



SERVING AMERICA'S VETERANS

Department of Veterans Affairs

JANUARY 1, 2022 - MARCH 31, 2022

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2022 Q2

VAS COVID-19 RESPONSE



285K+ Vaccine Doses Administered (including boosters)
149K+ People Fully Vaccinated by VA
233K+ Veterans Vaccinated by VA or by Others (at least one dose)



1.5M+
COVID-19 Tests Completed



4.4M+ Unique VA Health Care Patients



27M+ Clinical Encounters
16M+ Presumed In-Person Appointments
8M+ Telehealth/Telephone Appointments
1M+ Community Care Referrals



78% Veteran Trust in VA
89.9% Trust in VA Health Care
574K+ Surveys Received



8.9M+ Calls Answered by VA Contact Centers (FY 2022 Q1)
173K+ Calls to Veteran Crisis Line (1-800-273-8255 and Press 1)
36K+ Calls to National Call Center for Homeless Veterans (1-877-4AIDVET)



35,912 Veterans and Family Members Interred with Honor



34M+ Visitors to VA.gov
3.4M+ Logged In Users
480K+ Form Submissions
3.6M+ Visitors to [Blogs.VA.gov](https://blogs.va.gov)
39M+ [#VetResources](https://www.veteransaffairs.gov/veterans/#/veterans-resources) Newsletter Emails Opened
259K+ Visitors to VA's [Event Calendar](https://www.va.gov/events/)



14K+ New Employee Hires



433K+
VA Disability and Pension Claims Completed



24,782
Veterans Appeals Decisions
8,021 Hearings Held



1.7M+
Education Benefits and Supplemental Claims Completed



25K+
Insurance Claims Completed



197K+
Home Loans Guaranteed



4K+
Veteran Readiness and Employment (VR&E) Positive Outcomes

MAJOR ACCOMPLISHMENTS



JANUARY 24, 2022

VA amplifies access to home, community-based services for eligible Veterans.



FEBRUARY 3, 2022

After decades of failures, VA Secretary seeks game changers.



FEBRUARY 16, 2022

Listen: Transforming care for women at Department of Veterans Affairs.



MARCH 9, 2022

VA is improving data management to enhance Veteran health care and services.



MARCH 14, 2022

VA releases Asset and Infrastructure Review report with recommendations to modernize, realign VA health care nationwide.



MARCH 23, 2022

Partnerships improve VA quality of care, train health care professionals.

JANUARY 5, 2022

VA proposes dropping copay expenses for Veterans facing mental health challenges.



JANUARY 25, 2022

New committee to help improve care for Native American Veterans.



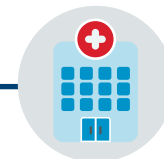
FEBRUARY 8, 2022

VA provides funding to create technology helping eligible service members and Veterans adapt their homes.



FEBRUARY 16, 2022

Ambulatory care at VA hospitals reduces Veteran mortality risk.



MARCH 10, 2022

VA leads in patient experience according to newly released survey data.



MARCH 16, 2022

VA leverages synthetic data to improve suicide prevention efforts.



MARCH 23, 2022

VA awarding millions in grants to improve transitional housing facilities.



Download the
[VA Welcome Kit](#)

Call us
1-800-MyVA411 (1-800-698-2411)

VA TRUST REPORT

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2022 Q2



Current VA-Wide Trust Score: 78% (↓ 1.0%)



Male Veteran Trust* 78.4% (↓ 1.4%)

| | | | |
|-------|----------------|-------|----------------|
| <30 | 60.7% (↓ 1.8%) | 50-59 | 77.5% (↓ 2.3%) |
| 30-39 | 55.0% (↓ 3.8%) | 60+ | 86.4% (↓ 0.2%) |
| 40-49 | 66.8% (↓ 2.4%) | | |



Female Veteran Trust* 70.8% (↓ 1.6%)

| | | | |
|-------|----------------|-------|----------------|
| <30 | 70.0% (↑ 3.2%) | 50-59 | 75.2% (↓ 2.1%) |
| 30-39 | 56.1% (↓ 3.9%) | 60+ | 83.6% (↑ 1.1%) |
| 40-49 | 66.4% (↓ 2.6%) | | |



Trust by Race and Ethnicity*

| | | | | | |
|-----------------------------------|----------------|-------------------------------------|-----------------|------------------------|----------------|
| American Indian or Alaskan Native | 70.9% (↓ 1.2%) | Middle Eastern or North African | 61.1% (↓ 16.4%) | Hispanic or Latino | 78.1% (↓ 3.4%) |
| Asian | 80.7% (↓ 0.9%) | Native Hawaiian or Pacific Islander | 77.1% (↓ 10.5%) | Not Hispanic or Latino | 80.7% (↓ 1.3%) |
| Black or African American | 78.6% (—) | White | 80.8% (↓ 1.7%) | | |

*Data sourced from VA-wide Trust Survey, which now includes new race and ethnicity demographics data

VA-WIDE CUSTOMER EXPERIENCE DRIVERS**



EASE
72% (↓ 1.0%)



EFFECTIVENESS
77% (↓ 1.0%)



EMOTION
75% (↓ 1.0%)



EMPLOYEE HELPFULNESS
9.1 —



EQUITY AND TRANSPARENCY
9.1 —



QUALITY
9.3 —



SATISFACTION
9.3 —



SIMPLICITY
9.0 —



SPEED
8.7 ↑

**Incorporating most VSignals VHA/VBA/NCA/Board surveys

TOP COMPLIMENTS



- ✓ Quality of Care
- ✓ Cleanliness of Facility
- ✓ Interactions with Staff
- ✓ Specialty Care Satisfaction

TOP CONCERNS



- ✗ Appointment Cancellation by VA
- ✗ General MISSION Act Feedback
- ✗ Accuracy of Mail Order Prescription Addresses
- ✗ Prescriptions for Pain Management
- ✗ Cancellation of VA Prescriptions

APPOINTMENTS
64.1% (↑ 5.9%)

MISSION ACT
47.1% (↑ 5.0%)

PRESCRIPTIONS
80.0% (↓ 1.4%)

Arrow and change is compared to last quarter's trust report.

KEY: ↑ positive, ↓ negative, or — neutral.

VA CALL CENTER EXPERIENCE



Trust

"I understood the information provided by the [Agent]." **7.3** —



Simplicity/Speed

"I waited a reasonable amount of time to speak to a [Agent]." **8.1** —



Efficiency/Speed

"The [Agent] took a reasonable amount of time to address my need." **8.0** —



Employee Helpfulness

The [Agent] I interacted with was helpful." **8.7** —



Quality

The issue that I contacted [Contact Center] about on [Call Date] was resolved." **7.4** ↑



Satisfaction

"I am satisfied with the service I received from the [Contact Center]." **7.7** ↑

VSIGNALS SURVEY DATA

2016 - FY2022 Q2



52,696,133

VSIGNALS Surveys Sent (total)



8,794,276

VSIGNALS Surveys Received (total)



2,972,925

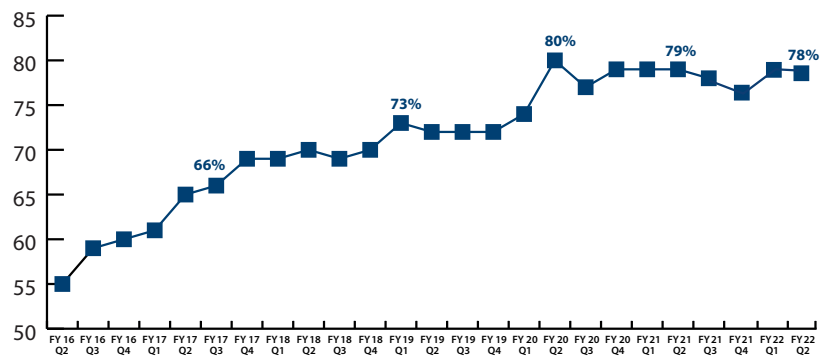
Free-Text Responses (total)



119

Active VSIGNALS Surveys (current)

VA-Wide Trust Over Time



COVID-19 SURVEY SUMMARY



CONFIDENCE/TRUST

90.2% (↓ 1.3%)



QUALITY

91.5% (↓ 1.5%)



EASE/SIMPLICITY

66.3% (↑ 0.8%)

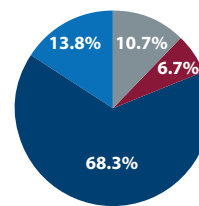


EMPLOYEE

HELPLESSNESS

91.4% (↓ 0.9%)

PREFERENCE OF CARE



VIDEO
TELEHEALTH
10.7%

PHONE
6.7%

IN-PERSON
68.3%
NO
PREFERENCE
13.8%

Top 3 Reasons for Getting Vaccinated



44.8%

IT'S THE BEST WAY TO
PREVENT ME FROM GETTING
SICK FROM COVID-19

31.0%

OTHER REASONS

24.1%

I HAVE A HEALTH
CONDITION THAT MAKES
ME MORE AT RISK FROM
COVID-19

1,742 Veterans responded to a COVID-19 Survey from January 1 – March 31, 2022. These include Veterans who have had in-person or telehealth outpatient appointments during COVID-19, and who have not had an appointment in the past 30 days.

Arrow and change is compared to last quarter's trust report.

KEY: ↑ positive, ↓ negative, or — neutral.