“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 87,617 Veterans with COVID-19

17,176 COVID-19 patients admitted to VA facilities
  » 944 current COVID-19 inpatients

9.21m patients currently enrolled in VA health care

70,694 COVID-19 patients have reached convalescence

148,035 weekly home or off-site telehealth visits (Nov. 8–14)

1,223% increase in home or off-site telehealth visits (Mar. 1–Nov. 14)

VIRTUAL CARE

VA has tested 989,636 Veterans & employees for COVID-19

77,880 tests processed on behalf of states (as of Nov. 18)

FOURTH MISSION

Supporting state & local health care systems

1,156 Veterans admitted to care from State Veterans Homes*

84 nurses & other clinical staff who supported MO State Veterans Homes*

10 UT nursing homes supported with PPE consultation & fit testing by Salt Lake City VA*

267 non-Veteran patients discharged home

2,143 VA staff members supporting non-VA facilities*

358 COVID-19 non-Veteran patients in 14 states

Provided 908,380 total pieces of personal protective equipment (PPE)*, including:

213,774+ masks

555,170+ gloves

*Fourth Mission figures are as of Nov. 18.
**VETERAN OUTREACH**

**VA.gov** had 3,785,389 visitors

**VA.gov/Coronavirus** had 8,913 visitors

**VA.gov/Coronavirus-chatbot** had 5,570 visitors

Veteran Outreach figures are from Nov. 16–22.

**VETERAN ENGAGEMENT**

62,912 COVID-19 related calls made to VA 411 & the White House VA Hotline

45,813 calls made to VA’s COVID-19 Frequently Asked Questions Hotline

Veteran Engagement figures are as of Nov. 22.

**MEDIA OUTREACH**

Secretary Wilkie has participated in 268 media opportunities related to VA’s response to COVID-19 (as of Nov. 16)

800+ good news stories published

- The American Legion (Nov. 18, 2020)
  “Pennsylvania’s District 12 continues support for VA patients”

- The Town-Crier (Nov. 19, 2020)
  “Red Cross partners with WPB VA on totes of hope for homeless Vets”

VA has published 67 COVID-19 related news releases

“VA, federal partners plan for COVID-19 vaccination distribution”

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

**STAFFING**

65,696 total VHA new hires

(from Mar. 29–Nov. 17)

12,384 registered nurses & nurse practitioners

53,312 other hires

Staffing figures are from Oct. 1–Nov. 17.

**BOARD OF VETERANS’ APPEALS (BVA)**

Held 6,350 virtual hearings

Issued 67,813 decisions

BVA figures are from Mar. 23–Nov. 20.

**NATIONAL CEMETERY ADMINISTRATION**

92,710 total Veteran interments

(since Mar. 9)

- 3,786 COVID-19 related interments
- 88,924 other interments

8,850 Veteran Legacy Memorial posts

(va.gov/remember)

All figures are as of Nov. 23, 2020, unless otherwise noted.

**VETERANS BENEFITS ADMINISTRATION (VBA)**

22,040 calls received at VBA National Call Center related to COVID-19*

114,870 VA Video Connect appointments conducted for VA benefits

5,259,144 Veterans in 50 states & 7 VSOs reached through 105 tele-town halls held to discuss Blue Water Navy, VBBP, & Solid Start Programs*

*VBA figures are from Mar. 16–Nov. 23.
GOOD NEWS STORIES

1) When COVID-19 vaccine comes, VA will be ready
Planning is underway to deliver a COVID-19 vaccine when one becomes available. VA is working with the CDC to develop a phased plan based on 5 core ethical pillars: safety, maximizing the benefit of the vaccine, equity, fairness & transparency. Read the full story.

2) All hands on deck: 11M pairs of gloves on way to VA hospitals
11M pairs of gloves are headed to VA hospitals & clinics around the country as part of an effort led by New Hampshire to secure PPE for front-line workers during the COVID-19 pandemic. Read the full story.

3) Milwaukee VA stays atop COVID-19 surge
While a surge of COVID-19 cases are flooding hospitals all over the country (especially in Wisconsin) the Milwaukee VAMC is staying atop the wave thanks to preparation & lessons learned in the spring. Read the full story.

4) Telehealth pilot program provides at-home care
A new cardiology telehealth pilot program at the Tampa VA lets VA health care teams monitor vital signs remotely from anywhere in the country, allowing heart surgery patients to remain at home, safe from potential exposure to COVID-19. Read the full story.

5) Five ways VA supports rural Veterans during COVID-19
During the COVID-19 pandemic, the challenges facing the nearly 5M Veterans who live rural communities leave them particularly vulnerable. VA is committed to providing high-quality health care to rural Veterans during the pandemic & beyond. Read the full story.

6) Cutting-edge COVID-19 testing system at Northport
Northport VAMC recently acquired a BioFire respiratory panel system to aid in the fight against the COVID-19 pandemic. The system provides quick COVID-19 test results, taking the wait down from 2 days to 1 hour. 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) before visiting. This helps us protect you, other Veterans & medical staff.

VA.gov/Coronavirus
VA Coronavirus: FAQs page
Download your VA Welcome Kit: VA.gov/welcome-kit
Sign up for weekly VA email updates at: VA.gov/VetResources