



2023 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; Ashley Klick, MSN, MHA, RN, Associate Director for Patient Care Services; Kathryn Barley, LCSW, Assistant Director; USAF Senior Master Sergeant (R) Jaconda M. Lightburn, DHA, MS, Associate Director; Jeffrey A. Beiler II, Medical Center Director.

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Public Affairs Office Staff

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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: We at the Lebanon VAMC and our VA community clinics are a family dedicated to the care of Veterans across south-central Pennsylvania. These are some of our family members. 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. It's more than a job, it's a mission.

Dear Veterans, Family Members, Caregivers, Advocates, Stakeholders and Fellow Employees,

The values which drive the US Department of Veterans Affairs nationally, and your VA medical center and community clinics locally are Integrity, Commitment, Advocacy, Respect and Excellence. These fundamental principles are the foundation upon which we design and build all of our work with/and for Veterans, their families, and caregivers. Even as technology, science, and engineering change and evolve, for example, our values and our commitment to them remain unchanged. This has been the case throughout our history and will be the same unshakable truth in the future.

Even as proven leaders leave our ranks and respected leaders move into new positions, our values and dedication to them remain firm and unbroken. With our new and trusted leaders, we are pushing toward new horizons. We are building upon our past successes (this is the third year in a row, we have been named the top Level II VA Medical Center for patient and employee experience) while we are also creating new or expanded programs and treatment platforms such as Whole Health, Theranostics and the Infection Prevention Ambassador program, to better serve the needs of our Veterans and staff.

We appreciate the unwavering support you and our community partners provide us in our noble mission of caring for America's Veterans. We do not take these partnerships for granted and humbly thank you for everything you have done in the past year and everything you are doing now.

We hope you will enjoy this Annual Report to the Community. If you ever have any questions of us or need some information about our medical center or VA community clinics, please reach out to our Public Affairs office at 717-272-6621 x 4298.

Sincerely,

Jeffrey A. Beiler II, Director

Jaconda M. Lightburn, DHA, MS, Associate Director

Stuart A. Roop, MD, FCCP, Chief of Staff

Ashley N. Klick, MSN, MHA, RN, Associate Director for Patient Care Services

Kathryn Barley, LCSW, Assistant Director

FINANCIAL STATISTICS

OPERATING BUDGET

\$461,310,000

MEDICAL BUDGET

\$397,739,000

ADMINISTRATIVE BUDGET

\$34,794,000

FACILITIES BUDGET

\$28,777,000

CARE IN THE COMMUNITY

\$212,199,758

CAPITAL EQUIPMENT BUDGET

\$3,633,000

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

FIRST AND THIRD PARTY COLLECTIONS

\$31,509,000

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



RANKINGS WITHIN OUR NETWORK (VISN4)

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

OPERATIONAL STATISTICS

- Veterans Served—**47,729** (Males—43,658, Females—4,071)
- Outpatient Visits—**546,628**
- Veterans of Iraq and Afghanistan Served—**8,951**
- Women Veterans Served—**4,071**
- Surgeries Performed—**2,382**

OPERATING BEDS (188)

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

TOTAL ADMISSIONS

- Acute Care—**2,089**
- Behavioral Health—**245**
- Community Living Center—**439**
- Rehabilitation—**NA**
- Observation—**NA**

VIRTUAL CARE

- Encounters completed via Telehealth—**52,830**
- Tele-mental health care encounters—**22,497**
- Unique veterans used secure messaging—**11,614**
- Active; 23,373 Premium Accounts**
- Unique Veteran using VVC—**7,884**
- Additional stats:*
- Encounters completed using VVC (video from home)—**38,731**
- 199,280** refills submitted/filled using the Refill My VA Prescriptions Option within MHV

CENTER FOR DEVELOPMENT AND CIVIC ENGAGEMENT STATISTICS

Monetary Donations—**\$150,215.14**

Value of Items Donated for Veterans—**\$261,415.07**

Value of Activity Donations—**\$411,630.21**

Volunteers—**170**

New Volunteers—**39**

Youth Volunteers—**0**

DAV Van Drivers—**12**

Volunteer Hours—**262,234.71**

Total Resource Impact—**\$909,522.81**
(This is the total monetary value of all donations and volunteer hour value)

EMPLOYEE STATISTICS

Full Time Employees—**2,234** (Includes 1 and .9 FTE)

Total Employees—**2,325**

Nursing Staff

RN—**473** + (30 NP, 11 CRNA)Total = **514**

Nurse Anesthetist—**11**

LPN—**155**

Nurse Assistant—**78**

Primary and Specialty Providers

Physician—**150**

Physician Assistant—**42**

Nurse Practitioner—**30**

Social Workers—**99**

Social Work Interns—**7** (1 Graduate, 6 Master Interns)

Psychologists—**30**

Psychology Interns = **8** (5 Graduate, 3 PhD Interns)

AN AVERAGE DAY AT LEBANON

524

Phone Calls Received and Handled by Scheduling Line

4,251

Phone Calls Received at the Medical Center

3,866

Outpatient Prescriptions Processed

72

Intravenous Medications Mixed

1,631

Medications Dispensed for Inpatients

1,346

Labs Drawn

352

Complete blood count samples collected

4,181

Pieces of Reusable Medical Equipment Sterilized

403

Hospital Meals Served

474

Meals Served at the Canteen

960

Clinical Appointments at Main Campus

514

Clinical Appointments at VA Community Clinics

2,941

Miles Driven by Employees in the Execution of Their Job

29

Chaplain Appointments/Visitations/ Encounters

22%

OF LEBANON VA MEDICAL CENTER STAFF ARE VETERANS

Numbers on these pages represent values for Fiscal Year 2023 which ran October 1, 2022 – September 30, 2023.

VA Expands Whole Health Care

VA facilities are shifting from a health care system focused primarily on treating disease to one rooted in forming continuous healing relationships and partnerships that support Veterans in achieving their greatest overall well-being. Whole Health is VA's approach to care that supports your health and well-being. Whole Health centers around what matters to you, not what is the matter with you.

In an effort to support the whole Veteran, VA is expanding its Whole Health program, by assisting Veterans in developing a personalized health care plan based on the Veteran's values, needs and goals. The Whole Health program began in 2011 with an initial base of 2000 Veterans, in 2019, the last full year of statistics, the program had swelled to 13,500 Veterans enrolled.

Whole Health puts Veterans in control of their care. It focuses on self-care, skill building and support. These services are not diagnosis or disease based but support the personal health plan of each Veteran. It broadens conventional care with preventative and complementary medical care. Approaches such as stress reduction, movement of the body, yoga, tai chi, mindfulness, nutrition, personal development, acupuncture, deepening social connections, and spirituality are all a part of the program. Health coaching is also available.

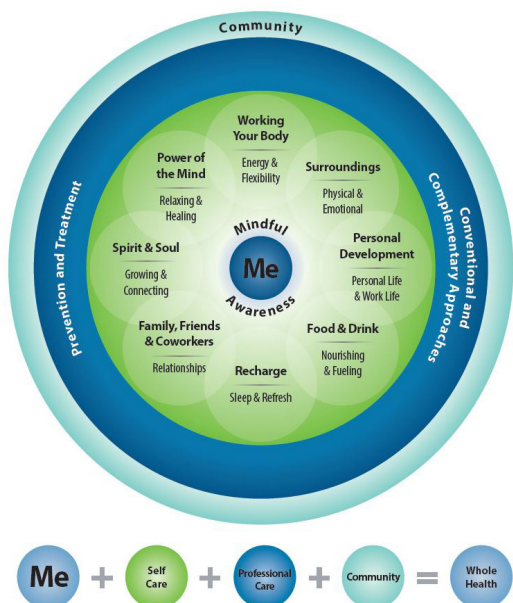
Lebanon's Whole Health Director, Mary E. Yoder, MPA, RD stated, "We are very excited to see the growth of our program which benefits Veterans and the employees who are enrolled in it. We already have testimonials of how the program is life changing. Building a longer, healthier and happier life is achievable as these testimonials demonstrate. As we continue to increase our wellness and complimentary integrative health programs, we expect our growth to continue increasing at a steady pace of 30-35%."

The rapid growth of the program has created a need for additional space. Consequently, the Veterans' hospital is reclaiming space it once leased to the YMCA. Employees and Veterans enrolled in the Whole Health program will still be able to use the Fitness Center, however, the general public will no longer have access to the facility.

Studies show Veterans who use Whole Health services report being able to manage stress better and note the care they receive as being more patient centered. Veterans with chronic pain who used Whole Health services had a threefold reduction in opioid use compared to those who did not. Veterans report that pain management is not the only benefit of using Whole Health services. They are having success with weight loss, improved mental health as well as better vital signs and diagnostic test results because of their goals focused around the eight self-care areas of the Circle of Health.

Whole Health Circle of Health

The Circle of Health illustrates the big picture connections between your health and other aspects of your life. The Circle of Health focuses on four key elements. The equation begins with "me" at the center, since you are the expert on your life. You are then combined with self-care and professional care, which helps focus discipline and proper treatments. The final touch is community. Just as there is a "me" at the center of the circle, there is a "we" that surrounds it. Your community is more the places you live and visit, it is the people and groups you connect with – those you rely on and who rely on you.



My HealtheVet Celebrates 20 Years

Veterans Day 2023 marked 20 years since the launch of My HealtheVet. As VA's online patient portal, My HealtheVet is a key part of VA care. My HealtheVet is a web-based personal health record that gives Veterans information and tools to improve their health. The system allows Veterans to gain a better understanding of their health status. Using My HealtheVet allows Veterans access to:

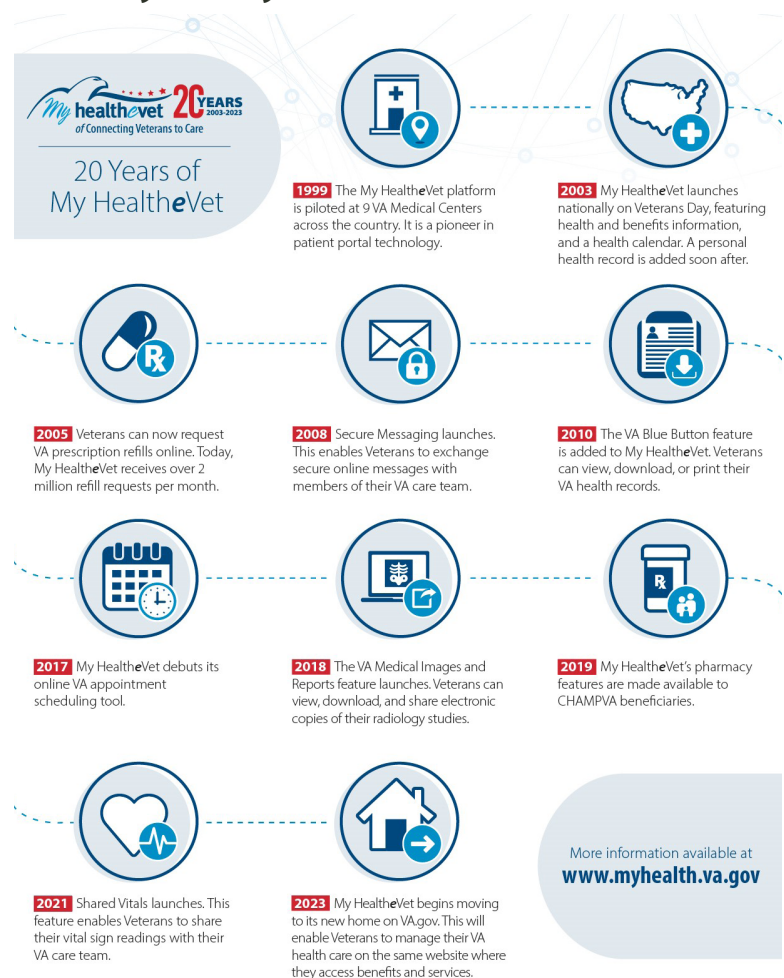
- **A personal health journal** – Veterans can maintain their digital health as an easy way to track their health. Keeping track of health histories helps to keep Veterans informed as a patient. Knowledge that allows Veterans to take more control of their health and health care.
- **Prescription refills** – The ease and convenience of utilizing online systems to maintain prescriptions also helps to ensure needed medications are always on hand. Veterans can easily track their inventory of medications as well as request refills, streamlining the process.
- **Appointment scheduling** – Veterans are able to easily and quickly make appointments with their primary care doctors. This system helps the VA provide the shortest wait times for patients in any healthcare setting in the United States.
- **Secure messaging** – The secure messaging feature enables direct conversation with health care providers, fostering a proactive approach to health management.
- **Health tracking tools** – Aside from the personal health journal, many tools and resources, like monitoring blood pressure to tracking physical activity, are available to empower Veterans to take charge of their own well-being.

Since its inception in 2003, My HealtheVet significantly impacted the lives of Veterans by promoting transparency, accessibility, and proactive health care management. In the past 20 years My HealtheVet has processed over 255 million prescription refills, has sent over 204 million secure messages, and has been downloaded over 59 million times! My HealtheVet

continues to evolve thanks to input from Veterans, caregivers, and VA staff. Each new update is made to improve Veterans' access to care and respond to their feedback. Soon, My HealtheVet will move from its current website to VA.gov. Veterans will be able to manage their health care on the same website as their other benefits and services.

As My HealtheVet celebrates two decades of service, its legacy is etched into the stories of countless Veterans who have benefited from its features. The platform's journey reflects the values of the Department of Veterans Affairs commitment to enhancing the health care experience for those who have served.

History of My HealtheVet





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 2020, 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

Questions about VA Video Connect?

Call 717-272-6621, ext. 4076!

Or ask your provider about VVC today!

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 third year in a row! The prestigious award was presented during the VA's annual Customer Experience Symposium, held September 14-15 in Washington D.C. The facility notably scored in the top quintile in several categories, including the Survey of Healthcare Providers (SHEP) Overall Rating of the Provider, SHEP Inpatient Overall Rating of the Hospital, and Veterans Signals Trust scores. Newly appointed Lebanon VA director, Jeffrey A. Beiler II said, "The best in VA Overall Experience Award is like the Oscar, Emmy or Grammy awards. It's a reaffirmation for years of excellence and demonstrated great achievements are possible with excellent teamwork."



Patient Experience Awards for 2021, 2022, and 2023.

A New Type of Treatment

A new type of treatment at the Lebanon VAMC is providing hope and care to many suffering with cancer. Theranostics is a specialized field of medical practice within nuclear medicine that uses a two-pronged approach to diagnose and treat cancer. It is a combination of diagnosis and therapeutics. Doctors use a similar pair of radiosopes. One radioscope is used to identify the tumor on a diagnostic imaging test, while the other radioscope is used to selectively deliver targeted radiation to kill cancer cells while at the same time, spare healthy tissue. Because of its precision, theranostics reduces the risk of harming nearby healthy tissue.

This approach optimizes cancer treatments and patients experience fewer side effects. This new technology has been safely used in the United States since 2018. Typically, patients receive 4 – 6 treatments and can expect improved quality of life after successful treatments. Currently theranostics is an option for those suffering from metastatic diseases that fail to respond well to conventional chemotherapy. "This novel clinical application of coupling diagnostic imaging and therapy provides our Veterans a desired customized treatment option with favorable outcomes," Dr. Stuart Roop, Lebanon VA Chief of Staff. "Having Radioligand therapy available at our hospital provides Veterans access to treatment of neuroendocrine tumors and prostate cancer in one location. These services will be provided in a timely manner and closer to home."



Radiotracers prepared for future Theranostics treatment.

Infection Prevention Ambassador

Checking into an unfamiliar hospital can be an overwhelming task, especially in an era where medical threats are seemingly everywhere. From COVID-19 to MRSA infections, and everything in between, maintaining and understanding infection prevention is an integral aspect of any healthcare organization. Without effective Infection Prevention and Control (IPC) it is impossible to achieve quality health care delivery. IPC aims to prevent pathogens being passed from one person to another. This effect was on global display during the early stages of the COVID-19 pandemic. Hand-washing, universal masking, physical distancing, and other tactics were used to prevent the transmission of the disease. The same protocols need to be in place in a hospital setting as the concerns of sharing pathogens is high. Recognizing a need of infection prevention strategies practiced during an admission and providing guidance on how to practice infection prevention as an inpatient, resulted in the Lebanon VA creating a new volunteer position of an Infection Prevention (IP) Ambassador.

Brenda Hoffman is Lebanon's first IP Ambassador. Brenda is a Veteran and retired nurse who, when looking for volunteer opportunities, was invited to share her skills in

this novel position. As the IP Ambassador, Brenda visits newly admitted Veterans in acute care, short stay rehab and the Community Living Center (CLC). During her visit she not only welcomes the Veteran to our care, but also shares information on infection prevention strategies practiced such as hand hygiene, masking, cleaning and glove and gown use. She reminds the Veteran of their responsibility to participate in their care by cleaning their hands, staying up to date with their recommended vaccines and knowing that we encourage antibiotic stewardship.



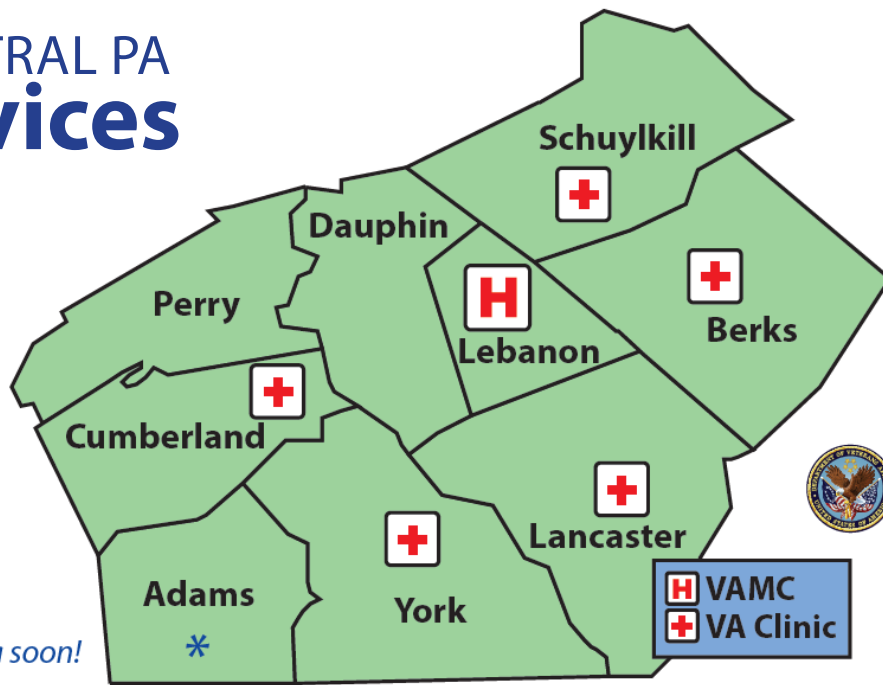
Brenda Hoffman, Lebanon VA's first IP Ambassador.

Homelessness Goal Achieved

Most Veterans experience a smooth transition to civilian life. For some, taking off the uniform and acclimating to a non-military life comes with social challenges that can ultimately lead to hard times, such as being homeless. In an effort to combat these realities, the Lebanon VAMC has provided more than 300 permanent housing placements to homeless Veterans in South Central Pennsylvania. Permanent housing placements provided by VA staff and community partners included apartments or houses that Veterans could rent or own, often with a subsidy, to help make the housing affordable. These placements, along with placements provided by other VA health care systems across America, led to VA housing 40,401 Veterans nationwide, meeting and exceeding its national goal by more than 6.3%.

Nationally, the total number of Veterans who experienced homelessness on a single night in January 2022, was 33,129 – a decrease of 11% from January 2020, the last year a full PIT Count was conducted. In total, the estimated number of Veterans experiencing homelessness in America has declined by 55.3% since 2010. All of these efforts are built on the evidence-based "Housing First" approach, which prioritizes getting a Veteran into housing, then provides the Veteran with the wraparound support they need to stay housed – including health care, job training, legal and education assistance and more.

SOUTH CENTRAL PA VA Services



Clinic coming soon!



Choose VA

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

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

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

**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 | 1-800-409-8871
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