



# US Department of Veterans Affairs COVID-19 Pandemic Response

## Weekly Report

May 26 - June 1, 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 **195,093** Veterans and employees for COVID-19 (As of 6/2/2020)



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



**3,862** patients have been admitted to VA facilities for COVID-19 care (As of 6/2/2020)  
» **388** current inpatients with COVID-19



VA has diagnosed **12,235** Veterans with COVID-19 (As of 6/2/2020)



**9,727** patients with COVID-19 have reached convalescence (As of 6/2/2020)



VA has **397,400** employees (As of 6/1/2020)  
» VHA has onboarded **16,494** new hires since March 29, 2020  
» **3,410** new registered nurses hired

### VIRTUAL CARE



**123,000** weekly telehealth to home or off-site visits (5/17/2020 - 5/23/2020)



**1,025%** increase in telehealth to home or off-site visits since March 1 (As of 5/23/2020)



**409,000** prescription refill requests placed through My HealtheVet (As of 5/23/2020)



**231,000** Secure Messages exchanged through My HealtheVet (As of 5/23/2020)

### MEDIA OUTREACH



VA has published **30** news releases related to COVID-19 since February:

Secretary Wilkie has participated in **116** media opportunities since February



"VA conducts deep-dive study into effects of COVID-19 on Veterans"



"Gary Sinise Foundation donates meals to VA hospital staff during COVID-19 pandemic"



*Register Guard (May 26, 2020)*

"Roseburg VA nurse volunteers at struggling VA in one of the cities hardest hit by COVID-19"



*San Gabriel Valley Tribune (May 25, 2020)*

"Veteran Jerry Salas, the 'Miracle Man,' doesn't let coronavirus kill him"

### VETERAN OUTREACH



VA has sent **4** batches of text messages (VEText) to VA customers, resulting in **32.2M** total texts with COVID-19 news & resources, including virtual mental health (As of 6/1/2020)



VA.gov/Coronavirus has had **22,823** visitors (5/27/2020 - 6/1/2020)



VA.gov has had **2,418,620** visitors (5/27/2020 - 6/1/2020)



VA.gov Coronavirus Chatbot (<https://www.va.gov/coronavirus-chatbot/>) has been used **15,240** times (As of 6/1/2020)

## VETERAN ENGAGEMENT

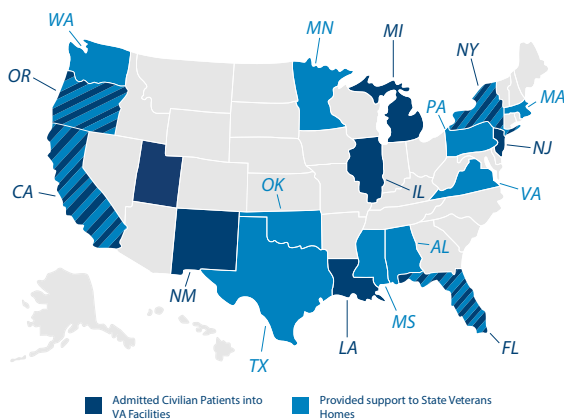


**15,088** COVID-19 related calls have been made to VA311 and the White House VA Hotline (As of 6/1/2020)



**11,235** calls have been made to VA's COVID-19 Frequently Asked Questions Hotline (844-698-2311) (As of 6/1/2020)

## SUPPORT TO STATES AND OTHER AGENCIES



Supporting **46** states & **1** District (DC)



**750+** 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



**264** COVID-19 non-Veteran patients (As of 6/2/2020)

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



**184** non-Veteran patients have been discharged home (As of 6/2/2020)



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 6/2/2020

## 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



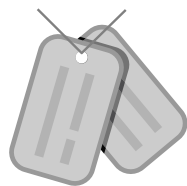
Providing support to **49** nursing homes in FL with **80** nurses and certified nursing assistants (CNAs)



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

All figures listed in the section above are as of 6/2/2020

## NATIONAL CEMETERY ADMINISTRATION



**1,725** total COVID-19 related Veteran interments (As of 6/1/2020)

» **22,588** total interments from March 9 - June 1

» **5,400** total Veteran tributes (as of 6/1/2020)



**18,822** calls received at VBA National Call Center related to COVID-19 since March 1 (As of 6/1/2020)



**43,458** total VA Video Connect appointments conducted for VA benefits (As of 6/1/2020)



**440,000** Veterans reached in tele-town halls held in March, April and May across **19** states to discuss VA's COVID-19 response (As of 6/1/2020)

## BOARD OF VETERANS' APPEALS



**828** virtual hearing have been held by the Board of Veterans' Appeals (As of 6/2/2020)



**22,499** decisions have been issued by the Board of Veterans' Appeals since March 23 (As of 6/2/2020)

Call your VA medical center ([VA.gov/find-locations](https://www.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](https://www.va.gov/Coronavirus)

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

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)



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