



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

Weekly Report: August 25–31, 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 **605,153** Veterans & employees for COVID-19



VA has diagnosed **52,053** Veterans with COVID-19



**9.21M** patients currently enrolled in VA health care



**10,040** COVID-19 patients admitted to VA facilities

- » **358** current COVID-19 inpatients
- » **39,536** COVID-19 patients have reached convalescence



**397,400** total VA employees

- » From Mar. 29–Aug. 24, VHA has onboarded **40,755** new hires, including **7,610** registered nurses & nurse practitioners

## VIRTUAL CARE

**167,700** weekly telehealth to home or off-site visits (from Aug. 16–22)



**1,398%** increase in home or off-site telehealth visits (from Mar. 1–Aug. 22)

**427,216** prescription refill requests placed (Aug. 23–29)

**270,809** secure messages exchanged (Aug. 23–29)

**3,421,039** authenticated patients (as of July 2020)

## MEDIA OUTREACH

VA has published **53** news releases related to COVID-19

"VA announces new clinical trial for Veterans with COVID-19"

"VA's digital COVID-19 screening for Veterans, employees, aids in low infection rate"

Secretary Wilkie has participated in **168** media opportunities

**400** good news stories published

Fox 8 (Aug. 28, 2020)

"Cleveland VA Medical Center wants volunteers for coronavirus vaccine study"

WBTV (Aug. 28, 2020)

"Salisbury VA Health Care System adds research study for Veterans with COVID-19"

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

## VETERAN OUTREACH

VA has sent **4** batches of text messages (VEText), resulting in **32.2M** total texts

From Aug. 25–31:

- » VA.gov had **2,724,173** visitors
- » VA.gov/Coronavirus had **10,161** visitors
- » VA.gov/Coronavirus-chatbot had **82,240** visitors

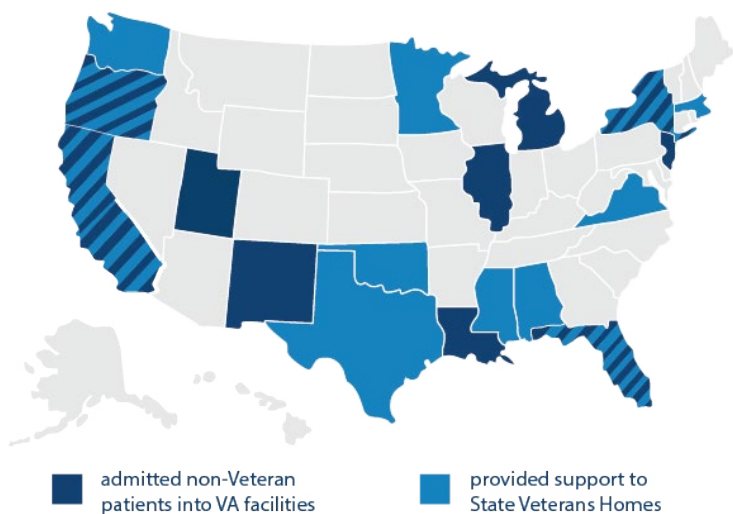
All figures are as of Aug. 31, 2020, unless otherwise noted.

## VETERAN ENGAGEMENT

**43,624** COVID-19 related calls made to VA311 & the White House VA Hotline

**29,807** calls made to VA's COVID-19 Frequently Asked Questions Hotline: 844-698-2311

## SUPPORT TO STATES & OTHER AGENCIES



### 343 COVID-19 non-Veteran patients in 11 states

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

### 262 non-Veteran patients discharged home

**120+** Veterans from **12** State Veterans Homes admitted for care in VHA facilities

» States supported: MA, NY, VA, AL, FL, MS, TX, OK, WA, OR, CA, MN

VHAs mobile Vet Center has provided outreach & counseling in **12** states

» States supported: NY, OR, PA, SD, CO, TX, CA, LA, IL, WA, FL, AZ

**1,761** VA staff members supporting non-VA facilities

Provided to State Veterans Homes:

- » IA: **100** reusable gowns
- » MN: **25** COVID-19 collection kits
- » NJ: **162** nurses to support operations

Provided up to **30** beds to patients in Portland, OR

Distributed **100** masks to tribal Veterans between the Cheyenne & Standing Rock Reservations

## SUPPORT TO NON-VA NURSING HOMES

Providing support to **81** nursing homes in FL with **207** nurses & certified nursing assistants caring for an estimated **8,771** patients

Admitted **12** Veteran patients from community nursing homes

» States supported: RI, CA



## VETERANS BENEFITS ADMINISTRATION (VBA)

**21,326** calls received at VBA National Call Center related to COVID-19 (since Mar.1)

**82,064** VA Video Connect appointments conducted for VA benefits

**2,242,951** Veterans in **43** states & **3** VSOs reached through **58** tele-town halls held to discuss Blue Water Navy, VBBP, & Solid Start Programs (since Mar. 1)

## BOARD OF VETERANS' APPEALS

Since Mar. 23, the Board of Veterans' Appeals has

- » Held **3,319** virtual hearings
- » Issued **46,669** decisions



## NATIONAL CEMETERY ADMINISTRATION

**3,023** COVID-19 related Veteran interments

- » **58,443** interments (since Mar. 9)
- » **6,575** Veteran tributes

All figures are as of Aug. 31, 2020, unless otherwise noted.

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

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

VA311: 844-698-2311

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

[VA.gov/Coronavirus](https://www.va.gov/Coronavirus)

VA Coronavirus: FAQs page

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

Sign-up for weekly VA e-mail updates at: [VA.gov/VetResources](https://www.va.gov/VetResources)

VA



U.S. Department of Veterans Affairs