

We're All In



2021 LEBANON VA MEDICAL CENTER ANNUAL REPORT TO THE COMMUNITY



U.S. Department of Veterans Affairs

Veterans Health Administration
Lebanon VA Medical Center



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.

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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

OPERATING BUDGET

\$515,149,191

MEDICAL BUDGET

\$281,534,671

ADMINISTRATIVE BUDGET

\$26,921,297

FACILITIES BUDGET

\$45,714,024

CARE IN THE COMMUNITY/ CHOICE

\$160,752,611/\$226,588

CAPITAL EQUIPMENT BUDGET

\$6,100,000

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

FIRST AND THIRD PARTY COLLECTIONS

\$29,165,109

(Included in Medical budget amount 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

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**

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

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

22%

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



(Left to right) Petley and Murphy in Hawaii.

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.

We're



Albert Booth

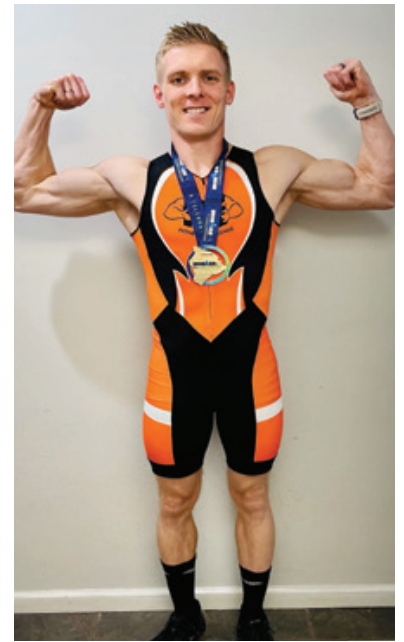
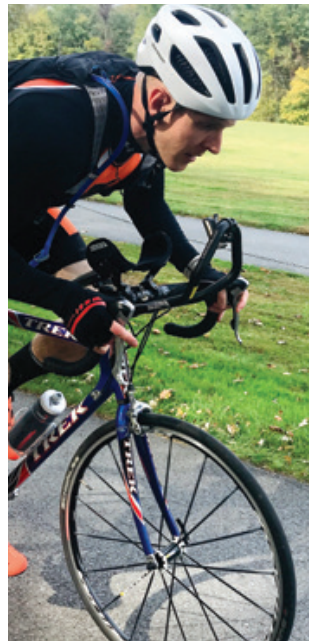
We helped World War II Veteran, Albert Booth, celebrate his 102nd birthday on October 30, 2021. Mr. Booth served in General George Patton's Third Army fighting through France, Belgium, Germany and Austria. He attributes his longevity to running which he started to do at age 58 but sadly, as he tells the story, had to give up at age 97. Congratulations to Mr. Booth!

All In



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.





Choose VA

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.

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



AA Accredited



VA Video Connect

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!

We're All In

ADAPTIVE CYCLES PROGRAM



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.

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.

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.



Collins on the wheelchair cycle.



Collins and Yiengst's first ride together.

COMMON QUESTIONS & VA HEALTH CARE ELIGIBILITY INFO

lebanon.va.gov

**SOCIAL
MEDIA**



/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!

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 determine 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.

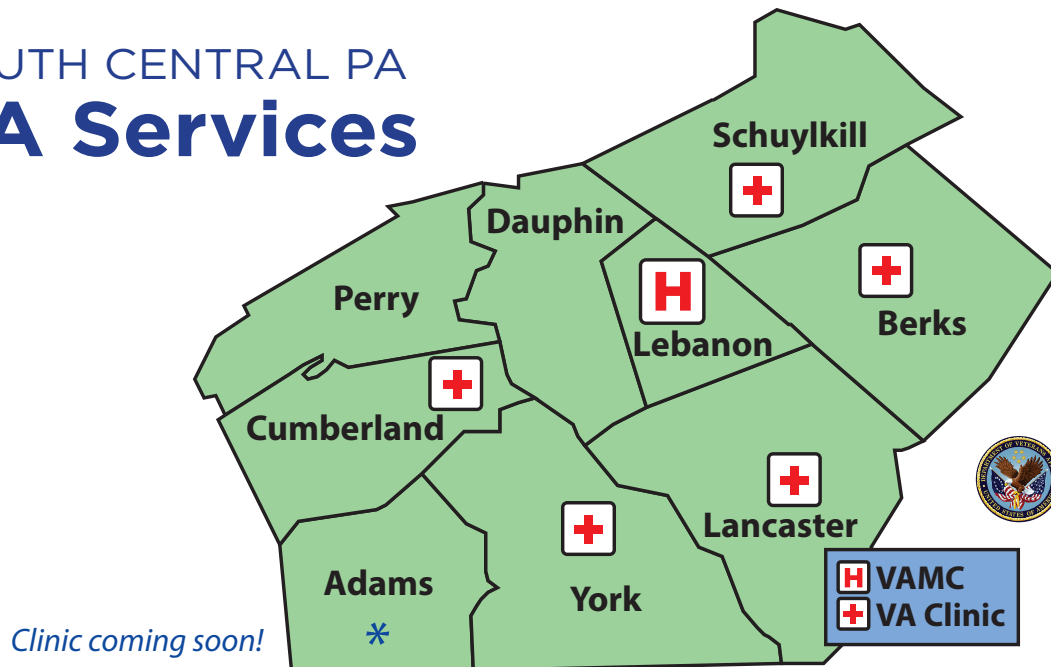
Transportation

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



Choose 

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*

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



Lebanon VA Medical Center

1700 South Lincoln Avenue
Lebanon, Pennsylvania 17042
717-272-6621 • 1-800-409-8771
va.gov/lebanon-health-care

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