



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)

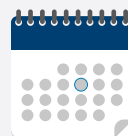
» VHA has onboarded **14,164** new hires since March 29, 2020.

» **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 10th:



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).



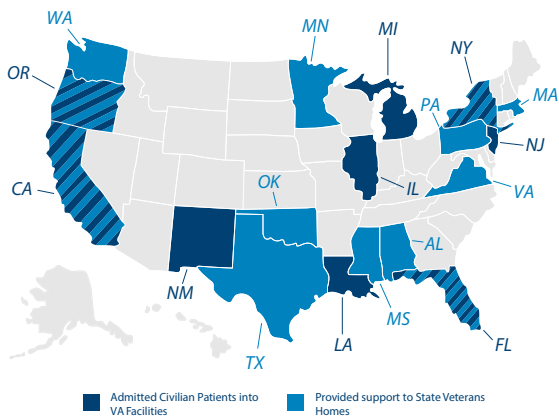
VA.gov Coronavirus Chatbot (<https://www.va.gov/coronavirus-chatbot/>) has been used **14,980** times. (May 19th-25th)

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) 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

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

Download your VA Welcome Kit:

VA.gov/welcome-kit/

Sign up for weekly VA e-mail updates at VA.gov/VetResources

VA



U.S. Department of Veterans Affairs