

# Always Forward

75<sup>th</sup> Anniversary



Diamond Edition



## 2022 LEBANON VA MEDICAL CENTER ANNUAL REPORT TO THE COMMUNITY

VA



U.S. Department of Veterans Affairs

Veterans Health Administration  
Lebanon VA Medical Center



USA Colonel (R) Stuart A. Roop, MD, FCCP, Chief of Staff; USAF Senior Master Sergeant (R) Jaconda M. Lightburn, DHA, MS, Associate Director; USN Captain (R) Margaret G. Wilson, MSN, RN, Associate Director for Patient Care Services; Robert W. Callahan, Jr., Director with the new CT-PET scanner in Radiology.

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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](mailto:VHALEBPublicAffairs@va.gov) with publication questions/feedback.

*On the cover: Our front line support role and administrative staff are – ALWAYS MOVING FORWARD - delivering the best quality care for Veterans in South Central Pennsylvania. We’re proud of our staff who are dedicated and committed to excellence in the care we provide. If you’re interested in careers at VA, call 717-228-5948 or email [HireMeLebanonVA@va.gov](mailto:HireMeLebanonVA@va.gov). It’s more than a job, it’s a mission.*

# *Dear Veterans, Advocates, Stakeholders and Fellow Employees,*

We marked our 75th anniversary of serving the Veterans of South-Central Pennsylvania on September 15, 2022. Historically, 75th anniversaries are called Diamond Anniversaries. The word diamond comes from the Greek word “Adamas” meaning unconquerable and indestructible – words which perfectly describe our commitment to America’s noble Veterans. Many things have changed in technology, science and engineering since we first opened our doors on September 15, 1947, but the values and dedication of our staff, stakeholders and the communities we serve continue to guide us forward.

We have always believed there is no higher calling, no more noble mission than providing the best medical care possible to America’s selfless defenders. It is a mission that we embrace freely and fully, just as those who came before us. We stand upon their shoulders and build upon their success, so that Veterans and their loved ones are the beneficiaries of our achievements and accomplishments.

For the second year in a row, the collective voice of local Veterans was heard, when 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 jointly made this happen, we say thank you.

We are not content to rest upon our laurels. We are constantly striving to achieve excellence and exceed the expectations of all those who are touched by this unique healthcare system. We seek to make things simpler and easier for Veterans as we invite more and more of them to use the benefits they have earned. You’ll see some of these changes, as well as a lot of smiling faces, in the pages which follow.

The future remains bright and promising, because the direction at the Lebanon VA Medical Center and our Community Clinics is... ALWAYS FORWARD!

Sincerely,

Robert W. Callahan, Jr., Director and CEO

Jacinda 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

\$388,137,883.96

### MEDICAL BUDGET

\$325,676,342.86

### ADMINISTRATIVE BUDGET

\$28,973,437.00

### FACILITIES BUDGET

\$33,488,104.10

### CARE IN THE COMMUNITY

\$163,650,209.13

### CAPITAL EQUIPMENT BUDGET

\$8,003,000.00

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

### FIRST AND THIRD PARTY COLLECTIONS

\$29,988,681.57

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

## EDUCATION

Nursing Students Trained—**49**

Students Trained from Multiple Disciplines—**76**

Residents Trained from Penn State's College of Medicine—**63**

Social Work Internships—**63**

## RANKINGS WITHIN OUR NETWORK (VISN4)

Communication with Doctors—**# 1**

Communication about Medications—**#2**

Willing to Recommend Hospital—**#2**

Discharge Information—**#1**

Overall Rating of the Hospital—**#1**

Communication with Nurses—**#2**

Responsiveness of Hospital Staff—**#3**

Care Transition—**#1**

## OPERATIONAL STATISTICS

Veterans Served—**49,676** (Males—44,616, Females—5,060)

Outpatient Visits—**531,741**

Veterans of Iraq and Afghanistan Served—**7,417**

Women Veterans Served—**5,060**

Surgeries Performed—**2,116**

## OPERATING BEDS (188)

Facility—**69**

Community Living Center—**76**

Psychosocial Residential Rehabilitation Treatment Program—**43**

## TOTAL ADMISSIONS

Acute Care—**2,411**

Behavioral Health—**216**

Community Living Center—**386**

Rehabilitation—**NA**

Observation—**NA**

## VIRTUAL CARE

Encounters completed via Telehealth—**45,340**

Tele-mental health care encounters—**23,360**

Unique veterans used secure messaging—**10,937**

**Active; 22,145 Premium Accounts**

Unique patients served via e-consult—**12,972**

Unique Veteran using VVC—**8,087**

**Additional stats:**

Encounters completed using VVC (video from home)—**21,556**

**206,743** refills submitted/filled using the Refill My VA

Prescriptions Option within MHV

## CENTER FOR DEVELOPMENT AND CIVIC ENGAGEMENT STATISTICS

Monetary Donations—**\$176,784.30**

Value of Items Donated  
for Veterans—**\$194,359.38**

Value of Activity Donations—**\$371,143.68**

Volunteers—**131**

New Volunteers—**7**

Youth Volunteers—**0**

DAV Van Drivers—**12**

Volunteer Hours—**\$262,234.71**

Total Resource Impact—**\$633,378.39**  
(This is the total monetary value of all  
donations and volunteer hour value)

## EMPLOYEE STATISTICS

Full Time Employees—**2,068**

Total Employees—**2,216**

Nursing Staff

RN—**453**

Nurse Anesthetist—**12**

LPN—**155**

Nurse Assistant—**68**

Primary and Specialty Providers

Physician—**146**

Physician Assistant—**36**

Nurse Practitioner—**20**

Social Workers—**92**

Social Work Interns—**4**

Psychologists—**32 + 3 Psych (doctoral interns) = 3**

## AN AVERAGE DAY AT LEBANON

**524**

Phone Calls Received and Handled by  
Scheduling Line

**4,251**

Phone Calls Received at the Medical Center

**3,648**

Outpatient Prescriptions Processed

**68**

Intravenous Medications Mixed

**1,702**

Medications Dispensed for Inpatients

**1,278**

Labs Drawn

**345**

Complete blood count samples collected

**2,788**

Pieces of Reusable Medical Equipment  
Sterilized

**357**

Hospital Meals Served

**398**

Meals Served at the Canteen

**1,552**

Clinical Appointments at Main Campus

**598**

Clinical Appointments at VA Community  
Clinics

**2,780**

Miles Driven by Employees in the Execution  
of Their Job

**47**

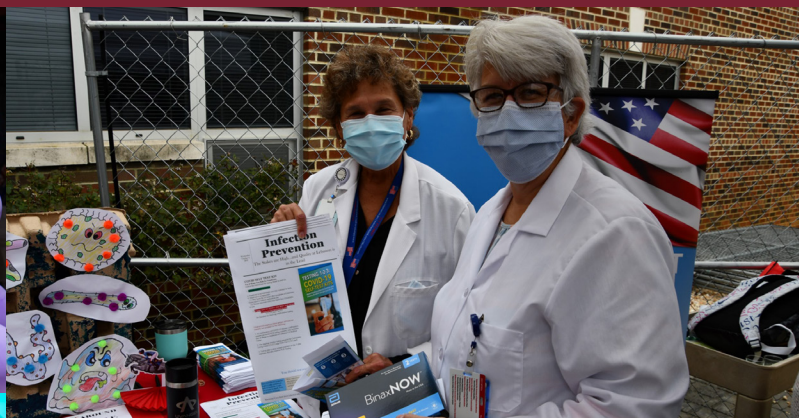
Chaplain Appointments/Visitations/  
Encounters

**15.7%**

OF LEBANON VA MEDICAL CENTER  
STAFF ARE VETERANS

Numbers on these pages represent values for Fiscal Year 2022 which ran October 1, 2021 – September 30, 2022.

# *Celebrating our culture*







# 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  
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 VAMC ACHIEVED ACCREDITATION OR RECOGNITION BY THE FOLLOWING ORGANIZATIONS:

- ★ National VA Best Patient Experience Award 2021 and 2022
- ★ The Joint Commission for Hospitals, Home Care and Behavioral Health Programs
- ★ Commission on the Accreditation of Rehabilitation Facilities
- ★ Geriatric Emergency Department Accreditation
- ★ 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
- ★ Commission on Dental Accreditation
- ★ Council on Podiatric Medical Education
- ★ Numerous other affiliations with accredited higher education institutions for students from multiple disciplines



## 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 child care

**Get started today!**

**[mobile.va.gov/appstore](https://mobile.va.gov/appstore)**

Questions about VA Video Connect?

Call 717-272-6621, ext. 4076!

Or ask your provider about VVC today!

## Our Diamond Anniversary Celebration

75 years ago, on September 15, 1947, Lebanon VAMC admitted our first patient. Much has changed since then, however the one constant is our dedication and commitment to the Veterans of South Central Pennsylvania. As we mark this momentous occasion by looking at our history, we also take note that we are always moving forward to provide world-class health care, the best patient experiences as well as fostering the wonderful community that has grown here for the last three quarters of a century. Here's to the past 75 years, as we move into the next 75 years!



## Top VA Facility for Patient Experience Nationwide



Lebanon VAMC and VA community clinics provide the best patient experience among VA hospitals in the nation for the second year in a row! The award was presented during the VA's annual Customer Experience Symposium, held Sept. 7-8 in Washington, D.C. "It's a great day when the actions, culture and outcomes of our staff are recognized and honored at a national level," said Robert W. Callahan Jr., CEO and director of Lebanon VAMC, "The best in VA Overall Experience Award is like the Oscar, Emmy or Grammy awards."

## First High Reliability Organization (HRO)

Lebanon created the first HRO Care Line in the nation. The responsibility of the care line is to ensure the facility experiences fewer anticipated accidents or events of harm despite operating in a complex, high risk environment. Our HRO team achieves this by focusing its efforts on improving Veteran's Experience and Employee Engagement through continuous evaluation of services offered and engagement in ongoing systems redesign efforts. Additionally, the HRO Service provides robust educational offerings related to HRO and a just culture to individuals and teams. HRO Service relies heavily on the ongoing collaboration with facility Quality Management and Patient Safety since the culture of safety and continuous process improvement are at the core of a successful HRO organization. We are committed to HRO principles to ensure the safest and most reliable care is provided to Veterans.



## 988 = Life Saver



Starting on July 16, 2022, Veterans experiencing a mental health crisis were able to reach the Veterans' Crisis Line with a new, easy-to-remember phone number—dial 988 and press 1. The new three-digit dialing code is intended to be easier to access and remember than the 1-800-SUICIDE number. Veterans do not need to be enrolled in VA health care to call the crisis line. People who are not Veterans and having suicidal thoughts can call or text 988 to reach a professional counselor at the National Suicide Prevention Lifeline. All calls and texts made to the National Suicide Prevention Lifeline and Veterans' Crisis Line are anonymous. According to the Centers for Disease Control and Prevention, suicide is a leading cause of death in the United States. In 2020, nearly 46,000 people died by suicide—one death every 11 minutes.

## New Government Partnership

Pennsylvania has the fourth largest Veteran population in the United States. We are home to nearly 800,000 men and women who have served their nation during times of war and peace. Therefore, Lebanon VAMC is leading the charge for VISN 4 in a partnership with the Pennsylvania Department of Transportation (PennDOT) in order to connect with Veterans who, have military registration plates or a Veterans Designation on their Pennsylvania driver's license or identification card. A direct mail was sent to ensure all Veterans in the PennDOT registry are aware of their potential VHA benefits and locations. A streamlined enrollment contact center was created in Lebanon to process all enrollments and quickly schedule Primary Care appointments across VISN 4's nine Medical Centers. Lebanon VAMC partnered directly with the PennDOT to break down barriers across government agencies. Working together, we were able to connect with more qualified Veterans who are eligible for both federal and state benefits.

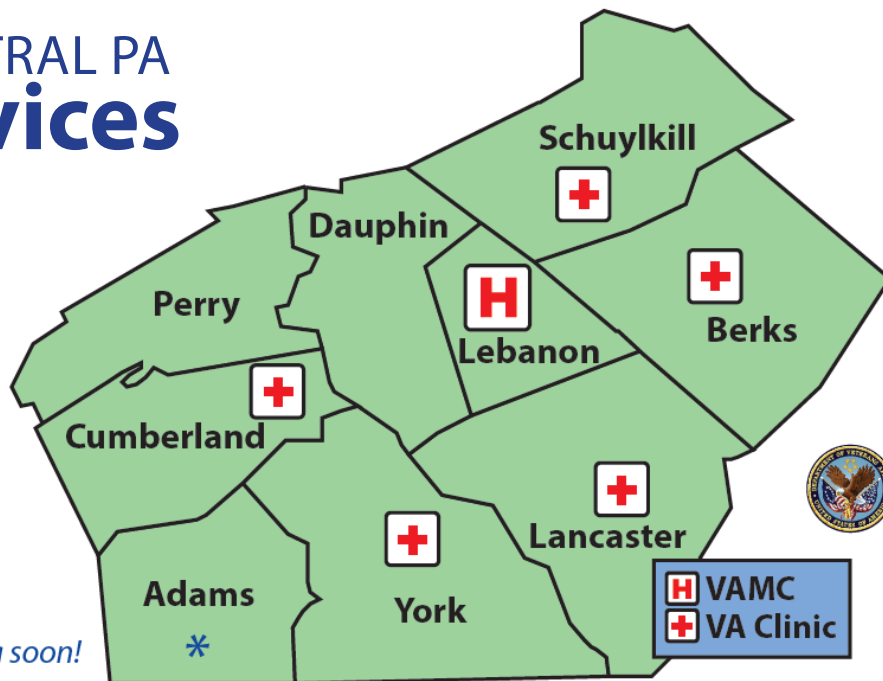


## PACT Act Eligibility Expansion

The PACT (Promise to Address Comprehensive Toxics) Act is a new law that expands VA health care and benefits for Veterans exposed to burn pits, Agent Orange, and other toxic substances. PACT Act adds to the list of health conditions that we believe (or "presume") are caused by exposure to these substances. This law helps VA provide generations of Veterans—and their survivors—with the care and benefits they've earned and deserve. We encourage all Veterans who are already enrolled in VA care to check their eligibility status for expanded PACT Act benefits as well as new Veterans. Learn more about eligibility at [www.VA.gov/PACT](http://www.VA.gov/PACT) and sign up for VA health care at 717-272-6621 x 6000.



# SOUTH CENTRAL PA VA Services



*Clinic coming soon!*



**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.va.gov/lebanon-health-care](http://www.va.gov/lebanon-health-care)

### 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 Boulevard, Suite 2  
Pottsville, PA 17901  
570-628-5374

**YORK COUNTY VA CLINIC**  
2251 Eastern Boulevard  
York, PA 17402  
717-840-2730

## OTHER VA SERVICES IN OUR SERVICE AREA\*

### VET CENTERS

**Readjustment Counseling Services**  
Learn more at [www.vetcenter.va.gov](http://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**  
60 Indiantown Gap Road  
Annville, PA 17003  
717-865-5354  
Learn more at [www.cem.va.gov](http://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 six locations in South Central PA.*



**Lebanon VA Medical Center**  
1700 South Lincoln Avenue  
Lebanon, PA 17042  
717-272-6621 | 1-800-409-8771  
[va.gov/lebanon-health-care](http://va.gov/lebanon-health-care)

## COMMON LEBANON VAMC CONTACTS

717-272-6621 | 1-800-409-8871

Appointment Line	x 5105
Telephone Nursing Care	x 6041
Pharmacy Center	x 6009
Auto Med Refill/Acct. & Appt. Info	x 5991
Enrollment/Eligibility	x 6000
VETERANS CRISIS LINE	988 then press 1