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April 17, 2024

Trust in VA among Veteran patients in Lebanon VAMC rises to 95.4%, up 3.1% since 2018
Nationwide trust in VA care among Veteran patients rises to 91.8%, up 6% since 2018

LEBANON, PA – Today, the Department of Veterans Affairs announced that Veteran trust in Lebanon VAMC has risen to 95.4% — up from 92.3% in 2018 (the first year since VA began conducting this survey). Additionally, nationwide trust in VA outpatient care has increased to 91.8% — up from 85.6% in 2018**.**

This finding is based on a survey of Veteran patients who received VA health care in the past 90 days. Within one week of using VA services, these Veterans were asked whether they trusted VA for their health care needs across a variety of categories – including scheduling an appointment, health care visits, in-person pharmacy, mail-order pharmacy, labs/imaging, and Veteran safety.

This survey mirrors the findings of recent independent studies. According to Medicare's latest nationwide survey of patients, VA hospitals outperformed non-VA hospitals on all 10 core patient satisfaction metrics — including overall hospital rating, communication with doctors, communication about medication, willingness to recommend the hospital, and more. VA health care has also consistently outperformed non-VA care in peer-reviewed studies, overall quality ratings, and affordability for Veterans.

Today, VA is delivering more care and more benefits to more Veterans than ever before in our nation's history, setting an all-time record for health care provided in 2023. As Veteran trust in VA has increased, more Veterans have also begun to choose VA care. VA has enrolled 401,006 Veterans in VA health care over the past 365 days – 30% more than the 307,831 it enrolled the previous year. This is the highest number of enrollees in a single year in at least the past five years at VA, and nearly a 50% increase over pandemic-level enrollment in 2020.

"Patient experience is our number one priority at the Lebanon VA and our community clinics," said Jeffrey A. Beiler II, Medical Center Director, Lebanon VA. "Our goal is for every Veteran we have the privilege of serving, along with their family members, to have a positive patient experience during every interaction with our medical center, and to feel valued, appreciated, and know that they are getting the best quality care. Because the staff at the Lebanon VAMC truly believe in our mission of providing the highest quality care with exceptional service to our Veterans, we ranked tied for 4th in the country with the highest Veteran trust score across the VA Healthcare system."

"We at VA work to earn the trust of Veterans every day, in every part of the country, every time they come to us for their care," said **VA Secretary Denis McDonough.** "We're proud that more than 91% of Veterans now trust VA health care, but we still have work to do. By measuring Veteran trust, we can not only learn what we're doing well at VA – we can also learn how to get better."

VA's historic health care enrollment has been made possible by the bipartisan PACT Act – signed into law by President Biden as a part of his Unity Agenda for the nation – which has allowed VA to expand VA health care and benefits to millions of Veterans. VA is also conducting the most aggressive outreach campaign in its history, including hosting over 2,600 events since the enactment of the PACT Act, launching a $16+ million advertising campaign, using public service announcements, and – for the first time ever – sending text messages to Veterans encouraging them to enroll in VA health care. VA is continuing these vigorous outreach efforts throughout 2024, with more than 550 in-person events already scheduled for this year.

VA recently expanded health care eligibility for millions of Veterans nationwide, years earlier than called for by the PACT Act. As of March 5th, all Veterans who were exposed to toxins and other hazards while serving in the military and meet certain requirements became eligible to enroll directly in VA health care. This means that all Veterans who served in the Vietnam War, the Gulf War, Iraq, Afghanistan, the Global War on Terror, or any other combat zone after 9/11 can enroll directly in VA health care without first applying for VA benefits. Additionally, Veterans who never deployed but were exposed to toxins or hazards while training or on active duty in the United States are also eligible to enroll. VA also recently expanded health care to all World War II Veterans.

Moving forward, VA will continue to aggressively reach out to Veterans to encourage them to come to VA. VA encourages all Veterans, family members, caregivers, and survivors to learn more about VA to understand how VA fits into their lives, and apply for their world-class health care and earned benefits today.

For more information about VA care, visit VA's health care website. For more information about Veteran trust in VA, visit the VA trust website.

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