



# US Department of Veterans Affairs COVID-19 Pandemic Response

## Weekly Report

May 19th - 25th, 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 **172,046** Veterans for COVID-19.

(As of 5/26/2020)



VA has **9.21M** total patients enrolled in VA health care.



**3,621** patients have been admitted to VA facilities for COVID-19 care (As of 5/26/20)

» **546** current inpatients with COVID-19 (As of 5/26/20)



VA has diagnosed **11,315** Veterans with COVID-19.

(As of 5/26/2020)



**8,659** patients with COVID-19 have reached convalescence. (As of 5/26/2020)



VA has **397,400** employees. (As of 5/26/2020)

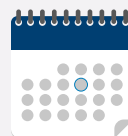
» VHA has onboarded **14,164** new hires since March 29, 2020.

» **2,775** new registered nurses hired.

### VIRTUAL CARE



**120,443** weekly telehealth video appointments. (As of 5/16/2020)



**1,000%** increase in appointments scheduled through virtual care manager since March 1. (As of 5/17/2020)



**414,000** prescription refill requests placed through MyHealtheVet. (As of 5/16/2020)



**228,000** Secure Messages exchanged through MyHealtheVet. (As of 5/16/2020)

### MEDIA OUTREACH



VA has published **28** news releases related to COVID-19 since February:



"VA lead facilities reintroduce health care services while ensuring safe environment"



"VA encourages donations to help homeless Veterans or those at risk of homelessness during COVID-19 pandemic"

VHA leadership has participated in **12** media opportunities, May 10<sup>th</sup>:



*Detroit Free Press (May 25, 2020)*

"A Different, But Still Essential, Memorial Day"



*Charlotte Observer (May 21, 2020)*

"Planning for the inevitable: How one nursing home stopped the COVID-19 spread"

### VETERAN OUTREACH



VA has sent **4** batches of text messages (VEText) to VA customers, resulting in **32.2M** total texts with COVID news & resources, including virtual mental health.



VA.gov has had **2,248,990** visitors. (May 19th-25th)





VA.gov/Coronavirus has had **18,801** visitors (May 19th-25th).



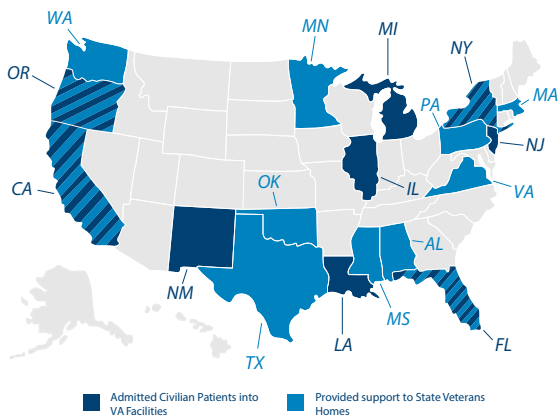
VA.gov Coronavirus Chatbot (<https://www.va.gov/coronavirus-chatbot/>) has been used **14,980** times. (May 19th-25th)

## VETERAN ENGAGEMENT

 **14,050** COVID-19 related calls have been made to VA311 and the White House VA Hotline. (May 19th-25th)

 **10,247** calls have been made to VA's COVID-19 Frequently Asked Questions Hotline (844-698-2311). (May 19th-25th)

## SUPPORT TO STATES AND OTHER AGENCIES



Supporting **45** states and **3** territories




**249** COVID-19 non-Veteran patients (As of 5/26/2020)

» **9** States supported: NY, NJ, FL, LA, MI, IL, OR, CA, and NM





**175** non-Veteran patients have been discharged home. (As of 5/26/2020)


 **850+** VA employees are currently supporting non-VA facilities.

 **120** Veterans from **12** State Veteran homes have been admitted for care in VHA facilities.  
» States supported: MA, NY, VA, AL, FL, MS, TX, OK, WA, OR, CA, MN

 Providing up to **30** beds to patients in Portland, OR.

 Providing WA with testing and state Veteran home support.

 Little Rock has performed more than **1,200** tests for the Arkansas Department of Health as of 5/13

 Received **5** patients from the Indian Health Service in Gallop, NM to our Albuquerque Medical Center.

 Providing PPE decontamination in OR.



Providing **90** nurses to support two state Veterans homes in NJ.



Provided the IA State Veterans Home with **100** reusable gowns.



Provided the MN State Veterans Home with **25** COVID-19 collection kits.



Providing **20** ICU or Med Surg beds in Des Moines/Iowa City and up to **50** nurses in Marshalltown, IA



Providing **4** registered nurses and **5** nursing assistants at the Bill Nichols State Veterans Home in Alexander City, AL.





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

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

All figures listed in the section above are as of 05/26/2020

## SUPPORT TO CIVILIAN NURSING HOMES

 Admitted **12** Veteran patients from community nursing homes.  
» States supported: RI, CA

 Providing **20** staff to a nursing home in Spring City, PA



Providing support to **42** nursing homes in FL with **80** nurses and certified nursing assistants (CNAs).



Providing **15** nurses and CNAs to support a group home in RI.

All figures listed in the section above are as of 05/26/2020

## NATIONAL CEMETERY ADMINISTRATION



**1,610** total COVID-19 related Veteran interments (as of 05/25/2020)

» **21,412** total interments from May 9-25



**18,937** calls received at VBA National Call Center related to COVID-19 since March 1



**38,982** total VA Video Connect appointments conducted for VA benefits



**440,926** Veterans reached in 15 tele-town halls held in March, April and May in **15** states to discuss VA's COVID-19 response

## VETERANS BENEFITS ADMINISTRATION

## BOARD OF VETERANS' APPEALS



**636** virtual hearings have been conducted by the Veterans Appeals Board



**20,965** Veterans Appeals decisions have been made since March 23

Call your VA medical center ([VA.gov/find-locations](http://VA.gov/find-locations)) before going to a clinic, urgent care center, or emergency room. Calling first helps us protect you, other Veteran patients, and medical staff.

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

Veterans Crisis Line at 1-800-273-8255 and Press 1

VA311 (844-698-2311)

[VA.gov/Coronavirus](http://VA.gov/Coronavirus)

[VA Coronavirus FAQs page](http://VA.gov/Coronavirus-FAQs)

Download your VA Welcome Kit:

[VA.gov/welcome-kit/](http://VA.gov/welcome-kit/)

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

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