VETERAN CARE

VA has diagnosed 129,529 Veterans with COVID-19 (as of Dec. 27)

23,500 COVID-19 patients admitted to VA facilities
  » 1,380 current COVID-19 inpatients

9.21m patients currently enrolled in VA health care

114,093 COVID-19 patients now in convalescence

55,000+ vaccinations administered (from Dec. 14–27)

1,147,878 unique people tested (as of Dec. 23)

79,321 tests processed for states (as of Dec. 17)

VIRTUAL CARE

206,618 weekly home or off-site telehealth visits (Dec. 13–19)

1,747% increase in home or off-site telehealth visits (Mar. 1–Dec. 19)

205,990 secure messages exchanged*

376,643 prescription refill requests placed*

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

VACCINE & TESTING

452 COVID-19 non-Veteran patients in 14 states (as of Dec. 29)

452 COVID-19 non-Veteran patients in 14 states (as of Dec. 29)

325 non-Veteran patients discharged home (as of Dec. 29)

2,266 VA staff members supporting non-VA facilities*

30 hospital beds provided for non-Veterans in CO community hospitals*

11,000+ tests processed on behalf of FL*

Provided 911,750 total pieces of personal protective equipment (PPE)*, including:

213,834+ masks

557,170+ gloves

FOURTH MISSION

Supporting state & local health care systems

1,372 Veterans admitted to care from State Veterans Homes (as of Dec. 21)

1,372 Veterans admitted to care from State Veterans Homes (as of Dec. 21)

*Fourth Mission figures are as of Dec. 17.
**Veteran Engagement**

- **81,581** COVID-19 related calls made to VA 411 & the White House VA Hotline
- **56,027** calls made to VA’s COVID-19 Frequently Asked Questions Hotline

**Veteran Outreach** figures are from Dec. 21–27.

**Veteran Engagement** figures are as of Dec. 27.

---

**Media Outreach**

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

- **~1,160** good news stories published
- **KCTV 5 (Dec. 24, 2020)**
  - “Kansas City Veteran Affairs vaccinates 1,000 frontline workers”
- **Chicago Crusader (Dec. 28, 2020)**
  - “Volunteer service makes the difference at VA”
- **The Press of Atlantic City (Dec. 27, 2020)**
  - “Our view: Cape Veterans clinic crowns years improved care in South Jersey”

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

**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 **75,913** decisions

BVA figures are from Mar. 23–Dec. 28.

**National Cemetery Administration**

- **105,395** total Veteran interments (since Mar. 9)
  - **4,514** COVID-19 related interments
  - **100,881** other interments
- **8,950** Veteran Legacy Memorial posts (va.gov/remember)

All figures are as of Dec. 28, 2020, unless otherwise noted.

**Veterans Benefits Administration (VBA)**

- **22,363** calls received at VBA National Call Center related to COVID-19 (from Mar. 16–Dec. 25)
- **127,309** 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. 25)

*VBA figures as of Dec. 25.
1) Son gives father COVID-19 vaccine shot
A registered nurse at Milwaukee VA gave the COVID-19 vaccination to his father, a PT assistant who also works at the hospital.
Read the full story.

2) Charity ride on hold, food donations continue
Although this year’s Columbia VA Veteran Christmas Charity Ride was canceled due to COVID-19, local community members donated 320 holiday food baskets for Veterans in need.
Read the full story.

3) Alabama students prep presents for Veterans
Despite the challenges of COVID-19, Birmingham, AL elementary students donated & wrapped gifts for every patient at Birmingham VAMC, plus several in transitional housing.
Read the full story.

4) NYC bakery donates 2,700 meals to VA hospital
Butterfield Bakery in New York City donated 2,700 meals to frontline health care workers at VA NY Harbor HS in recognition of their hard work & dedication during COVID-19.
Read the full story.

5) Army takes on Navy at Amarillo VA
Army & Navy Veteran employees of Amarillo VA competed to bring in the most food donations. The winners were Veterans in need during COVID-19.
Read the full story.

6) Program helps Veterans connect with docs
The relaunched ATLAS program offers telehealth visits for Veterans during COVID-19 from sites such as Walmart stores & American Legion posts.
Read the full story.