## U.S. DEPARTMENT OF VETERANS AFFAIRS FY2022 Q2

### VA’S 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

### Unique VA Health Care Patients
- **4.4M+**

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

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

### Calls Answered by VA Contact Centers (FY 2022 Q1)
- **8.9M+**
  - **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)

### Veterans and Family Members Interred with Honor
- **35,912**

### Visitors to VA’s Websites
- **34M+** Visitors to VA.gov
  - **3.4M+** Logged In Users
  - **480K+** Form Submissions
  - **3.6M+** Visitors to Blogs.VA.gov
  - **39M+** #VetResources Newsletter Emails Opened
  - **259K+** Visitors to VA’s Event Calendar

### New Employee Hires
- **14K+**
**MAJOR ACCOMPLISHMENTS**

**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 3, 2022**
After decades of failures, VA Secretary seeks game changers.

**FEBRUARY 8, 2022**
VA provides funding to create technology helping eligible service members and Veterans adapt their homes.

**FEBRUARY 16, 2022**
Listen: Transforming care for women at Department of Veterans Affairs.

**FEBRUARY 16, 2022**
Ambulatory care at VA hospitals reduces Veteran mortality risk.

**MARCH 9, 2022**
VA is improving data management to enhance Veteran health care and services.

**MARCH 10, 2022**
VA leads in patient experience according to newly released survey data.

**MARCH 14, 2022**
VA releases Asset and Infrastructure Review report with recommendations to modernize, realign VA health care nationwide.

**MARCH 16, 2022**
VA leverages synthetic data to improve suicide prevention efforts.

**MARCH 23, 2022**
Partnerships improve VA quality of care, train health care professionals.

**MARCH 23, 2022**
VA awarding millions in grants to improve transitional housing facilities.

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

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

VA-WIDE CUSTOMER EXPERIENCE DRIVERS**

<table>
<thead>
<tr>
<th>EASE</th>
<th>EFFECTIVENESS</th>
<th>EMOTION</th>
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</thead>
<tbody>
<tr>
<td>72% (↓ 1.0%)</td>
<td>77% (↓ 1.0%)</td>
<td>75% (↓ 1.0%)</td>
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<table>
<thead>
<tr>
<th>EMPLOYEE HELPFULNESS</th>
<th>EQUITY AND TRANSPARENCY</th>
<th>QUALITY</th>
<th>SPEED</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.1 —</td>
<td>9.1 —</td>
<td>9.3 —</td>
<td>8.7 ↑</td>
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**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

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 ↑

V SIGNALS 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 HELPFULNESS
91.4% ( 0.9%)  

PREFERENCE OF CARE

IN-PERSON
68.3%  
PHONE
6.7%  
VIDEO TELEHEALTH
10.7%  
NO PREFERENCE
13.8%  

Top 3 Reasons for Getting Vaccinated

IT’S THE BEST WAY TO PREVENT ME FROM GETTING SICK FROM COVID-19 44.8%  
I HAVE A HEALTH CONDITION THAT MAKES ME MORE AT RISK FROM COVID-19 24.1%  
OTHER REASONS 31.0%  

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.