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Independent Veteran advocate health care survey shows high marks for VA improvements

Veterans across the nation are satisfied with the care they receive at the U.S. Department of Veterans Affairs (VA), according to the [Our Care 2019 Report Evaluating Veterans Health Care](#) survey released by the Veterans of Foreign Wars of the United States (VFW).

The survey, which asked Veterans about their experience with VA health care since the [MISSION Act](#) was implemented, found that more than 80% were satisfied with their VA health care. Nearly 75% of Veteran respondents reported improvements at their local VA, and more than 90% would recommend VA care to fellow Veterans. The survey also revealed while most Veterans still prefer to receive care from the VA, Veterans using community care have fewer billing issues and a positive opinion of the MISSION Act urgent care benefits.

“The VFW survey highlights the great work that we are seeing at VA across the nation,” said VA Secretary Robert Wilkie. “The 2019 Our Care survey results highlight VA’s continued commitment to improving Veteran care and how Veterans access the benefits they have earned, including improvements to facility availability, the streamlining of community care programs under MISSION Act and overall technological modernization.”

VA is seeing more patients more quickly than ever before and studies show VA now compares favorably to the private sector for [access](#) and [quality of care](#) – and [in many cases exceeds it](#).

More than 6,900 Veterans, participated in this year’s survey and more than 33,000 Veterans from every state and territory, including Washington, D.C., have participated since VFW began conducting the ‘Our Care’ surveys in 2015. Since then, VFW has conducted eight surveys and published six reports on VA health care.

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