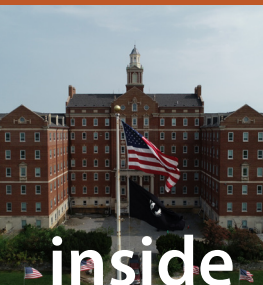


Lebanon VAMC

NEWSLETTER



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Number 1 in Patient Experience



Patient Experience Awards.

Lebanon VAMC and its community clinics were once again named the top VA Medical Center in the United States, for patient experience. The facility achieved the highest overall combined patient experience and employee experience scores of all complexity level 1 facilities in the Veterans Health Administration (VHA). This is the fourth consecutive year Lebanon has received the prestigious national honor. The facility received the award at a ceremony in September 2024.

This award is a culmination of the dedication and hard work provided by the employees and volunteers of Lebanon VA Medical Center. Patient experience is defined by the sum of all interactions between patients, their families, and those who represent VA. This experience is shaped by the culture of VA found within the core values each and every person at the facility hold. Through this unique blend of culture and dedication, Lebanon VA Healthcare System has been able to deliver trustworthy, world-class care to Veterans in an effort to be a high-reliability organization for over 75 years.

The patient experience award represents that commitment to Veterans. Recent results from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) show that VA's investments in its customer experience program continues to yield significant improvements in the VA patient experience. As of April 2023, 72% of VA medical centers received four or five HCAHPS Summary Stars for the patient survey rating, compared to 41% of Centers for Medicare & Medicaid Services (CMS) hospitals during the same period.

Lebanon also relies on Veteran feedback to make continuous improvements. To best understand the overall experience, Lebanon uses the Veterans Signals (VSignals) survey, Survey of Healthcare Experiences, and All Employee Surveys to accurately gauge the measure of care at any one time. Analyzing this data allows leadership to help guide the overall operations of the facility to better meet the needs of Veterans.

VHA categorizes facilities based on size and complexity. From the smallest and least complex at level 3 up to the largest and most complex at level 1. Lebanon VA has moved from level 2 to level 1 for the first time in 2023 based on the addition of more research opportunities and larger ICU areas. Lebanon VA is poised to continue world-class care for the next 75 years!

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Secretary McDonough Visits Lebanon

Department of Veterans Affairs (VA) Secretary Denis McDonough visited Lebanon VAMC main campus recently. This visit was part of his ongoing commitment to engage directly with Veterans, health care professionals, and administrators to ensure that VA continues to provide world-class care to Veterans.

During his visit, Secretary McDonough toured the facility and interacted with Veterans and their families all throughout the halls of the medical center. The Secretary stopped to take selfies with people in the halls, and spent time hearing the stories of the Veterans of South-Central Pennsylvania.

One of the primary focuses of the Secretary's visit was to address the ongoing efforts to reduce wait times for appointments and improve access to care. As such, he spent time meeting with health care providers to hear from the front-line personnel, in an effort to hear how the policies made at the top affect those at the cutting edge.

Lastly he met with hospital leadership to better understand what makes Lebanon VA such a special place and why so many Veterans seek their care here.

"After hearing that Lebanon had received the Best Overall Patient Experience award for so many years in a row, I had to come here to see what the special sauce is," said Secretary McDonough.

As VA looks to the future, Secretary McDonough reaffirmed the department's dedication to supporting men and women who have served the nation. "Our mission is clear: to honor our Veterans by providing them with the care and services they have earned," he said. "The Lebanon VA medical center is an essential part of that mission, and we will continue to work together to achieve that goal."

The visit concluded with a pledge from the Secretary to return in the future to assess progress and continue the dialogue with Veterans and VA staff.



Construction - Looking to the Future

In January, Lebanon VA opened the doors to a newly constructed primary care area, 17-South. This newly created area helped relieve some of the pressure on the main primary care area, and helped to reduce wait times for Veterans seeking an appointment. This new area, however, is not the only change Lebanon has in store for this year. There are several major construction operations currently being undertaken on the campus. For the start of 2025, look forward to these upcoming projects:

New Medical/Surgical Center:



A new medical lab will be a significant asset for Lebanon, offering a range of benefits that will enhance Veteran care, operational efficiency, and overall health care outcomes. The lab and supporting Medical/Surgical unit will be completed and operational by January 1, 2025.

Building 17 West Entrance:



The new entrance to Building 17 will provide not only a beautiful, new way to enter the facility, but it will also enhance the overall functionality, accessibility and experience for everyone. Through a better managed traffic flow, Veterans and visitors will easily be able to access the areas of the facility.

Community Living Center:



The new long-term care complex will offer substantial benefits to both Veterans and the facility. The new complex will boost the quality of care for those needing long-term care, improve operational efficiency, and address the evolving needs of the health care system.

Military Tribute Mustang at Lebanon VAMC

Veterans at the Lebanon main campus were treated to a special, one-of-a-kind Military Tribute Mustang GT which cruised through to kick off the start of summer.

Car enthusiast, Robert Villeaume, created this special vehicle as a tribute to his father's military career, as well as in memory of his lost daughter. The tricked-out vehicle was on site for a day before heading out on a cross-country tour.

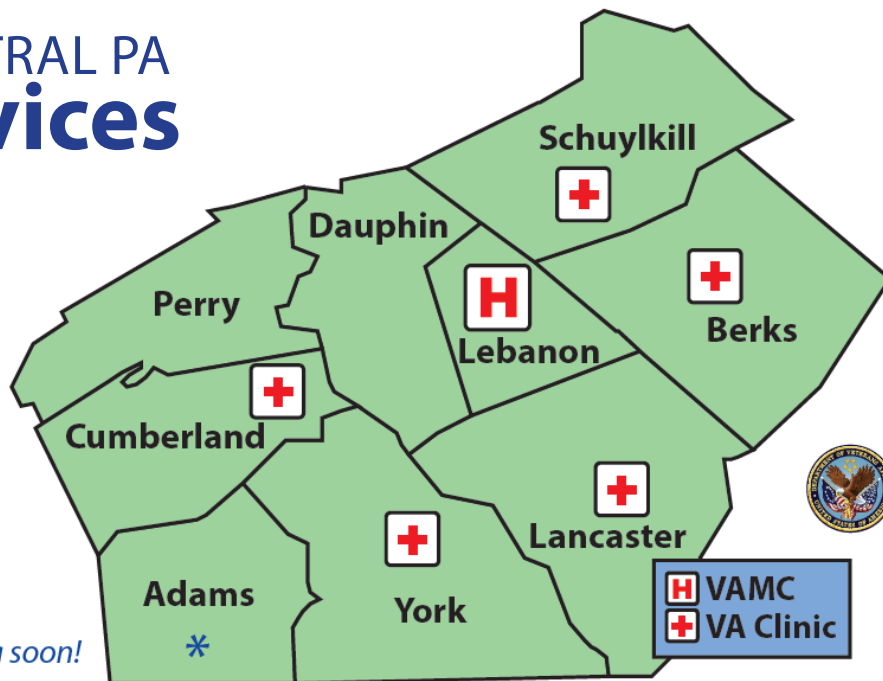
Veterans, visitors, and staff alike all took time to see this amazing tribute as it spent time on campus. As part of the tribute, Robert loves to give Veterans an opportunity to sign the vehicle, making them part of the tribute as well. Many Veterans took time to put their names on the vehicle, making Lebanon VA a special part of the vehicle's history.

You can learn more about Robert's journey and dedication to Veterans through his page:

<https://www.facebook.com/profile.php?id=100003550885218>



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