



**Choose VA**

# **Strategic Analytics for Improvement and Learning (SAIL) REPORT**

## **Clinical Quality**

## **Administrative Quality**

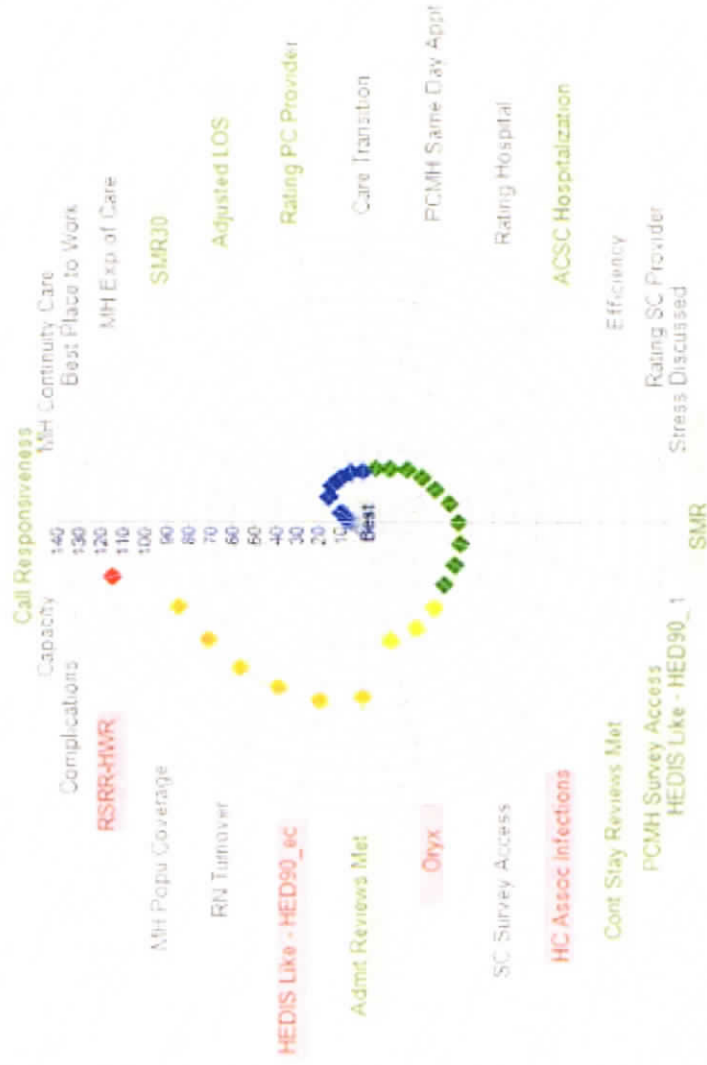
**VA**



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Lebanon VA Medical Center

# SAIL CLINICAL QUALITY OF CARE (n= 153 facilities)

Lebanon VAMC (FY2018Q2) (Metric)



## Current Summary:

- 5 STAR Rated (if released)
- 12<sup>th</sup> Best in the Nation
- 12 metrics improved
- 4 metrics declined

Marker color Blue - 1st quintile Green - 2nd Yellow - 3rd Orange - 4th Red - 5th quintile



VA

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# SAIL Comparison/Ranking Trust Scores

Trust VA Question	LEBANON	LEBANON OVERALL	VISN 4	NAT. AVG.
"I got the Service I needed" N=(567)	<b>93.8</b>	<b>91.9</b>	<b>86.9</b>	<b>81.7</b>
"Easy to get the service I needed" N=(565)	<b>90.7</b>	<b>88.5</b>	<b>80.9</b>	<b>73.8</b>
"Felt like a valued customer" N=(568)	<b>93.0</b>	<b>89.7</b>	<b>82.5</b>	<b>75.9</b>
"Trust the VA to fulfill its commitment to Vets" N=(569)	<b>91.9</b>	<b>85.9</b>	<b>80.7</b>	<b>72.4</b>



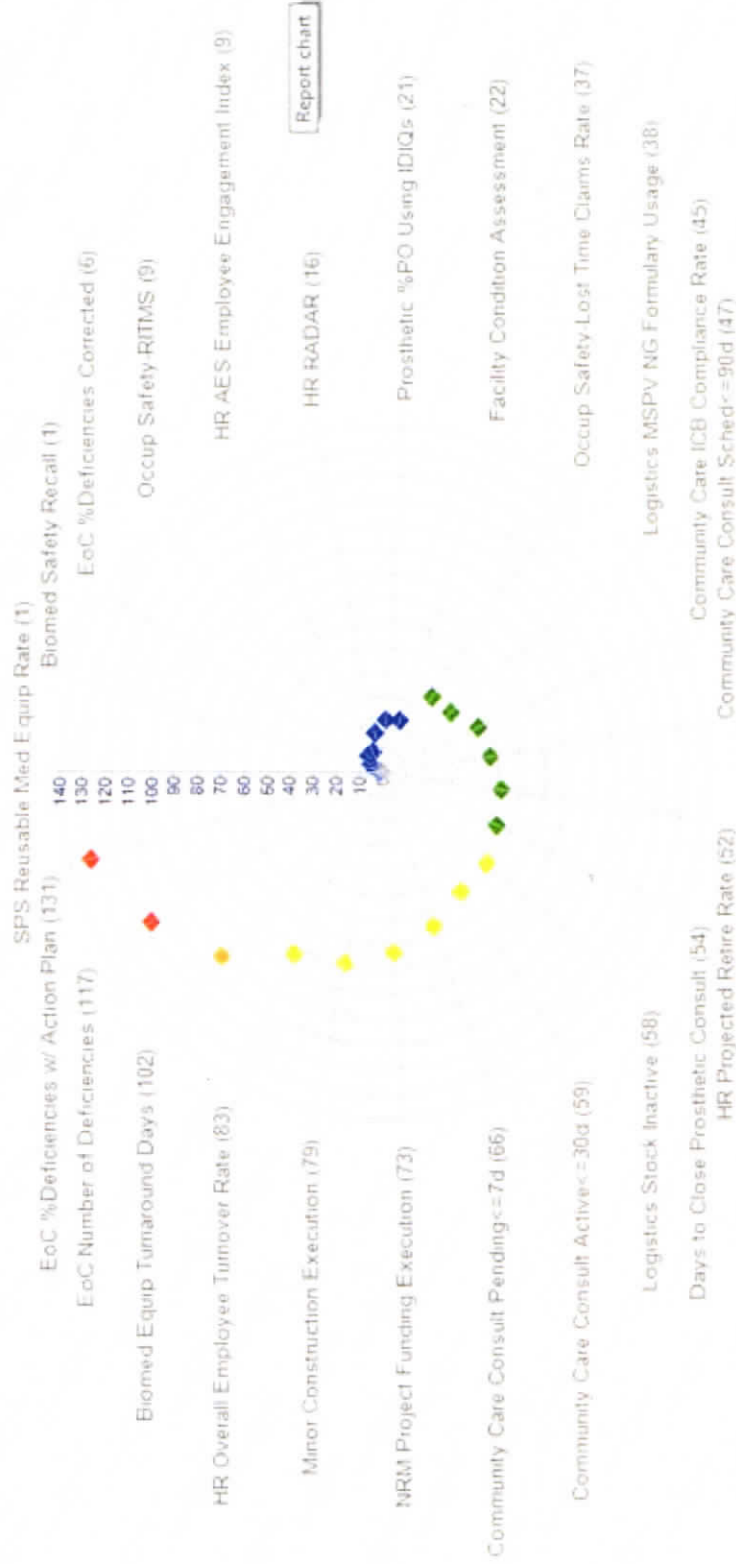
**VA**

U.S. Department of Veterans Affairs  
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Lebanon VA Medical Center

# SAIL Administrative Quality (23 metrics n= 153 facilities)

Current Summary:  
5 Star  
3<sup>rd</sup> Best in Nation, if released

Lebanon VAMC (FY2018Q2) (Metric)



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