



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

Weekly Report: December 29–January 4, 2021

"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
140,796 Veterans
with COVID-19



9.21m patients
currently enrolled
in VA health care

23,494 COVID-19 patients
admitted to VA facilities (as of Dec. 28)
» **1,497** current COVID-19 inpatients

124,144 COVID-19
patients now in
convalescence

VACCINE & TESTING



146,000+
vaccine doses administered
(from Dec. 14–Jan. 4)

1,186,397
unique people tested



79,554 tests processed for states (as of Dec. 30)

VIRTUAL CARE

108,778 weekly home or off-site
telehealth visits (Dec. 20–26)



872%
increase in home or off-site
telehealth visits (Mar. 1–Dec. 26)

*Virtual Care figures are from Dec. 27–Jan. 2.



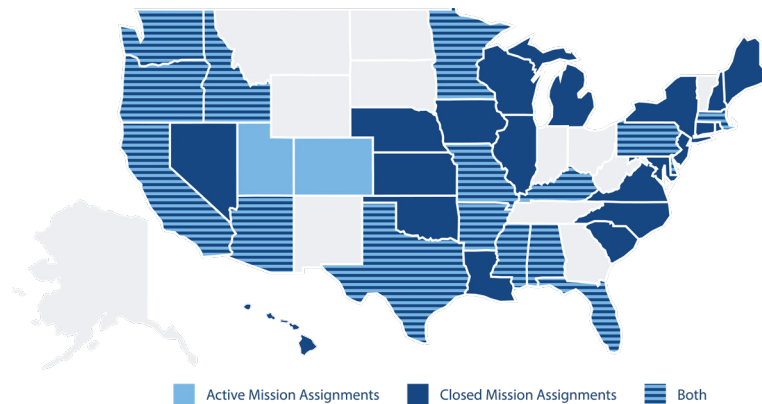
258,285 secure
messages exchanged*

475,012 prescription refill requests placed*

3,521,661 authenticated patients (as of Nov. 2020)

FOURTH MISSION

Supporting state & local health care systems



1,396 Veterans admitted to
care from State Veterans Homes*

10 VA nurses
supporting
Erie soldiers &
sailors' home*

1,000 masks distributed
to Standing Rock &
Cheyenne Reservations*

335 non-Veteran
patients discharged
home (as of Jan. 5)

2,307 VA staff members
supporting non-VA
facilities (as of Dec. 30)

Provided **920,122** total pieces of personal
protective equipment (PPE)*, including:

221,094 masks



556,970 gloves



459 COVID-19 non-Veteran patients in **15** states
(as of Jan. 5)

*Fourth Mission figures are as of Dec. 28.

All figures are as of Jan. 4, 2021, unless otherwise noted.

VETERAN OUTREACH

VA.gov had **2,926,033** visitors

VA.gov/Coronavirus had **12,881** visitors

VA.gov/Coronavirus-chatbot had **7,720** visitors

Veteran Outreach figures are from Dec. 28–Jan. 3.

VETERAN ENGAGEMENT

87,838 COVID-19 related calls made to VA 411 & the White House VA Hotline

61,777 calls made to VA's COVID-19 Frequently Asked Questions Hotline

Veteran Engagement figures are as of Jan. 3.

MEDIA OUTREACH

Secretary Wilkie has participated in **275** media opportunities related to VA's response to COVID-19

1,200
good news
stories published

The Fayetteville Observer (Dec. 29, 2020)

"What does the COVID-19 vaccine plan look like at the Fayetteville Veterans Affairs?"

PennLive (Dec. 30, 2020)

"Veterans 75 & older can sign up for COVID-19 vaccine at Lebanon VA Medical Center"

Government Executive (Jan. 4, 2021)

"Federal agencies have distributed 200k COVID-19 vaccine doses so far"

VA has
published **72**
COVID-19 related
news releases

"VA administers over 55,000 COVID-19 vaccine doses in two weeks"

All figures in the Media Outreach section are from Feb. 2020–Jan. 2021

STAFFING

72,287 total VHA new hires

13,720
registered nurses & nurse practitioners

58,567
other hires

Staffing figures are from Mar. 29–Dec. 17.

BOARD OF VETERANS' APPEALS (BVA)

Held **7,895**
virtual hearings

Issued **77,339**
decisions



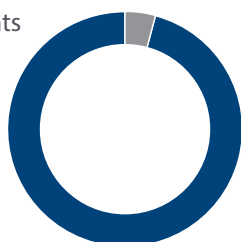
BVA figures are from Mar. 23–Jan. 3.

NATIONAL CEMETERY ADMINISTRATION

107,348 total Veteran interments (from Mar. 9–Jan. 4)

● **4,729** COVID-19 related interments

● **102,619** other interments



8,975 Veteran Legacy Memorial posts (va.gov/remember)

All figures are as of Jan. 4, 2021, unless otherwise noted.

VETERANS BENEFITS ADMINISTRATION (VBA)

22,513 calls received at VBA National Call Center related to COVID-19 (from Mar. 16–Dec. 31)

128,743 VA Video Connect appointments conducted for VA benefits*

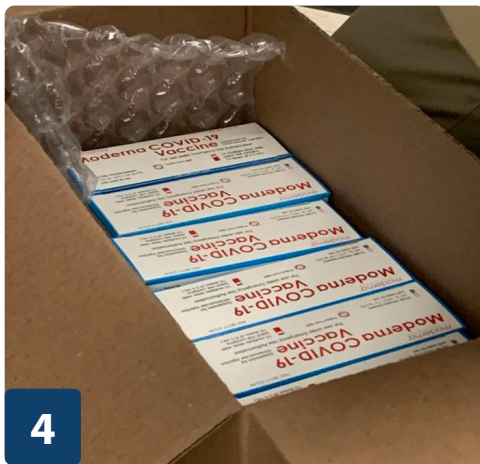


5,731,926 Veterans in **50** states & **7** VSOs reached through **110** tele-town halls held to discuss VBA's COVID-19 Response, Blue Water Navy, VBBP, & Solid Start Programs (from Mar. 16–Dec. 31)

*VBA figures as of Dec. 31.



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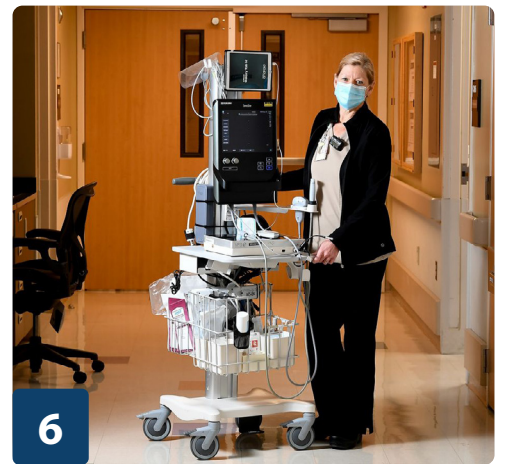
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1) VA Youth Volunteer of the Year 2020: "I'm here to help other people"

Serena Parmar was named "VA Youth Volunteer of the Year 2020" for her service of more than 400 hours at the Columbia VA, including during the COVID-19 pandemic.

[Read the full story.](#)

2) Holiday meals for Oklahoma "Veterans Without Families"

More than 60 Veterans were treated to a holiday meal & gifts during a drive-thru event at the Muskogee VA.

[Read the full story.](#)

3) Milwaukee VA ingenuity extends life of PPE

Milwaukee VA is keeping staff & patients safer by fabricating its own clear plastic lenses for controlled air purifying respirator helmets used in COVID-19 wards.

[Read the full story.](#)

4) Montana VA CLC residents receive Moderna vaccine

Residents of the Montana VA Miles City Community Living Center received their first doses of the Moderna COVID-19 vaccine.

[Read the full story.](#)

5) 90-year-old MA Veteran honored by 50+ car parade

Franklin, Massachusetts residents helped Navy Veteran Frank Liotta safely celebrate his 90th birthday with a parade of more than 50 cars.

[Read the full story.](#)

6) Nurse continues the fight at Spokane VA

Spokane VA nurses, like vascular access nurse Terry Fisher, show no signs of slowing down after 9 months on the front line treating COVID-19 patients.

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

VA



U.S. Department of Veterans Affairs

[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 email updates at: [VA.gov/VetResources](https://www.va.gov/VetResources)