Serious human capital shortfalls are undermining the Department of Veterans Affairs’ (VA) ability to provide veterans with quality and timely services. Over the past two decades, GAO has identified major challenges with VA human capital practices. For example, in March 2019, GAO found large staffing shortages, including physicians and registered nurses, at the Veterans Health Administration’s (VHA) 172 medical centers. In December 2016, GAO found that high attrition, increased workload, and burnout among VHA’s human resources (HR) staff, along with ineffective internal controls to support its HR operations, have impeded VHA’s ability to serve the nation’s veterans (see figure).