



U.S. Department of Veterans Affairs COVID-19 Pandemic Response

Weekly Report: January 12–18, 2021



VETERAN CARE

VA has diagnosed
170,233 Veterans
with COVID-19



9.21m patients
currently enrolled
in VA health care

29,491 COVID-19 patients
admitted to VA facilities (as of Jan. 17)
» **1,508** current COVID-19 inpatients

144,659 COVID-19
patients now in
convalescence

VACCINE & TESTING



438,000+ people vaccinated
(at least one dose) (from Dec. 14–Jan. 19)

- **224,000+** Veterans
- **214,000+** employees

1,254,055
unique people tested
(as of Jan. 15)

79,781 tests processed for states (as of Jan. 14)

VIRTUAL CARE

202,011 weekly home or off-site
telehealth visits (Jan. 3–9)



1,705%
increase in home or off-site
telehealth visits (Mar. 1–Jan. 9)



354,657 secure
messages exchanged*

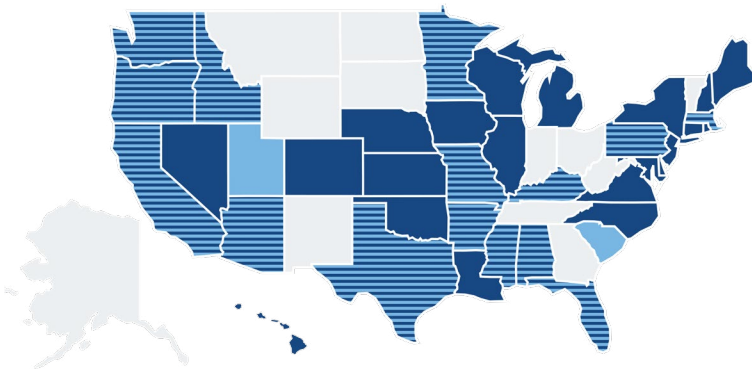
490,677 prescription refill requests placed*

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

*Virtual Care figures are from Jan. 10–16.

FOURTH MISSION

Supporting state & local health care systems



■ Active Mission Assignments ■ Closed Mission Assignments ■ Both

1,439 Veterans admitted to care from
State Veterans Homes (SVH) (as of Jan. 12)

12,000 tests
performed for
the state of FL*

9 clinical staff
supporting
SVH in AL*

350 non-Veteran
patients discharged
home (as of Jan. 15)

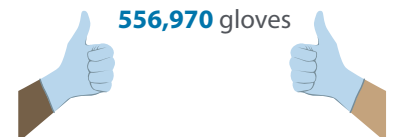
2,310 VA staff
members supporting
non-VA facilities*

Provided **920,125** total pieces of personal
protective equipment (PPE)*, including:

221,094 masks



556,970 gloves



472 COVID-19 non-Veteran patients in **15** states
(as of Jan. 15)

*Fourth Mission figures are as of Jan. 14.

All figures are as of Jan. 18, 2021, unless otherwise noted.

VETERAN OUTREACH

[VA.gov](https://va.gov) had **3,801,396** visitors

[VA.gov/Coronavirus](https://va.gov/Coronavirus) had **22,650** visitors

[VA.gov/Coronavirus-chatbot](https://va.gov/Coronavirus-chatbot) had **18,200** visitors



VETERAN ENGAGEMENT

120,774 COVID-19 related calls made to VA 411 & the White House VA Hotline

82,878 calls made to VA's COVID-19 Frequently Asked Questions Hotline*



Veteran Outreach figures are from Jan. 11-17.

*Veteran Engagement figures are as of Jan. 17.

MEDIA OUTREACH

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



- **Chicago Sun Times (Jan. 15, 2021)**
"Chicago-area Veterans Affairs hospitals now offering COVID vaccines to at-risk vets"
- **Alabama Public Radio (Jan. 18, 2021)**
"Tuscaloosa Veterans Affairs hospital offering COVID-19 vaccines"
- **WIS News (Jan. 12, 2021)**
"Veterans should contact VA for COVID-19 vaccines, here's how"



- *"VA plays crucial role in COVID-19 treatment study"*
- *"VA begins administering COVID-19 vaccines to Department of Homeland Security mission-essential personnel"*

All figures in the Media Outreach section are from Feb. 2020-Jan. 2021

STAFFING

78,269 total VHA new hires

14,882
registered nurses & nurse practitioners

63,387
other hires

Staffing figures are from Mar. 29-Jan. 12.

BOARD OF VETERANS' APPEALS (BVA)

Held **8,485**
virtual hearings

Issued **79,455**
decisions

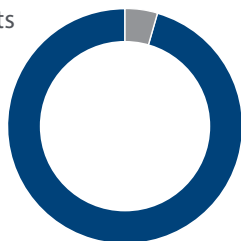


BVA figures are from Mar. 23-Jan. 11.

NATIONAL CEMETERY ADMINISTRATION

113,839 total Veteran interments (from Mar. 9-Jan. 18)

- **5,250** COVID-19 related interments
- **108,619** other interments



8,975 Veteran Legacy Memorial posts (va.gov/remember)

All figures are as of Jan. 18, 2021, unless otherwise noted.

VETERANS BENEFITS ADMINISTRATION (VBA)

23,059 calls received at VBA National Call Center related to COVID-19*

133,802 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-Jan. 11)

*VBA figures are from Mar. 16-Jan. 18.



1) Veterans' caregivers get COVID-19 vaccine priority

Those enrolled in the VA caregiver program will receive COVID-19 vaccines at roughly the same time as the Veterans they assist.

[Read the full story.](#)

2) VA physician recognized for drive-thru COVID-19 testing

Dr. Rattana Mount of Gainesville VA was recognized for her role in implementing reduced-risk drive-thru COVID-19 testing.

[Read the full story.](#)

3) Vets connect with donkeys

To help with pandemic fatigue, White River Junction VAMC connected formerly homeless Veterans with 3 friendly donkeys.

[Read the full story.](#)

4) Daughter of Tuskegee receives COVID-19 vaccine

To set an example for Black Veterans & staff, a nurse was among the first employees to get vaccinated for COVID-19 at Central Alabama VA.

[Read the full story.](#)

5) Veterans safely monitor blood pressure at home

Thanks to the VA Video Connect app, Veterans can safely monitor their blood pressure at home & avoid potential exposure to COVID-19.

[Read the full story.](#)

6) Astronaut vaccinated for COVID-19

Former astronaut Jim Lovell, namesake of the Captain James A. Lovell Federal Health Care Center, was thrilled to get his first dose of COVID-19 vaccine.

[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.



U.S. Department of Veterans Affairs

[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](#)