

OUR CARE 2018

The VFW polled more than 7,000 veterans this week to once again evaluate the veterans' health care landscape. We asked veterans about their preferences, options, and experiences navigating both the VA and private sector health care systems. Here are highlights of what we learned. Data is as of Sunday, March 4, 2018.

“There should be a collaboration between the VA and private health care providers, instead of the turf war that seems to be going on.” - Vietnam veteran from Arizona

80% Total respondents who would recommend care to their fellow veterans.

87% of veterans who use VA care would recommend it to their fellow veterans.

72% of service-connected veterans are satisfied with their VA health care experience.

59% veterans who were offered community care and choose to stay with VA.

64% say that they have seen improvements at VA or that no improvements are needed.

52% of veterans who report they are VA eligible and have private insurance prefer to receive care from VA.

61% of veterans who report they are VA and Medicare/Medicaid eligible prefer to receive care from VA.

Service-connected veterans report that VA providers understand their service-connected conditions better than private health care providers.

Appointments can be completed more quickly by private providers, but veterans feel rushed.

Challenges to Private Care:

- Referrals
- Out-of-pocket cost
- Time with provider

Challenges to VA Care:

- Access
- Customer Service
- Inconsistency

This survey is representative of the VFW's 1.2 million members conducted online from Wednesday, February 28 – Sunday, March 4, 2018. The largest reported cohorts for this survey were Vietnam-era veterans (60%), Desert Storm-era veterans (26%), and Post-9/11 veterans (25%). For more information of the VFW's series of veterans' health care surveys, visit www.vfw.org/VAWatch or email vfwac@vfw.org