



U.S. Department of Veterans Affairs COVID-19 Pandemic Response

Weekly Report: November 10–16, 2020

"Americans are coming together to fight COVID-19 in ways they haven't joined together since World War II, and VA is providing vital services to both Veterans and non-Veterans as part of this fight."

VA Secretary Robert Wilkie



VETERAN CARE

VA has tested **947,868** Veterans & employees for COVID-19

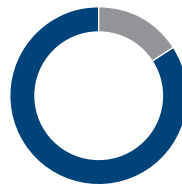
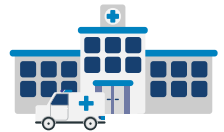
VA has diagnosed **79,162** Veterans with COVID-19

9.21m patients currently enrolled in VA health care

15,909 COVID-19 patients admitted to VA facilities

» **855** current COVID-19 inpatients

» **64,819** COVID-19 patients have reached convalescence



397,400 total VA employees

● **59,095** total VHA new hires*

● **11,136** registered nurses & nurse practitioners*

*from Mar. 29–Oct. 27.

VIRTUAL CARE

178,932 weekly home or off-site telehealth visits (Nov. 1–7)

1,472.8% increase in home or off-site telehealth visits (Mar. 1–Nov. 7)



451,831 prescription refill requests placed (Nov. 8–14)

265,171 secure messages exchanged (Nov. 8–14)

3,469,315 authenticated patients (as of Oct. 2020)

MEDIA OUTREACH

VA has published **66** news releases related to COVID-19

"VA releases 2020 National Veteran Suicide Prevention Annual Report"

"VA recruiting volunteers for COVID-19 clinical trials"

Secretary Wilkie has participated in 259 media opportunities related to VA's response to COVID-19

760 good news stories published

WXYZ Detroit (Nov. 10, 2020)

"Local Veteran who beat COVID-19 twice is also a survivor of polio"

KUTV (Nov. 10, 2020)

"Give back to those who served this Veterans Day"

Media Outreach figures are from Feb.–Nov.

VETERAN OUTREACH

From Nov. 9–15:

» [VA.gov](https://www.va.gov) had **3,872,492** visitors

» [VA.gov/Coronavirus](https://www.va.gov/Coronavirus) had **6,739** visitors

» [VA.gov/Coronavirus-chatbot](https://www.va.gov/Coronavirus-chatbot) had **2,890** visitors

All figures are as of Nov. 16, 2020, unless otherwise noted.

VETERAN ENGAGEMENT

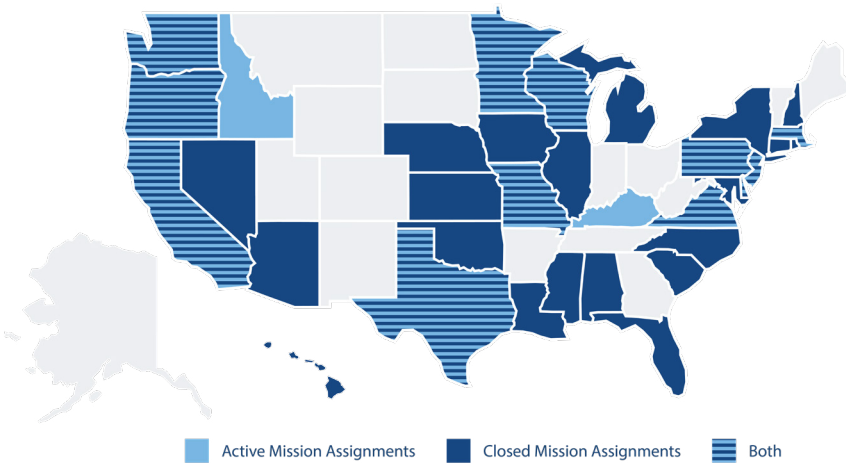
59,874 COVID-19 related calls made to VA 411 & the White House VA Hotline

43,896 calls made to VA's COVID-19 Frequently Asked Questions Hotline: 844-698-2411

Veteran Engagement figures are as of Nov. 15.

FOURTH MISSION

Supporting state & local health care systems



346 COVID-19 non-Veteran patients in **14** states

» States supported: TX, OR, WA, NJ, NY, FL, MI, IL, LA, UT, CA, AZ, NM, MN

266 non-Veteran patients discharged

2,143 VA staff members supporting non-VA facilities

Provided **892,150** total pieces of personal protective equipment*, including:

- » **213,690+** masks
- » **545,170+** gloves



21,000+ masks provided to IL State Veterans Homes*

77,775 tests processed on behalf of states*

1,126 Veterans admitted to care from State Veterans Homes (as of Nov. 11)

200 tests processed weekly for San Francisco area State Veterans Homes*

**Fourth Mission figures are as of Nov. 12.*

VETERANS BENEFITS ADMINISTRATION (VBA)

21,954 calls received at VBA National Call Center related to COVID-19

111,581 VA Video Connect appointments conducted for VA benefits

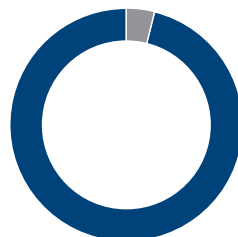
4,924,613 Veterans in **50** states & **7** VSOs reached through **101** tele-town halls held to discuss Blue Water Navy, VBBP, & Solid Start Programs

VBA figures are from Mar. 16–Nov. 13, unless otherwise noted.

BOARD OF VETERANS' APPEALS (BVA)

From Mar. 23–Nov. 17, BVA has

- » Held **5,934** virtual hearings
- » Issued **65,853** decisions

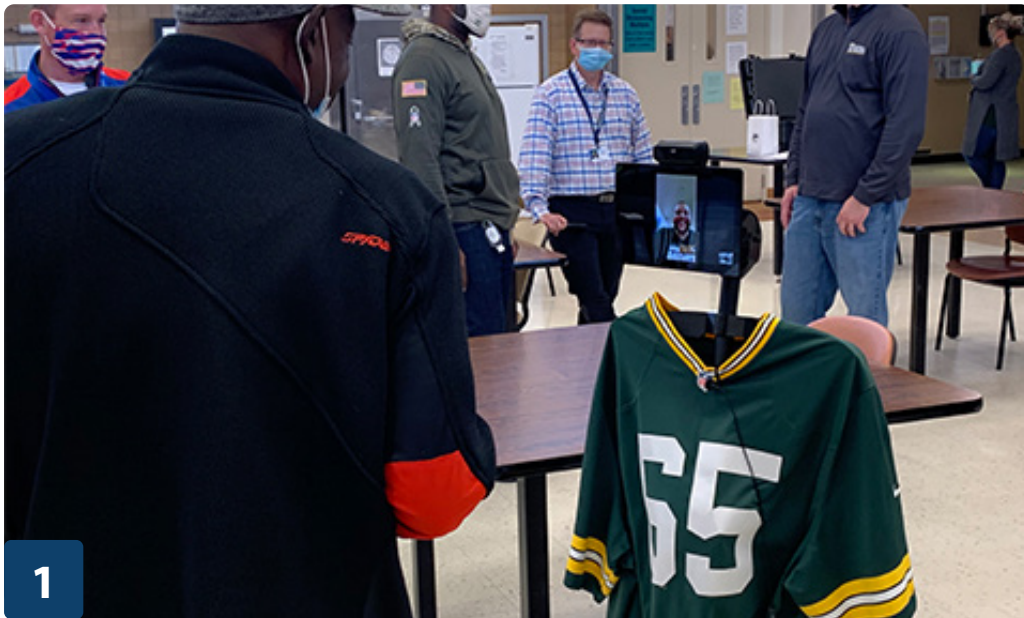


89,166 total Veteran internments (from Mar. 9–Nov. 16)

- **3,686** COVID-19 related internments
- **85,480** other internments

8,600 Veteran Legacy Memorial posts (va.gov/remember), a **27%** increase since Nov. 1

All figures are as of Nov. 16, 2020, unless otherwise noted.



1

1) Packers use robots to visit Veterans

When COVID-19 pandemic restrictions prevented Green Bay Packers players from visiting with Veterans in the domiciliary at the Milwaukee VAMC, they dispatched robots carrying iPads to make the connection.

[Read the full story.](#)

2) Adaptive sports program helps Veterans stay connected through outdoor recreation

The Veterans Adaptive Sports & Training program in New Gloucester, ME helps Veterans stay connected during COVID-19 through outdoor recreation. The program is run by Veteran & Olympic skier Kristina Sabasteanski.

[Read the full story.](#)



2



3



5

3) Safe dental care at Charleston VAMC

The Charleston VAMC was one of the first VA dental services in the country to bring back dental care by using advanced equipment to keep Veterans safe during COVID-19. Today, the dental service is operating at 75% pre-COVID capacity.

[Read the full story.](#)

4) The VA blazes the trail to fix medical supply chains with point-of-care 3D printing

Even before COVID-19, VA was working to develop its 3D printing network to manufacture medical supplies. When the pandemic hit, VA was ready to use 3D printing to make needed PPE.

[Read the full story.](#)



6

5) Philadelphia VA cross trains over 350 nurses

The Philadelphia VAMC has cross-trained 350+ nurses to use their skills & experience more effectively during the COVID-19 pandemic. Nurses have been reassigned to screening, occupational health, acute care & the CLC.

[Read the full story.](#)

6) Homeless Vets tested for COVID-19 & get flu shots

A team from Las Vegas VA visited locations throughout downtown Las Vegas to test homeless & formerly homeless Veterans for COVID-19 & provide free flu shots. The event allowed Veterans to get tested without having to leave their temporary housing.

[Read the full story.](#)

VA's COVID-19 Frequently Asked Questions Hotline: 844-698-2311

Veterans Crisis Line: 800-273-8255 & Press 1

VA 411: 844-698-2311

Call your VA medical center ([VA.gov/find-locations](#)) before visiting. This helps us protect you, other Veterans & medical staff.

[VA.gov/Coronavirus](#)

[VA Coronavirus: FAQs page](#)

Download your VA Welcome Kit: [VA.gov/welcome-kit](#)

Sign up for weekly VA email updates at: [VA.gov/VetResources](#)

VA



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