

2014 REPORT TO THE COMMUNITY

LEBANON VA MEDICAL CENTER

It's...My Life—My Choice—My VA



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century





The Lebanon Leadership Team from Left to Right: Robert W. Callahan, Jr.—Director and Chief Executive Officer; US Navy Captain (Retired) Margaret G. Wilson, MSN, RN—Associate Director for Patient Care Services; Vincent Kane, MSS—Associate Director/Chief Operating Officer; and Scott T. Shreve, DO—Interim Chief of Staff. The team is standing in the lobby of the new surgical suite.

Table of Contents

Senior Leaders.....	2	Creating Choices in the New Domiciliary.....	10
An Open Letter to the Community.....	3	My VA - A Veteran's Choice.....	11
Community Partnerships.....	4	My VA - A Student's Choice.....	12
Our Values.....	5	My VA - An Employee's Choice.....	13
Statistical Report.....	6	My VA - A Family's Choice.....	14
Statistical Report (continued).....	7	My VA - A Family's Choice (continued).....	15
Accreditations.....	8	Enrolling in VA Healthcare.....	16
Awards and Patient Satisfaction.....	9		

This report is dedicated to Veterans and their loved ones who permit us to provide them world-class care, VA employees, Veteran Service Organizations who assist and advocate for their fellow Veterans in countless ways, the general public who supports America's defenders and our national leaders who guarantee the Nation's promises are kept with Veterans.



Dear Veterans, Advocates, and Fellow Employees:

Americans have more flexibility and choices about their health care than at any other time in the Nation's history. A quick review of almost any media outlet will find numerous advertisements of health plans and specific facilities, stories of larger healthcare systems absorbing smaller facilities, creating accountable care organizations, and mergers as a way of reducing costs and improving care. The competition for insurance reimbursements is fierce.

This past year, many VA facilities faced challenges with access to care. Locally, as leaders we conducted many inspections of our scheduling practices and clinic management to ensure compliance with policy. For added oversight and transparency, elected officials were invited and visited the facility and provided very positive comments about our quality and access. Further, an external audit was also completed by The Joint Commission, the organization which accredits healthcare organizations. As the inspector reported, "Lebanon does not have an access problem, Lebanon has not had an access problem," compared to national health care in general. The inspector honored Lebanon VA with a glowing review. Even with those reassurances, we did not rest on our success. Our staff refocused efforts, improved waiting times even further because our Veterans have earned and deserve timely care. Our singular purpose, "to care for the Nation's defenders", is driven by no other agenda than an ethical commitment to do what's right – every day, every time, and for every Veteran. Our foundation is built upon our ICare values, quality and Veteran satisfaction.

Lebanon VA Medical Center is part of the largest healthcare system in the United States. This creates opportunities, not only for Veterans and their families, but also for our employees and students. At the same time, Lebanon VA is sized in a way that makes us a family. These days, Veterans have many choices in health care. When Veterans choose their care, we want them to choose VA care. Please read some of the stories in the coming pages. Learn why Veterans, their families, employees, and students choose Lebanon VA Medical Center to be their place of care, trust, hope, service, and training.

We hope after you complete reviewing this Annual Report to the Community, you understand why so many Veterans and their loved ones, health care professionals and students, say with a unified voice... MY LIFE – MY CHOICE – MY VA.

Sincerely,

Robert W. Callahan, Jr.
Director

Vincent Kane, MSS
Associate Director

Scott T. Shreve, DO
Interim Chief of Staff

Margaret G. Wilson, MSN, RN
Associate Director, Patient Care Services

On the cover moving clockwise from top left: former student and now Registered Diagnostic Medical Sonographer Christi Achey; US Army Veteran Anthony Jordan; Lebanon VA Employee Michelle Margut, PharmD; and the family of US Navy Veteran Walter Wentzel.



Community Partnerships



Lebanon VA has an unsurpassed commitment to Operation Enduring Freedom, Operation Iraqi Freedom, and Operation New Dawn (OEF/OIF/OND) Veterans working cooperatively with the National Guard, the Reserves, and Volunteer Organizations. This commitment includes our annual Welcome Home Event which these Veterans and their children are enjoying.

The medical center and Harrisburg Area Community College have a partnership dedicated to serving student Veterans.

**Central Pennsylvania's
Community College**



Lebanon VA is committed to assisting Veterans entering the world of academics. We have partnerships with the Harrisburg Area Community College and Alvernia University to provide the assistance necessary to be successful in school.



Services Offered:

- Acute Psychiatry
- Ambulatory Surgery Unit
- Audiology
- Barber
- Behavioral Health/Mental Health Services
- Canteen
- Caregiver Support
- Community Based Outpatient Clinics
- Chapel
- Compensated Work Therapy (CWT)
- CWT (Compensated Work Therapy)
- Day Care
- Dental
- Dietary
- Emergency Department
- Endoscopy
- Geriatric Care
- Gulf War Exam
- Health Education Library
- Hepatitis C Screening
- HIV Program
- Home/Community/Long Term Care
- Homeless Veterans Program
- Hospice
- Intensive Care Unit
- Infectious Disease
- Laboratory
- Medical Foster Home
- Mental Health Intensive Case Management
- MOVE!
- Nursing
- Nutrition and Food Service
- OEF/OIF/OND
- Ophthalmology
- Occupational Therapy
- Pharmacy
- Police
- Physical Therapy and Rehabilitation
- Prosthetics
- Radiology
- Recreation Therapy
- Respiratory
- Substance Abuse Rehabilitation and Recovery Treatment Program
- Social Work
- Speech Pathology
- Spinal Cord Injury Program
- Suicide Prevention Program
- Surgery
- Veterans Activity Center
- Visual Impairment Services
- Vocational Rehabilitation
- Voluntary Services
- Women's Health
- YMCA at the VA



VA Core Values and Characteristics



Integrity, Commitment, Advocacy, Respect, and Excellence (I CARE) define our core values. Staff - at every level within VA - play a critical role to support VA's commitment to care and serve our Veterans, their families, and beneficiaries.

Integrity: Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

Commitment: Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

Advocacy: Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect: Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

Excellence: Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

VA HEALTH CARE | HONORING SERVICE EMPOWERING HEALTH

VHA's Blueprint for Excellence

1. Improve Performance
2. Promote a Positive Culture of Service
3. Advance Healthcare Innovation for Veterans and the Country
4. Increase Operational Effectiveness and Accountability

An Average Day at Lebanon

- 941** Phone Calls Received and Handled at Call Centers
- 3,394** Phone Calls Received at the Medical Center
- 3,369** Outpatient Prescriptions Processed
- 95** Intravenous Medications Mixed
- 1,655** Medications Dispensed for Inpatients
- 2,229** Pieces of Reusable Medical Equipment Sterilized
- 1,117** Labs Drawn
- 234** Complete Blood Count Samples Collected
- 432** Hospital Meals Served
- 876** Meals Served at the Canteen
- 2,119** Clinical Appointments at Main Campus
- 543** Clinical Appointments at the Community Based Outpatient Clinics
- 2,329** Miles Driven by Employees in the Execution of Their Job
- 49** Chaplain Appointments/Visitations/Counseling



Choosing the Right Way

FINANCIAL STATISTICS

OPERATING BUDGET

\$262,714,000

MEDICAL BUDGET

\$189,365,000

ADMINISTRATIVE BUDGET

\$21,367,000

CAPITAL EQUIPMENT

\$1,547,000

FACILITIES BUDGET

\$26,928,000

FIRST AND THIRD PARTY COLLECTIONS

\$23,507,000



Each year when re-enactors come to Fort Indiantown Gap to honor the Veterans who braved the Battle of the Bulge, they also choose to stop in and visit with Veterans from all eras to say, "Thank you for your service".

OPERATIONAL STATISTICS

Veterans Served—**44,774**

Outpatient Visits—**481,072**

Veterans of Iraq and Afghanistan Wars Served—**7,579**

Women Veterans Served—**4,241**

OPERATING BEDS

Hospital—**49**

Medical—**37**

Psychiatry—**22**

Community Living Center—**76**

Residential Recovery Program—**54**

TOTAL ADMISSIONS IN FISCAL YEAR 2014—**4,036**

Surgical—**490**

Medical—**1,311**

Psychiatry—**568**

Substance Abuse Treatment Unit—**338**

Long Term Nursing Care—**493**

We Are Grateful for Staff and Supporters Who Choose Lebanon VA

VOLUNTEER AND DONOR STATISTICS

Monetary Donations—**\$317,016.96**

Value of Items Donated for Veterans—**\$339,516.25**

Volunteers—**400**

New Volunteers—**43**

DAV Van Drivers—**57**

Volunteer Hours—**58,011** (This equates to saving \$1,308,148.05 in taxpayer funds instead of hiring employees to complete these tasks).

Lebanon VA employees feel a responsibility to the communities where they live and work. We donated 8,500 pounds of food to local food banks this year as a part of the Feds Feeds Families campaign.



Members of the Hershey Bears Hockey Team annually visit the medical center to swap a few jokes and stories. They also recycle broken hockey sticks which are made into canes and distributed among our Veterans.



31%
OF LEBANON VA
MEDICAL CENTER
STAFF ARE VETERANS.



EMPLOYEE STATISTICS

Full Time Employees—**1,374**

Nursing Staff—**369**

Physicians—**96**

Social Workers—**52**

Psychologists—**26**

Thank You— for choosing to serve America's noble guardians as a volunteer or an employee. Your decision is improving the lives of Veterans each and every day.



Accreditations Are the Result of Hard Work, Not Miracles

LEBANON VA ACHIEVED ACCREDITATION OR RECOGNITION BY THE FOLLOWING ORGANIZATIONS:

- ★ The Joint Commission
- ★ Commission on the Accreditation of Rehabilitation Facilities
- ★ American Association of Blood Banks
- ★ American College of Surgeons Commission on Cancer
- ★ College of American Pathologists – Laboratory—received “Gold Standard”
- ★ College of American Pathologists – Anatomical Laboratory
- ★ American Society of Health System Pharmacists
- ★ Occupational Safety and Health Administration
- ★ National Health Physics Program
- ★ Office of Inspector General
- ★ Long Term Care Institute
- ★ Management Quality Assurance Service, Financial Management
- ★ Information Technology Oversight and Compliance Office
- ★ Office of Security and Law Enforcement – Vulnerability Assessment Survey
- ★ Rainbow Learning Center Site Review

LEBANON VA MEDICAL CENTER IS ACCREDITED BY THE COMMISSION ON ACCREDITATION OF REHABILITATION FACILITIES (CARF) IN THE FOLLOWING AREAS:

- ★ Health Care for the Homeless
- ★ Homeless Outreach
- ★ Contract Housing
- ★ Grant and Per Diem Housing
- ★ Consolidated Work Therapy/Transitional Rehabilitation/Vocational Rehabilitation
- ★ Psychosocial Residential Rehabilitations Treatment Program
- ★ Substance Abuse Residential Rehabilitation Treatment Program
- ★ Veterans Justice Outreach
- ★ Department of Housing and Urban Development and VA Supported Housing Program (HUD/VASH)
- ★ Visually Impaired Services Outpatient Rehabilitation (VISOR) Program



Top in the Nation

For the fifth consecutive year in a row, the Department of Veterans Affairs Consolidated Mail Outpatient Pharmacy has scored the highest in overall satisfaction in the J.D. Power National Pharmacy Study. This study conducted annually, measures satisfaction among customers who filled a mail-order prescription within the last 90 days. Ten commercial organizations were also included in the study.

"VA's first-class pharmacy services are an important component of the exceptional health care available to our Veterans," said Dr. Carolyn Clancy, Interim Under Secretary for Health. "We are proud to learn from our Veterans through this study that VA is delivering on that commitment."

Customer satisfaction with Mail Outpatient Pharmacy is measured across four key factors: cost competitiveness, prescription delivery, prescription ordering and customer service.

VA also leads the mail-order pharmacy industry nationwide in 2010, 2011, 2012, and 2013.

VA participates in the annual survey as a way to compare itself against industry leaders and to ensure VA health care meets the highest standards.



Lebanon VA Medical Center received a prestigious national award in 2014. The Physicians Assistants Education Association conferred their "Partnership Award" on the medical center for going, "above and beyond in its collaboration with the new Penn State Physicians Assistants program... It was a partnership ahead of its time and one we are fortunate to build on."



- #1 Communication with Doctors
- #2 Shared Decision Making
- #2 Communication about Medications
- #3 Willing to Recommend Hospital
- #3 Discharge Information
- #4 Overall Rating of the Hospital
- #4 Pain Management
- #4 Communication with Nurses



Margaret G. Wilson, MSN, RN—Associate Director for Patient Care Services; Christine Bruce, MHSP, PA-C; Robert W. Callahan, Jr.—Director; Klara K. Papp, PhD, Associate Dean for Assessment and Evaluation, Professor, Department of Medicine, Penn State College of Medicine and Vincent Kane, MSS—Associate Director.



Creating Choices in the New Domiciliary



Our new Veteran-centric residential rehabilitation and recovery center was dedicated with a formal ribbon cutting ceremony and an open house for this important addition to the medical center on July 2.

The \$7.4 million dollar 22,219 square foot project was funded as part of the VA minor-construction modernization efforts. This facility will provide state-of-the-art, high-quality residential rehabilitation and treatment services for Veterans with mental health and substance use disorders, medical concerns and/or psychosocial needs such as homelessness and unemployment.

The new program includes 43 residential beds in an environment that is recovery-focused, evidenced-based, and outcome-directed. It is a Veteran-centered approach to care and the culmination of years of planning. This innovative and intensive program will focus on providing comprehensive care and rehabilitation services for all Veterans, male and female, of every generation.

The new facility will provide housing, mental and behavioral care, substance abuse treatment and vocational training in a safe and supportive environment. Veterans will have approximately 70 different therapeutic treatment options to choose from in their quest for wholeness and health.

The Acting Director of VISN 4, Gary W. Devansky stated, "VA mental health and substance abuse care is second to none. With this new facility, Lebanon VA



is once again, raising the bar in providing patient-centered quality health care."

Lebanon VA Medical Center director, Robert W. Callahan, Jr. stated, "This center is the culmination of listening to Veterans - their hopes and desires, their very dreams are built into the foundation of this facility."



My VA—A Veteran's Story

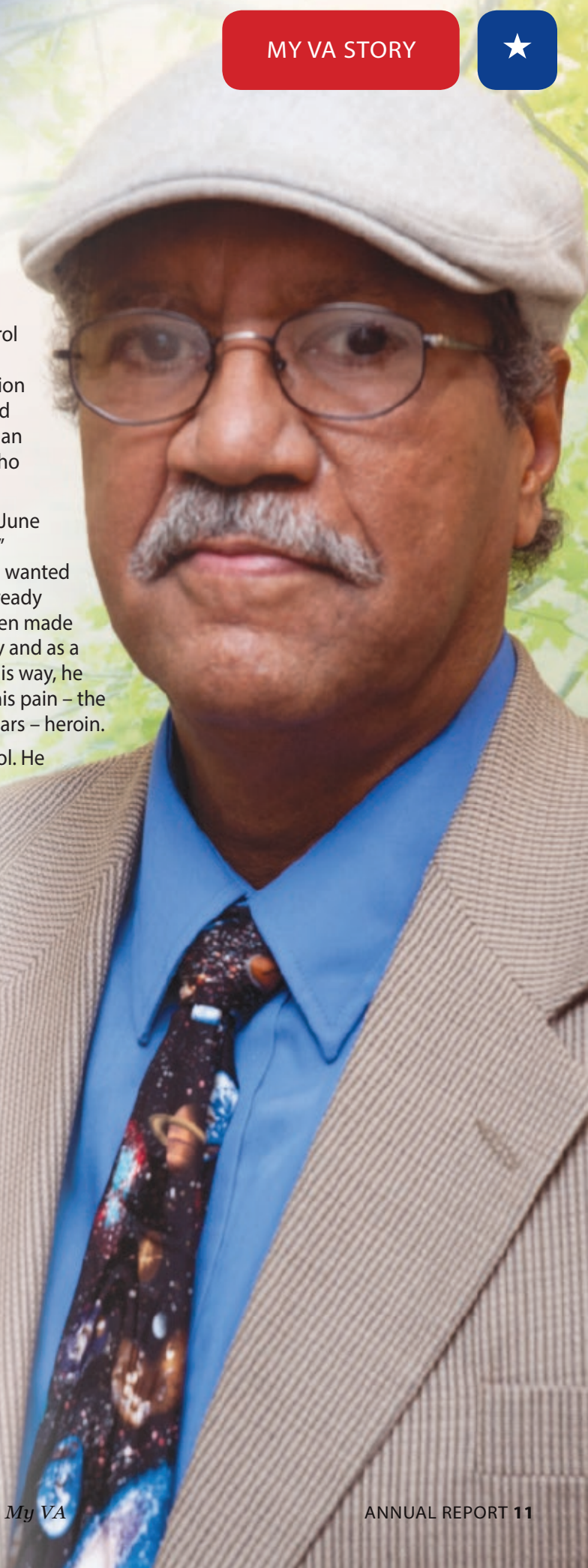
For those who have never been there, it's hard to understand the despair and demons. You can't identify with addiction, if you've never needed a fast fix and weren't willing to break the law to get it. Until you have lost everything, including your home, family, and nearly your life, you can't begin to even remotely appreciate the whirlpool which tries to pull you under as your life spins out of control and you sink deeper and deeper into a hidden culture of drugs and death. But for one Philadelphia preacher's son, the story of redemption is not some fable or myth which can be used to teach life lessons tied together in a neat little bow; it is instead, the raw, painful journey of an inner city Veteran who found peace on a farm and says to anyone who will listen, **"I Choose VA, because VA Saved My Life."**

When **Anthony Jordan** was drafted into the United States Army on June 17, 1968, his future seemed bright and promising. The strapping 6'4" former student athlete wanted to be a military police officer. And he wanted to go to Vietnam. But when his basic training unit learned he had already attended college and knew how to type, they promoted him and then made him a clerk typist. It didn't sit well with Tony, so he fought it – literally and as a result he was thrown into the brig three times. When he finally got his way, he got hurt and couldn't deploy. Only one thing seemed to take away his pain – the very elixir which would cause him even more pain for the next 29 years – heroin.

After his discharge and descent into drugs, his life spun out of control. He couldn't hold a job, pay his mortgage, or keep his family together. He became homeless and friendless. Finally, after years on the streets, his mother convinced him to go to VA and enroll in a ten day detoxification program. When he entered the program, he made one decision - he would do EVERYTHING the counselors, technicians, doctors, nurses, and therapists told him to do. "It was the best decision I ever made," Tony says reflecting on it 17 years later, "I nearly died. My counselor gave me a swift kick and a hug. He knew what I needed. He had walked in my shoes. He knew what I was going through. When I completed the VA detox, and then the SA (substance abuse) program, VA helped me to find housing. After a year, I left and took a job working at farm owned by former Mennonites. Those people took me in when they didn't have to and I kept going to the VA because that counselor was able to talk to me and get me to understand things like no one else in my adult life. I renewed my faith and my relationship with my son."

Recognizing his passion, honesty, and hard-won sobriety, Tony was offered a position as a peer to peer counselor. Tony accepted and said, "I may never be able to do for someone what VA did for me, but I'm gonna try."

We believe you Tony...and wish you every success.





My VA—A Student's Story

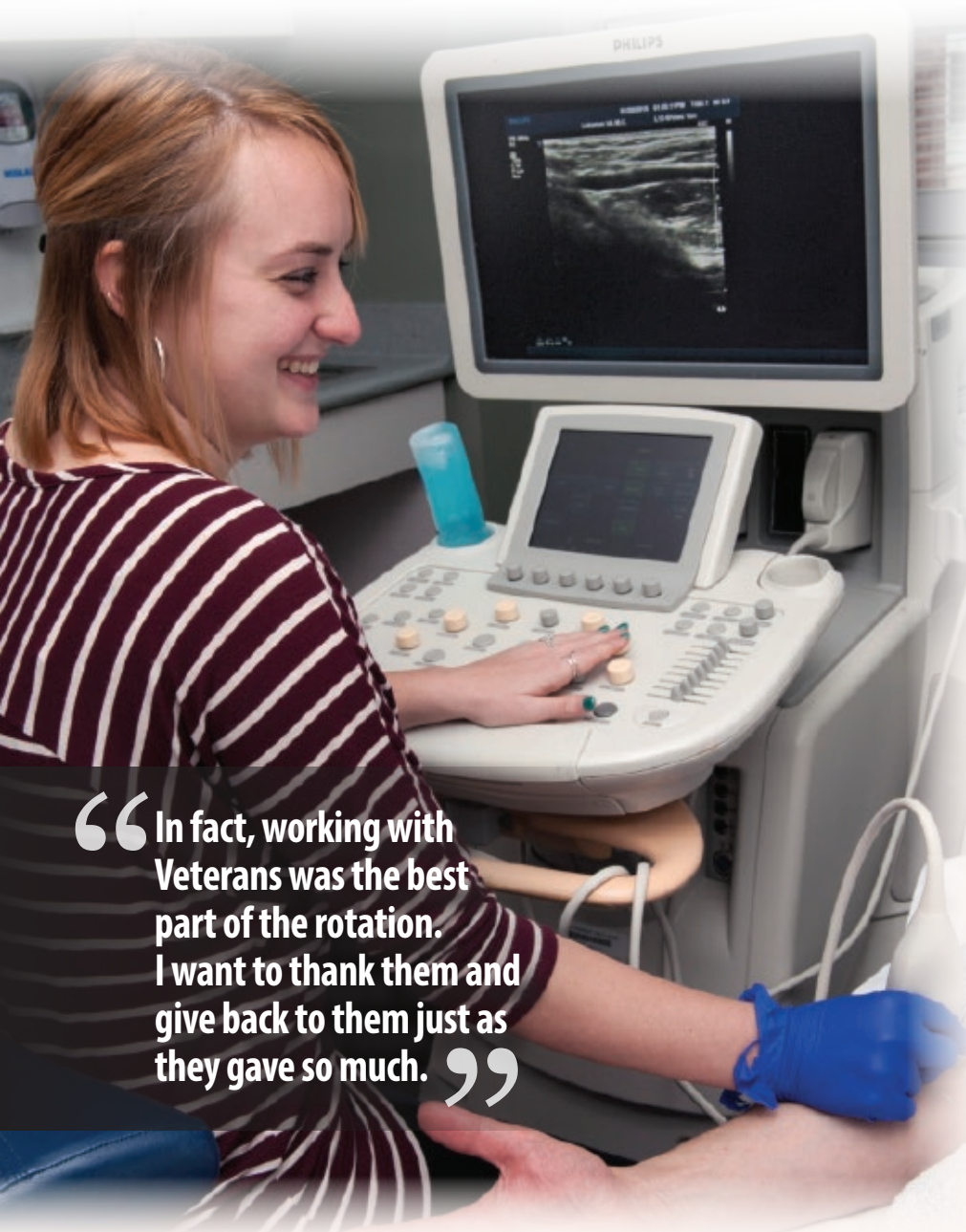
According to the cliché, “the apple does not fall far from the tree” and for Registered Diagnostic Medical Sonographer **Christi Achey** that certainly proves to be true. With a mother who works in the VA North East Consolidated Patient Account Center, located on the campus of the Lebanon VA Medical Center and close relatives who fought in Vietnam and Iraq, the choice for her third semester of clinical rotations was easy – she wanted the Lebanon VA. **“I chose Lebanon for a variety of reasons,”** states the

2012 Wilson High School graduate, “its reputation, location and mission were all important factors for me. We are given a lot of choices about where we can go for our final clinical rotations. I wanted to go somewhere where I could get the one-on-one training and mentoring that I believe is necessary in my field. I also wanted to go to Lebanon to work with Veterans. In fact, working with Veterans was the best part of the rotation.

I want to thank them and give back to them just as they gave so much. I think they deserve more than they get. And I certainly got more from them than I could have ever imagined. Dealing with the women and men who get treatment at VA, hearing their stories and the things they had to endure during their time in the service, it was truly inspirational.”

After completing the grueling 2 year program with a mixture of classroom and clinical work at Lackawanna College, Christi passed her boards and received her Associate's Degree in Scientific Diagnostic Medical Sonography. Asked if she made the right choice in coming to VA as a student, the energetic young woman responds without hesitation, “Yes. Absolutely! I wish I could work here. I wish the rotation was longer. The staff was fantastic. They are great teachers. They never made me feel intimidated or that I wasn't as smart as them. They

demanded a lot from me – not to be mean, but to make sure I am the best I can be. The radiologists all took the time to explain things completely. They were very patient and helpful. If you want to truly learn, have variety, and still have fun, VA is the place to be. Expect to work long and hard but you'll be better for it. And you will hear some great stories from the men and women who protected our freedom.”



“In fact, working with Veterans was the best part of the rotation. I want to thank them and give back to them just as they gave so much.”

My VA—An Employee's Story

Listening to the excitement and pride in **Michele Margut's** voice as she talks about her work, one is immediately struck by her conviction and sincerity. Michele is passionate about customer service, problem solving, and getting the job done right. She's also exactly where she wants to be. She puts it this way, "I have a pharmacist's dream job in a great environment with incredible peers and leaders. The VA model does it right."

The California native received her Doctorate in Pharmacy from the University of Pittsburgh. She also met her husband, a native of south central Pennsylvania, there. When they completed school, they made Lebanon their home. Michele worked for a major hospital but didn't feel the leadership was family friendly or that she was reaching her full potential as a pharmacist. When a position opened at Lebanon VA Medical Center, she leaped at the opportunity and hasn't looked back. "I have friends from pharmacy school," she states, "who can only dream of doing some of the things VA permits pharmacists to do. We function at the highest level of our scope of practice."

For Michele, who works with some of the Patient Aligned Care Teams (PACT), no 2 days are the same and there's never a dull moment. "I really enjoy what I do. I love working with Veterans and their families so they understand exactly why they are using some of the medicines they are prescribed. I find it challenging to research the answers to the complex questions physicians often ask, and I take delight from assisting the nurses and reducing their load when I can. Some days I work with groups and on other days, I am spending time one-on-one with Veterans or family members. When I am able to intercede and truly make a difference for someone, there's an amazing sense of professional and personal gratification that comes with that. I wouldn't trade what I do for anything."

As she begins her second decade of service to the Nation's Veterans, Michele concludes, **"I chose VA for the mission, the professional gratification, and the personal satisfaction. Just like many of my fellow employees, it was the right choice for me."**



My VA—A Family's Story

Walter Wentzel witnessed the assault on the beaches of Normandy as a sailor. It was an experience he tried to put behind him. Later, he served on the USS Coral Sea. Like many of his fellow greatest generation Veterans, he didn't want to talk about it much. He just wanted to be a productive member of society and a good husband, father, and grandfather. He accomplished all of those missions and when it became clear that his days were waning, the aged Veteran claimed his rightful benefits and entered the third floor short term stay at Lebanon VA Medical Center. There he met Rachel Causak, MD and the nursing staff who would fill his final days with joy, peace, love, and one big wonderful surprise.

Walter, a father of four, had always been very close to all of his eight grandchildren. When his granddaughter Megan, an elementary school teacher, got married, Walter couldn't attend the ceremony because of his declining health but Dr. Causak had an idea, "would the family permit her to stream the service to the bed ridden Veteran?" The answer from Walter's wife Joan and the rest of the family was a resounding, "Yes!" So arrangements were made at the church and VA.

The ever-compassionate hospitalist, who has a reputation for patient-centered care, empathetic listening, and the relentless pursuit of excellence brought her daughter's pink iPad into the enlisted Veteran's room and streamed the ceremony for him. When the minister referenced Walter during the service Walter said, "that's me they're talking about," grinning from ear to ear. He got to witness the whole ceremony which brought him great joy.

But the best part of the day was yet to come.

After the ceremony, Megan and her husband Matt brought their chauffeured trolley filled with

the wedding party to the VA and went upstairs to see grandpa. "I will never forget the look on his face," says the young elementary school teacher, "he had no idea. He was so surprised and so happy. I can't thank Dr. Rachel and the rest of the staff for everything they did for us and my grandpa." Walter's wife agrees, "He loved all those nurses and the doctor. They really took great care of him. We could not have been treated better." And when the grandmother and granddaughter are asked if Walter made the right choice in coming to Lebanon VA Medical Center, they are quick to answer, **"Yes, VA was the best choice for him and it was also a great choice for us."**



Growing with You... the Berks Community Based Outpatient Clinic is Relocating and Expanding.
You Said It. We Heard It. Our Staff Is Making It Happen.

The Berks county CBOC will relocate to:
 Ridge View Veterans Clinic
 2772 Century Blvd., Suite 120
 Reading, PA 19610



LEBANON VA MEDICAL CENTER

1700 South Lincoln Avenue
Lebanon, Pennsylvania 17042

717-272-6621

800-409-8771

www.lebanon.va.gov

*The Best Care Anywhere...
The Best Employees Anywhere*



www.facebook.com/VALebanon



www.twitter.com/VALebanon



My Life, My Choice, My VA

Am I a Veteran?

YOU MIGHT BE SURPRISED how many times we are asked this question. There are 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!

Returning Veterans

If you are a recently discharged Veteran with service in a theater of combat operations (*OEF/OIF/OND—Operation Enduring Freedom, Operation Iraqi Freedom, Operation New Dawn*), 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.

Call 1-717-228-6000 or 1-800-409-8771, ext. 4560 or ext. 6000 to speak to one of our enrollment specialists!

Combat Veterans

Veterans, including activated Reservists and members of the National Guard, are eligible if they served on active duty in a theatre of combat operations after November 11, 1998, and have NOT been discharged under dishonorable conditions.

Documentation used to determine service in a theater of combat operations can include any of the following:

- Military service documentation that reflects service in a combat theatre, or
- Receipt of combat service medals, or
- Receipt of imminent danger or hostile fire pay or tax benefits.

Am I Eligible for Care?

ALL VETERANS ARE ELIGIBLE to apply for VA care. Our enrollment specialists review your military service record to determine your benefit eligibility. The results are sent to you in writing. You will be assigned to a priority group based on your specific eligibility status, income, and service information you provided on the 10-10EZ form. Your enrollment information is reviewed each year or whenever you have a life change. 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 disability condition.

Veterans enrolled in VA Healthcare meet the required standards of the Affordable Healthcare Act.



**VA
HEALTH
CARE**

Defining
EXCELLENCE
in the 21st Century