe and healthy.

Table of Contents

Leadership Team...............................................................2
Leadership Reflections ......................................................3
Lebanon VAMC By The Numbers......................4, 5
Inspirational Stories.........................................................6, 7
Commitment and Services .................................................8
Accreditations and Recognition .........................9
Adaptive Sports Program.................................10
Common Questions and Eligibility Info..........11
South Central PA VA Locations .........................Back Cover

Public Affairs Office Staff
Douglas A. Etter, Kimberly A. Kalista, and Douglas L. 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: Together with our front line, support role and administrative staff - WE’RE ALL IN - providing the best quality care for Veterans in South Central Pennsylvania. We’re particularly proud of our staff who faced the year with courage, strength and determination. We salute you. If you’re interested in careers at VA, call 717-228-5948. It’s more than a job, it’s a mission.
Dear Veterans, Advocates, Stakeholders and Fellow Employees,

Our medical center and community clinic staff have continued to demonstrate extraordinary commitment and resilience during the second year of the global COVID-19 pandemic. Their efforts, professionally and personally, to accomplish our mission safely and successfully have been validated.

Managing pre-pandemic levels of inpatient care and appointments, staff eloquently developed and implemented plans to provide COVID vaccines to Veterans, their caregivers, spouses, adolescents, and many others. Our staff rose to the challenge, making receiving a COVID-19 vaccination convenient, straight-forward and hassle-free. If you have not yet received your vaccine, we encourage you to do so immediately.

The Voice of our Veterans was heard as they completed their satisfaction surveys. Lebanon was recognized with the Best in Patient Experience Award for any level 2 VA medical facility. According to the VA Secretary, the award recognizes, “those in the Veterans Health Administration who are helping lead the way in customer service, helping lead the way in care and innovations that are nationally recognized for the significant, tangible improvements they bring to Veterans’ healing.” We are very proud of Team Lebanon and grateful for this recognition. To all our staff, who collectively made this happen, we say thank you.

Even as we battled the COVID virus, we forged ahead with creating more space expanding care in our Cumberland and York community clinics. Our surgical team added the world's most advanced surgical robotic system, the daVinci Robot, to our state-of-the-art surgical suite. Our Recreation Therapists expanded our adaptive cycling program improving Veterans’ physical and mental health. Maintaining our focus on preventing Veteran suicides, we expanded awareness and prevention programs.

The future remains bright and promising, because at the Lebanon VA Medical Center and our Community Clinics, We Are All In!

Sincerely,

Robert W. Callahan, Jr., Director and CEO
Jaconda M. Lightburn, DHA, MS, Associate Director
Stuart A. Roop, MD, FCCP, Chief of Staff
Margaret G. Wilson, MSN, RN, Associate Director for Patient Care Services
## Financial Statistics

<table>
<thead>
<tr>
<th>Budget Type</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Operating Budget</td>
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<tr>
<td>Medical Budget</td>
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<tr>
<td>Administrative Budget</td>
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<td>Facilities Budget</td>
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<tr>
<td>First and Third Party Collections</td>
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</tbody>
</table>

(Include in Medical, Administrative and Facilities budget amounts above.)

## Rankings Within Our Network (VISN 4)

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

## Operational Statistics

- Veterans Served—47,443 (Males – 43,909, Females – 3,534)
- Outpatient Visits—547,879
- Veterans Served at Community Clinics—42,329
- Veterans of Iraq and Afghanistan Wars Served—7,533
- Women Veterans Served—3,534
- Surgeries Performed—2,219

## Operating Beds (188)

- Facility—49
- Community Living Center—76
- Psychosocial Residential Rehabilitation Treatment Program—63

## Total Admissions (2,994)

- Acute Care—1,925
- Behavioral Health—214
- Community Living Center—377
- Rehabilitation—10
- Observation—468

## Virtual Care

- Encounters completed via Telehealth: (Home Telehealth, Store and Forward and Clinical Video Telehealth)—62,634
- Tele-mental health care encounters—23,442
- Unique veterans used secure messaging—9,733 Active;
- 22,302 Premium Accounts
- Unique Veterans using Telehealth—14,316
- Unique Veteran using VVC—10,447

## Education

- 10 Nursing Students Trained
- 31 Students Trained from Multiple Disciplines
- 130 Residents Trained from Penn State’s College of Medicine
- 6 Social Work Internships

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**4 2021 ANNUAL REPORT**

LEBANON VA MEDICAL CENTER
VOLUNTEER AND DONOR STATISTICS

Monetary Donations—$237,589.37
Value of Items Donated for Veterans—$261,647.72
Value of Activity Donations—$640
Volunteers—104
New Volunteers—5
Youth Volunteers—0
DAV Van Drivers—Program not operational
Volunteer Hours—11,927
(This equates to saving $340,382.31 in taxpayer funds instead of hiring employees to complete these tasks)
Total Resource Impact—$840,259.40
(This is the total monetary value of all donations and volunteer hour value)

EMPLOYEE STATISTICS

Full Time Employees—1,909
Nursing Staff
RN—381
Nurse Anesthetist—6
LPN—141
Nurse Assistant—47
Primary and Specialty Providers
Physician—80
Physician Assistant—22
Social Worker Interns—1
Psychologists—24 + 3 Doctoral Interns = 27

An Average Day at Lebanon

899 Phone Calls Received and Handled by Scheduling Line
5,043 Phone Calls Received at the Medical Center
3,788 Outpatient Prescriptions Processed
78 Intravenous Medications Mixed
1,647 Medications Dispensed for Inpatients
121,936 Pieces of Reusable Medical Equipment Sterilized
1,148 Labs Drawn
355 Complete blood count samples collected
435 Hospital Meals Served
424 Meals Served at the Canteen
2,086 Clinical Appointments at Main Campus
816 Clinical Appointments at VA Community Clinics
3,200 Miles Driven by Employees in the Execution of Their Job
15 Chaplain Appointments/Visitations/Counseling

COVID-19 Response

• Provided all approved or authorized vaccines for COVID-19
• Supported the SAVE Lives Act by providing vaccines to the caregivers, spouses, and adolescents of Veterans
• Complied with Federal vaccine mandate regulations for staff
• Provided COVID-19 testing to all Veterans and employees requesting it
• Maintained negative air pressure rooms for COVID positive patients
• Sustained separate COVID Intensive Care Unit
• Secured all necessary Personal Protective Equipment and shared supplies with other medical centers

Numbers on these pages represent values for Fiscal Year 2020 which ran October 1, 2019 – September 30, 2020.
Daniel Petley, OD

An inspiration to us all, Daniel Petley, OD, completed running a marathon in all 50 States. Petley, an optometrist and USAF Veteran, finished his last marathon, appropriately enough, in Hawaii with his family cheering him forward. He and Army Veteran Steve Murphy ran many of the marathons together. In 2021, Petley finished his last five states. On three different occasions through the years, the pair ran one marathon on Saturday, drove to another state and ran a second on Sunday. The hardest part, according to the humble Veteran, was not the physical exertion or endurance required but the commitment his family had to make for him to complete his goal. We applaud Dr. Petley’s accomplishment, his service to the nation and his service to his brothers and sisters-at-arms now at the VA.

Albert Booth

We helped World War II Veteran, Albert Booth, celebrate his 102nd birthday on October 30, 2021. Mr. Booth served in General George Patton’s Third Army fighting through France, Belgium, Germany and Austria. He attributes his longevity to running which he started to do at age 58 but sadly, as he tells the story, had to give up at age 97. Congratulations to Mr. Booth!
Lambert Schaller
When Lambert Schaller, former firefighter and Army Single Corps Veteran, was admitted to the Hospice Unit at Lebanon VAMC, the staff worked to fulfill his dying wish — to enjoy one last ride in a fire engine. Advanced MSA and Army Veteran Brian Douillette, Jr. reached out to the Lancaster Department who was eager to help fulfill his request. Chief Scott Little and a contingent of current and retired firefighters came to support the important mission. They met Schaller, his daughter Diane and a number of hospice employees at the entrance of Building One in a shiny bright red engine. They gave the former Engine Number 3 driver a department t-shirt and then assisted him to climb into the cab. They gave him an unforgettable journey back in time that everyone there saw reflected in Schaller’s smile.

Stephen Glaus
Army Veteran Stephen Glaus has made an inspiring journey with Multiple Sclerosis (MS). When he was diagnosed with MS, he was told he would be wheelchair-bound. With the help of our chiropractor at Lebanon VAMC, Kevin Long, Doctor of Chiropractic, Glaus trained and was able to complete a full Ironman triathlon. Glaus is happy with the treatment he received. “I’m just thankful that there’s a team here that cares. Not just about me and my health, but as Dr. Long is a great example of, cares about my development as a person, my character and my goals and my ambitions,” he said. Glaus intends to continue to participate in Ironmans in the next several years and his ultimate goal is to become the first person in the world with MS to swim across the English Channel.
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.

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**Services Offered...**

**PRIMARY CARE**
- VA Community Clinics
- Acupuncture
- Chiropractic Care
- Pain Management
- Women’s Health

**BEHAVIORAL HEALTH/MENTAL HEALTH SERVICES**
- Acute Psychiatry inpatient care
- Outpatient Treatment
- Compensated Work Therapy (CWT)
- Residential Rehabilitation Treatment Program
- Suicide Prevention Program
- Mental Health Intensive Case Management
- Post-Traumatic Stress Disorder Vocational Rehabilitation

**MEDICINE/SPECIALTY SERVICES**
- Acute Medical Inpatient Care
- Intensive Care Unit
- Cardiology
- Dermatology
- Emergency Department
- Endocrinology
- Endoscopy
- Hepatitis C Screening
- HIV Program
- Visual Impairment Services
- Infectious Disease
- Oncology
- Pulmonary
- Respiratory
- Rheumatology
- Sleep Studies
- Audiology
- Speech Pathology

**SURGERY SERVICES**
- Ambulatory Surgery Unit
- Dental
- Urology
- General Surgery
- Ophthalmology
- Optometry
- Orthopedics
- Plastic Surgery
- Podiatry

**SOCIAL WORK SERVICES**
- Caregiver Support
- M2VA (formerly OIF/OED/OND)
- Case Management
- Spinal Cord Injury Program
- Homeless Veterans Program
- Medical Foster Home

**CLINICAL SUPPORT SERVICES**
- Occupational Therapy
- Physical Therapy and Rehabilitation
- MOVE! (Weight Management Program)
- Chapel
- Nursing
- Nutrition and Food Services
- Pharmacy
- Position Emission Tomography
- Prosthetics
- Radiology
- Recreation Therapy
- Veterans Activity Center
- Gulf War Exam
- Kinesiotherapy
- Laboratory
- Magnetic Resonance Imaging
- Whole Health Services

**LONG TERM CARE SERVICES**
- Community Living Centers
- Geriatric Care
- Home/Community/Long Term Care
- Hospice Care Unit
- Palliative Care

**SUPPORT SERVICES**
- Barber
- Day Care
- Health Education Library
- Patriot Café
- Retail Store
- Coffee Shop
- Police
- Veterans Benefits Counseling
- Voluntary Services
- YMCA at the VA
Accreditations/Recognition

LEBANON VA ACHIEVED ACCREDITATION OR RECOGNITION BY THE FOLLOWING ORGANIZATIONS:

★ National VA Best Patient Experience Award
★ 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
★ Blinded Veterans 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

Real-time access to VA care in a way that works best for you!

VA Video Connect (VVC) enables you to conduct visits with your doctor in a virtual medical room, using the camera on your phone, computer, or tablet. Family members/caregivers can also connect to appointments with Veteran consent.

Are you looking for an alternative way to see your VA provider that would minimize:

- Driving/traveling to your appointment
- Paying co-pays
- Leaving work
- Arranging for child care

Get started today!

mobile.va.gov/appstore
Questions about VA Video Connect?
Call 717-272-6621, ext. 4076!
Or ask your provider about VVC today!
Lebanon VA Medical Center’s Recreation Therapy team supports the use of adapted cycling as a treatment and wellness intervention. The adaptive cycles provide Veterans with physical limitations, the opportunity to engage in a sport activity by means of these specialized cycles that have been adapted to fit the abilities of the Veteran.

In addition, the cycles provide Veterans with the opportunity to improve functional abilities, develop new leisure/recreation interests, coping skills, social interactions, engagement with others in the community as well as improving overall health and wellbeing to support and enhance ongoing recovery.

Currently there are 12 adaptive bikes at Lebanon VAMC. These include: four recumbents, two side by sides (one with power assist), two upright hand cycles, a racing style hand cycle, a RaceRunner, a Berkel bike and a wheelchair cycle. We also thank the Enola American Legion Post 751 who donated four new bicycles to our growing Adaptive Sports program.

Lebanon VAMC serves as the hub for Adaptive Sports in VISN 4. The Adaptive Sports Coordinator works with VAMCs across the VISN to develop and enhance Veteran access to adaptive sports.

A BREATH OF FRESH AIR

The global pandemic has been a difficult time for many Veterans. For Army Veteran Andrew Collins, the first year of the pandemic was very challenging both physically and mentally. Collins has been in the Community Living Center (CLC) at Lebanon VA for 3 years. He was admitted on the spot after bloodwork showed his cancer had become terminal. Shortly after his arrival, he became wheelchair bound which was another big adjustment.

Last year, Collins made a connection with Barry Yiengst, fellow Veteran and Lebanon VA Volunteer, who had performed magic tricks at the CLC. Collins has been a fan of magic since he was young. The two became fast friends. Collins discovered that Yiengst was also an avid cyclist who took day and overnight trips on local and national trails. Yiengst uses an adaptive cycle that aids him in riding after his Muscular Dystrophy diagnosis. This inspired Collins because he missed riding a bike.

Collins met with Brandon Vanderbrook, Recreation Therapist and Adaptive Sports Coordinator, to find out more about adaptive cycles. Collins learned that Lebanon’s Recreation Therapy team had received a grant for a new adaptive wheelchair cycle scheduled to arrive in the summer. The grant awarded from the Office of Geriatric and Extended Care (GEC) was to help reduce social isolation of our Nation's Veterans in the CLCs to promote connection and engagement as well as assist with maintaining mobility and physical functioning during the pandemic.

Collins was one of the first Veterans to ride the new adaptive wheelchair cycle. On his initial ride he said he felt like he was flying safely in his wheelchair and said it was incredible to feel the sunshine and fresh air again. Collins made a pact with Yiengst that they would ride together. In the fall, they were able to enjoy a ride side by side around Lebanon campus. Afterward, Collins added to his bucket list that someday he would like to complete an overnight ride with his buddy Yiengst.
**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.

**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.

**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
SOUTH CENTRAL PA
VA Services

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.