



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

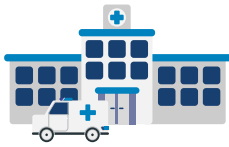
Weekly Report: November 24–30, 2020

"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 diagnosed
97,942 Veterans
with COVID-19



9.21m patients
currently enrolled
in VA health care

18,529 COVID-19 patients
admitted to VA facilities

» **1,055** current COVID-19 inpatients

78,537 COVID-19
patients have reached
convalescence

TESTING

**VA has tested 1,021,895 Veterans
& employees for COVID-19**

77,880
tests processed on
behalf of states (as of Nov. 18)



VIRTUAL CARE

196,116 weekly home or off-site
telehealth visits (Nov. 15–21)



1,653%
increase in home or off-site
telehealth visits (Mar. 1–Nov. 21)

*Virtual Care figures are from Nov. 22–28.



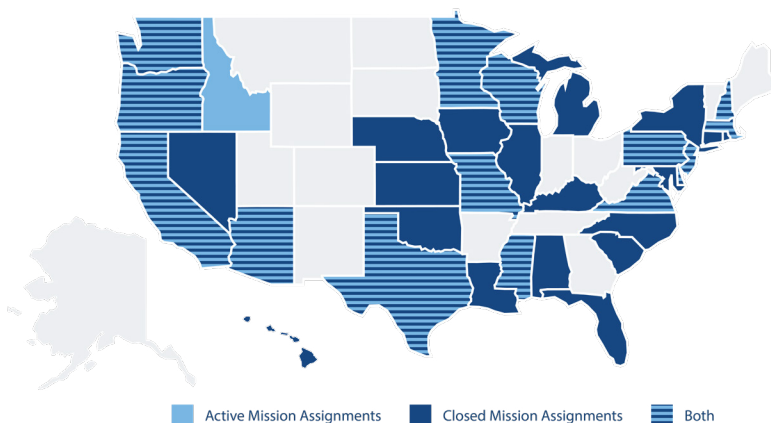
211,971 secure
messages exchanged*

413,855 prescription refill requests placed*

3,496,839 authenticated patients (as of Oct. 2020)

FOURTH MISSION

Supporting state & local health care systems



272 non-Veteran patients
discharged home

2,143 VA staff members
supporting non-VA facilities*

1,169 Veterans admitted to care from
State Veterans Homes* (as of Nov. 24)

20 ventilators
loaned to LA
hospitals

30 VA nurses who
supported PA State
Veterans Homes

Provided **908,380** total pieces of personal
protective equipment (PPE)*, including:

213,774+ masks



555,170+ gloves



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

*Fourth Mission figures are as of Nov. 18.

All figures are as of Nov. 30, 2020, unless otherwise noted.

VETERAN OUTREACH

VA.gov had **2,849,563** visitors

VA.gov/Coronavirus had **6,976** visitors

VA.gov/Coronavirus-chatbot had **4,140** visitors

Veteran Outreach figures are from Nov. 23–29.

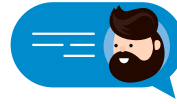


VETERAN ENGAGEMENT

65,509 COVID-19 related calls made to VA 411 & the White House VA Hotline

46,978 calls made to VA's COVID-19 Frequently Asked Questions Hotline

Veteran Engagement figures are as of Nov. 29.



MEDIA OUTREACH

Secretary Wilkie has participated in **268** media opportunities related to VA's response to COVID-19 (as of Nov. 16)



KHQ (Nov. 25, 2020)

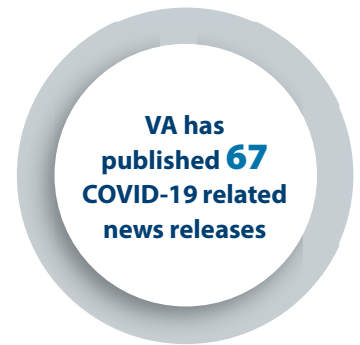
"Montana VA sees 840% growth in telehealth service 'VA Video Connect'"

GJ Sentinel (Nov. 24, 2020)

"Hospitals have surge plans in place for more ICU beds"

Defense Media Network (Nov. 25, 2020)

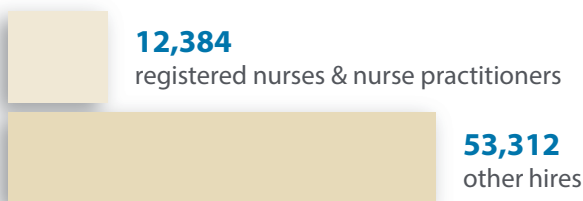
"VA telehealth responds rapidly to pandemic"



All figures in the Media Outreach section are from Feb.–Nov.

STAFFING

65,696 total VHA new hires (from Mar. 29–Nov. 17)



Staffing figures are from Oct. 1–Nov. 17.

BOARD OF VETERANS' APPEALS (BVA)

Held **6,525** virtual hearings

Issued **69,288** decisions

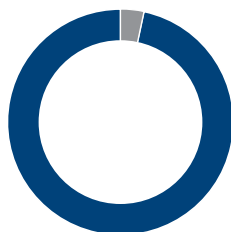


BVA figures are from Mar. 23–Nov. 30.

NATIONAL CEMETERY ADMINISTRATION

95,067 total Veteran interments (since Mar. 9)

- **3,386** COVID-19 related interments
- **91,681** other interments



8,885 Veteran Legacy Memorial posts (va.gov/remember)

All figures are as of Nov. 30, 2020, unless otherwise noted.

VETERANS BENEFITS ADMINISTRATION (VBA)

22,083 calls received at VBA National Call Center related to COVID-19*

116,459 VA Video Connect appointments conducted for VA benefits



5,379,462 Veterans in **50** states & **7** VSOs reached through **106** tele-town halls held to discuss Blue Water Navy, VBBP, & Solid Start Programs*

*VBA figures are from Mar. 16–Nov. 30.



1



2



3



4



5



6

1) Giving Thanks

VA Boston Healthcare System staff & volunteers distributed 400+ Thanksgiving meals to local Veterans in collaboration with the Salvation Army. The distribution team followed COVID-19 safety guidelines & wore PPE to ensure all food was distributed safely.

[Read the full story.](#)

3) VA clinics respond to pandemic

MI VA clinics are providing telehealth services to Veterans who don't need in-person care & are requiring masks when they're on-site. "We're still taking care of Veterans & we're doing it in a way that [gives] them the attention they need & keeps them safe," said Dr. Michael Deaton.

[Read the full story.](#)

5) SC nurse goes to MT to help front lines of COVID-19 spike

Earlier this year, MT sent nurses across the country to help areas hard hit by COVID-19 & now other states are returning the favor. VA nurse Jennifer Price is 1 of 20 nurses deployed through the VA DEMPS Program to help with a spike in cases at the MT VAMC.

[Read the full story.](#)

2) Lebanon VAMC opens new sterile processing service facility

Lebanon VAMC opened its new sterile processing service (SPS) facility. At VA facilities, the SPS ensures instruments are properly sterilized—especially critical during COVID-19. The \$2.4M SPS is nearly 2,000 sq. ft. larger than the previous one & has more advanced technology.

[Read the full story.](#)

4) San Francisco VAMC opens new Veterans Experience Center

Veterans visiting the San Francisco VAMC can enjoy the comfort & convenience of a brand-new Veterans Experience Center. The center is designed to provide ample lounge space—perfect for keeping physical distance & reducing risk of COVID-19 exposure.

[Read the full story.](#)

6) VA & Army collaborate in response to COVID-19

El Paso VA Health Care System is collaborating with William Beaumont Army Medical Center to open a 16-bed mobile intensive care ward on the their shared campus. Individual units arrive on tractor trailers then open & extend on 2 sides, allowing each unit to join the next.

[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



U.S. Department
of Veterans Affairs