



CONFRONTING THE  
INVISIBLE WOUNDS OF WAR:  

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BARRIERS, MISUNDERSTANDING,  
AND A DIVIDE



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## ABOUT THE GEORGE W. BUSH INSTITUTE

Housed within the George W. Bush Presidential Center, the George W. Bush Institute is an action-oriented, nonpartisan policy organization with the mission of developing leaders, advancing policy, and taking action to solve today's most pressing challenges. The work is achieved through three Impact Centers – Domestic Excellence, Global Leadership, and our Engagement Agenda – by which the Bush Institute engages the greater community with its important work.

A program of the Bush Institute, the Military Service Initiative (MSI) ensures post-9/11 veterans and their families make successful transitions to civilian life with a focus on meaningful employment and overcoming the invisible wounds of war. By fostering a successful transition, we enable a generation of resourceful, determined, and experienced leaders to serve and lead our nation for decades to come.



## INTRODUCTION:

For service members and veterans directly impacted by the invisible wounds of war – Traumatic Brain Injury (TBI) and psychological health conditions like Post-Traumatic Stress (PTS) - the injuries can serve as a significant barrier to a successful transition and meaningful quality of life.

Each warrior who comes home with symptoms of the invisible wounds of war must take the lead to seek treatment and care. But as a nation, we have a duty to understand their issues, increase awareness, and build a system of care that empowers warriors to overcome their injuries.

At the Bush Institute, our work aims to:

- Increase awareness, recognition, and understanding of the invisible wounds;
- Empower service members, veterans, and their caregivers to seek, access, and sustain high quality care; and,
- Improve outcomes by fostering a comprehensive, integrative, and culturally competent system of high quality care.

Our wellness program focuses on three pillars as a framework for action:

- **Recognize**  
In order to increase awareness and understanding of the invisible wounds, it is important for everyone to be able to identify them and those suffering and understand what can be done. This problem transcends simple knowledge of the symptoms of TBI, PTS, and other psychological health conditions. It requires an understanding of how to treat those affected by these wounds with respect and empathy and empower them to seek and stay in effective care.
- **Connect**  
Barriers to accessing and receiving care are preventing many of our warriors from connecting to the treatment that they need. Many treatment options exist for the invisible wounds of war; yet, studies have shown that less than half of military personnel and veterans who experience them actually receive any care. Many barriers exist and include the individual, logistical, financial, systemic, and community levels.
- **Deliver**  
The private sector system of health care can be highly segmented and very confusing for those seeking care. It includes an array of healthcare providers,

employers, educators, non-profits, research communities, the insurance industry, the pharmaceutical industry, policy makers, federal, state, and local governing bodies, and a host of other entities. All of these constituencies have an obligation to help deliver a warrior-centric network that fosters comprehensive, integrative, culturally competent, and high quality care. This care must span all phases of resilience, rehabilitation, recovery, and reintegration.

As part of this initiative, the Bush Institute commissioned SSRS to survey a group of post-9/11 military veterans in the United States as well as adults in the general population in Canada, the United Kingdom, and the United States to gain a better understanding of how people think about veterans and their perceptions of issues veterans face around the invisible wounds of war – post-traumatic stress (PTS) and traumatic brain injury (TBI). Data collection for the Post-9/11 veteran survey included 760 total completed interviews which began in January 2016 and concluded in late July 2016. For the general population survey, between February and March 2016, SSRS surveyed approximately 3,000 adults (1,000 in each country). Additional information on methodology can be found later in this report.

## BY THE NUMBERS



**36%** of respondents in the post-9/11 veterans survey are still serving, whether on active duty or in the National Guard / Reserves. 63 percent had served in the past.

• Our definition of Post-9/11 Veteran is one who had served, or is still serving, after September 11, 2001.

**80%**

of respondents in the Veterans Survey were from the E1 to E7 paygrades.



**6 in 10 post-9/11 respondents**  
**had been deployed,**

43% had been to Iraq, 43% to Afghanistan, and 23% elsewhere.

**2.5**  
**TIMES**

Since 2001, the average post-9/11 respondent deployed just under 2.5 times.



66% of post-9/11 veterans who had been deployed to any location reported they had been exposed to either:

**60%**

indirect fire (artillery, mortar, rocket or indirect RPG)

**53%**

direct fire (small, medium, heavy arms or direct RPG)

**41%**

IED attack (IED or other concussive effects)

A majority of post-9/11 respondents reported they have experienced other potentially traumatic experiences such as:

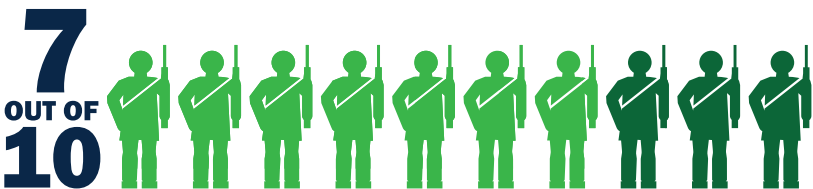
**61%** Seeing others killed or wounded or encountering dead bodies

**55%** Feeling like they were in danger of being killed



Just under one quarter (23%) of post-9/11 veterans surveyed said they were wounded while deployed.

**RECOGNITION** - How well do civilians and warriors understand one another, and how well do they understand the scope and scale of the issue?



Respondents in the United States think that the general public does not understand the problems faced by the military, with similar responses in Canada and the UK as well.

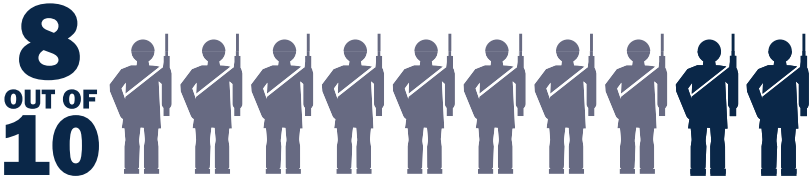


Post-9/11 US veteran respondents agree. 8 out of 10 respondents say that the American people do not understand the issues they face.



More than 6 in 10 civilian respondents overestimate the percentage of post-9/11 veterans who suffer from mental health issues such as depression, anxiety, and PTSD.

## CONNECTION - What are the issues and potential barriers to seeking and receiving care?



Post-9/11 US veterans responding in the United States think that embarrassment or shame is an extreme or moderate barrier to veterans seeking care for medical conditions such as PTSD or TBI.



The majority of those members of the general public surveyed across all three countries believed that veterans' embarrassment or shame about their condition was a moderate or extreme barrier to them seeking care. A similar percentage also reported that concern over the diagnosis hurting employment opportunities was a moderate or extreme barrier to care for post-9/11 veterans.

## DELIVERY - How well does the system providing care perform and what are the issues surrounding the delivery of high quality care?



Although Veterans find their care to be effective, the vast majority believe not enough of them in need seek care. 75% of post-9/11 respondents believe that less than half of veterans of the Iraq and Afghanistan conflicts with PTSD get treatment.



69%

The majority of post-9/11 veterans who seek, find and sustain treatment report it to be effective.

## KEY FINDINGS

### RECOGNITION

**The military civilian divide exists and has not improved over the last five years.** 7 out of 10 respondents in the United States think that the general public does not understand the problems faced by the military, with similar responses in Canada and the UK as well. Post-9/11 US veteran respondents agree. 8 out of 10 respondents say that the American people do not understand the issues they face. This finding is similar to that of a 2011 Pew Research poll measuring the same topic. The Pew study found that 71 percent of Americans said they do not understand the problems faced by the military and 84 percent of Post-9/11 veterans said the general public has little awareness of the challenges they face. The following tables summarize findings by various survey questions of interest.

*Generally speaking, how well do you think adults in the general population understand the problems that those in the military face?*

Civilians Surveyed	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	<i>1,001</i>	<i>1,003</i>	<i>1,000</i>
Very well	8	6	2
Fairly well	19	26	20
Not too well	43	44	61
Not well at all	28	23	17
Don't know	1	2	<1
Refused	-	<1	-

*Generally speaking, how well do you think adults in the general population understand the problems that those in the military face?*

Post-9/11 Veterans Surveyed (760)	%
Very well	2
Fairly well	12
Not too well	37
Not well at all	47
Don't Know	2
Refused	1

**Across all three countries surveyed, awareness of PTSD in the general population was more common than awareness of TBI.** Across countries, the vast majority of survey participants were aware of PTSD. However, respondents in the US (94%) and Canada (95%) were significantly more likely than those in the UK (85%) to be aware of this condition. This trend disappears when knowing a post-9/11 veteran is factored in (US 96%, Canada 97%, UK 97%).



A significantly larger portion of US (71%) and Canadian (71%) respondents are aware of TBI compared to those in the UK (57%). Among those who know a post-9/11 veteran, TBI awareness is comparable across the US (74%), Canada (76%), and the UK (80%).

General Population Survey - Awareness of PTSD and TBI

	Total Respondents			Have Post-9/11 Veteran Friend or Family Member		
	US	Canada	UK	US	Canada	UK
Unweighted Base	1,001	1,003	1,000	603	384	200
	%	%	%	%	%	%
Total Awareness of PTSD	94	95	85	96	97	97
Total Awareness of TBI	71	71	57	74	76	80

Many members of the general public in the United States overestimate the percentage of post-9/11 veterans who suffer from mental health issues such as depression, anxiety, and PTSD. Interestingly, veterans who deployed also seem to overestimate this percentage. Forty percent of respondents in the United States believe that more than 50 percent of post-9/11 veterans suffer from mental health issues and an additional 32 percent believe that at least 26 percent of post-9/11 veterans suffer from mental health issues. Sixty-four percent of respondents in the U.S. believe that greater than 26 percent suffer from PTSD.

In actuality, estimates show that at any given time, approximately 10-20 percent of United States’ service members (270,000 – 540,000 individuals) who deployed to Iraq and Afghanistan experience symptoms consistent with a diagnosis of PTSD.

*As far as you know, what percent of post-9/11 veterans suffer from mental health issues such as depression, anxiety, or PTSD related to their military service?*

Civilians Surveyed	US	Canada	UK
	475	493	477
10% or Less	9	7	8
11% to 25%	16	21	37
26% to 50%	32	29	36
More than 50%	40	37	13
Don’t know	4	6	5
Refused	-	-	-

\*Unweighted Base: Aware of PTSD or TBI/Half Sample Asked About post-9/11 Veterans

*As far as you know, what percent of post-9/11 veterans suffer from Post-Traumatic Stress Disorder related to their military service?*

Civilians Surveyed	US	Canada	UK
	470	485	467
10% or Less	8	10	21
11% to 25%	24	24	54
26% to 50%	26	29	17
More than 50%	38	32	4
Don't know	4	5	5
Refused	-	-	-

\*Unweighted Base: Aware of PTSD or TBI/Half Sample Asked About post-9/11 Veterans

**Interestingly, veterans who deployed overestimate the number of service members suffering from the invisible wounds of war.** 36 percent of post-9/11 Veterans surveyed believe that greater than 50 percent of their fellow Warriors suffer from mental health issues. 42 percent of post-9/11 Veterans who deployed believe that greater than 50 percent of their fellow Warriors suffer from mental health issues. As noted above, estimates show that at any given time, approximately 10-20 percent of United States' service members who deployed to Iraq and Afghanistan experience symptoms consistent with a diagnosis of PTSD.

In our survey, just over six in ten (61%) of post-9/11 Veterans surveyed said they had not experienced PTSD. Of the balance, 16 percent had experienced PTSD symptoms but do not have an official diagnosis, and 18 percent reported having a formal PTSD diagnosis. Among those who were deployed, 20 percent reported experiencing PTSD symptoms but not being diagnosed and 27 percent have a formal PTSD diagnosis.

*As far as you know, what percent of veterans who served in Iraq and Afghanistan Suffer from post-traumatic stress disorder (PTSD) related to their service during those wars?*

Post-9/11 Veterans Surveyed	%
10% or Less	11
11% to 25%	18
26% to 50%	27
More than 50%	36
Don't Know	7
Refused	3

*Which of the following best describes your personal experience with Post Traumatic Stress as a result of your post 9/11 military service?*

Post-9/11 Veterans Surveyed	%
You have not experienced any post traumatic stress	61
You have experienced post traumatic stress but have not been formally diagnosed with PTSD	16
You have a PTSD diagnosis	18
Don't Know	1
Refused	5

**Awareness and understanding of Traumatic Brain Injury can be improved as TBI symptomatology can often mirror that of mental health issues** even though it is essentially a physical insult to the brain. Given that treatment protocols can be quite different an increase in understanding the invisible wounds inclusive of PTSD and TBI is important so that the most effective treatment path is provided.

**Post-9/11 Survey - Percent of Veterans Suffering From Conditions As Result of Post-9/11 Service**

	Mental Health Issues			PTSD			TBI		
	Total	Deployed	Not Deployed	Total	Deployed	Not Deployed	Total	Deployed	Not Deployed
Unweighted Base: Total Post-9/11 Veterans	760	467	293	760	467	293	760	467	293
	%	%	%	%	%	%	%	%	%
10% or Less	11	8	15	11	11	12	36	32	44
11% to 25%	18	17	18	22	18	29	32	32	31
26% to 50%	27	24	31	26	28	22	15	17	13
More Than 50%	36	42	26	31	32	29	5	7	2
Don't Know	7	7	6	7	8	5	9	10	7
Refused	3	2	3	3	2	3	2	2	3

**Many people, including veterans, believe that the invisible wounds of war increase negative perceptions of service members.** Over half of Veterans surveyed think veterans with PTSD or TBI are perceived negatively by employers or co-workers (58%) and neighbors or other members of their communities (55%). More than half of respondents in the US (57%), Canada (63%), and the UK (63%) think post-9/11 veterans with PTSD or TBI are viewed negatively in the workplace. About half of US (49%) and Canadian (52%) respondents think post-9/11 vets with PTSD or TBI are viewed negatively by their neighbors and other community members, while 66 percent (significantly more) UK respondents think these vets face negative perceptions in their communities.

The outlook within the vet's inner circle appears to be more favorable, especially in the UK, with 59 percent of US, 58 percent of Canadian, and 76 percent of UK respondents thinking post-9/11 vets are viewed positively by friends and family members. Respondents in the UK were significantly more likely to think post-9/11 veterans with PTSD or TBI are viewed positively by family and friends.

Respondents in the US and Canada appear to perceive adults in the general population who suffer from PTSD or TBI as faring worse than veterans in terms of being perceived negatively by those outside of their friend/family circle. While 57 percent of US and 63 percent of Canadian respondents think post-9/11 veterans with PTSD or TBI are perceived negatively by employers and co-workers, 74 percent of US and 71 percent of Canadian respondents think adults in the general population who have PTSD or TBI are viewed negatively in the workplace. In contrast, in the UK the proportion of respondents who think post-9/11 veterans (63%) and adults in the general population (60%) are viewed negatively by employers and co-workers is about even. These trends are also reflected in neighbor/community member perceptions of post-9/11 vets and adults in the general population with PTSD or TBI.

**Are Those With PTSD or TBI Viewed Positively or Negatively  
By Employers or Co-Workers**

	View of Post-9/11 Veterans with PTSD/TBI			View of General Population with PTSD/TBI		
	US	Canada	UK	US	Canada	UK
Unweighted Base: Half Sample Asked About Population	487	504	514	514	499	486
	%	%	%	%	%	%
Perceived Positively	34	27	25	19	21	27
Perceived Negatively	57	63	63	74	71	60
Don't Know	9	9	12	6	8	11
Refused	<1	<1	-	<1	<1	1

**Are Those With PTSD or TBI Viewed Positively or Negatively  
By Neighbors/Other Community Members**

	View of Post-9/11 Veterans with PTSD/TBI			View of General Population with PTSD/TBI		
	US	Canada	UK	US	Canada	UK
Unweighted Base: Half Sample Asked About Population	487	504	514	514	499	486
	%	%	%	%	%	%
Perceived Positively	45	36	23	23	24	23
Perceived Negatively	49	52	66	70	67	66
Don't Know	6	11	11	6	9	10
Refused	<1	<1	-	1	-	1

**Are Those With PTSD or TBI Viewed Positively or Negatively  
By Friends or Family**

	View of Post-9/11 Veterans with PTSD/TBI			View of General Population with PTSD/TBI		
	US	Canada	UK	US	Canada	UK
Unweighted Base: Half Sample Asked About Population	487	504	514	514	499	486
	%	%	%	%	%	%
Perceived Positively	59	58	76	52	49	73
Perceived Negatively	34	30	14	41	43	14
Don't Know	6	11	10	7	8	12
Refused	1	<1	<1	-	-	<1

**In the workplace, when it comes to understanding and empathy, post-9/11 Veterans are more comfortable working alongside those with the Invisible Wounds.** When asked how comfortable they would be working alongside different types of co-workers, with military and non-military veteran status as the key difference, post-9/11 veterans surveyed appear to have a strong preference for working with other military veterans. Nearly nine out of ten (88%) veterans said they would be ‘extremely’ or ‘very comfortable’ working alongside fellow military veterans, as compared to 64 percent ‘extremely’ or ‘very comfortable’ with people who have no military service as co-workers. Considering those with physical disabilities, 81 percent rated their comfort level as ‘extremely’ or ‘very’ compared to 68 percent for working alongside physically disabled co-workers with no history of military service. Just under seven in ten (67%) rated their comfort level working military veterans who have medical conditions such as PTSD or TBI as high as compared to 49 percent ‘extremely’ or ‘very comfortable’ working with people who have no military service with medical conditions like PTSD or TBI. These data also indicate that, former military service aside, the post-9/11 veterans surveyed rated their comfort level working with those who have medical conditions such as PTSD or TBI as lower compared to their comfort working with those with physical disabilities.

A large majority of respondents in all countries said they would be at least somewhat comfortable working with people who have PTSD or TBI, regardless of whether or not that person was a post-9/11 veteran. Compared to those in the US and Canada, respondents in the UK are more likely to say they would be uncomfortable working with people who have PTSD, with or without post-9/11 military service

### Comfort Working Alongside Co-Workers with PTSD or TBI

	Post-9/11 Military Veterans with Medical Conditions Like PTSD or TBI			People Who Have Medical Conditions Like PTSD or TBI and No Military Service		
	US	Canada	UK	US	Canada	UK
Unweighted Base: Total Respondents	1,001	1,003	1,000	1,001	1,003	1,000
	%	%	%	%	%	%
Extremely/Very Comfortable (net)	44	44	40	41	42	43
Extremely Comfortable	13	13	10	12	13	11
Very Comfortable	31	31	30	29	28	32
Somewhat Comfortable	42	40	32	42	39	31
Not Very/Not At All Comfortable	12	15	22	14	17	20
Not Very Comfortable	8	9	17	9	12	16
Not At All Comfortable	3	6	5	5	5	4
Don't Know	2	2	6	3	2	6
Refused	<1	<1	<1	<1	<1	<1

**Members of the general population and veterans differ in their perceptions of how challenging it is to manage invisible wounds while transitioning into civilian life.** US general population respondents were significantly more likely than US post-9/11 veterans to rate managing visible (US Gen Pop 70%; Vets 43%) and invisible wounds (US Gen Pop 73%, Vets 59%) as ‘extremely’ or ‘very challenging’ for veterans transitioning into civilian life.

However, when placed alongside other transition challenges, approximately six in ten (59%) vets think managing invisible wounds is ‘extremely’ (23%) or ‘very’ (37%) challenging for vets transitioning into civilian life. Managing visible or physical wounds was rated as ‘extremely’ or ‘very challenging’ by about four in ten vets (43%). Finding employment or returning to a job (36%), starting or returning school (33%) and re-establishing relationships with family and friends (36%) were rated as similarly challenging transition issues, with about one in three vets rating each as being ‘extremely’ or ‘very challenging’.

	Managing Invisible Wounds (including PTSD/TBI)	Managing Visible or Physical Wounds	Finding Employment or Returning to a Job	Re-establishing Relationships with Family/Friends	Starting or Returning to School
Unweighted Base: Total Post-9/11 Veterans	760	760	760	760	760
	%	%	%	%	%
Extremely/Very Challenging (net)	59	43	36	36	33
Extremely Challenging	23	13	11	11	10
Very Challenging	36	30	25	25	23
Somewhat Challenging	32	46	50	49	49
Not Very/Not At All Challenging (net)	4	6	12	11	15
Not Very Challenging	2	4	9	8	10
Not At All Challenging	2	2	3	3	5
Don't Know	3	4	1	2	2
Refused	2	2	1	2	2

Recognition of the invisible wounds includes the ability to recognize the signs along with unconditional support and empathy for those in need. In order to effectively address the issue, we need to balance the need to raise accurate awareness without inflaming negative misperceptions that serve as barriers to care and a successful transition.

## CONNECTION

**Post-9/11 veterans believe that invisible wounds are legitimate wounds of war, but that stigma is a major barrier to seeking care.** These barriers can occur at both the individual and systemic level and exist due to geography, logistics, affordability, and perception and bias. Barriers manifest themselves as reductions in care seeking behaviors and as potential biases on the part of organizations and communities.

The overall goal is maximizing care seeking behavior, in order to find quality care and then staying in that care for the appropriate amount of time. The vast majority of post-9/11 veterans think that significant barriers exist, influencing their willingness to seek and stay in care. Individual barriers including embarrassment, shame and lack of familial understanding exist alongside the systemic barrier of potential employer bias.

**Post-9/11 Survey - Perceived Barriers to Seeking Diagnosis or Treatment for PTSD or TBI**

	Embarrassment or Shame About the Condition	Concern That a Diagnosis May Hurt Employment Prospects	Lack of Family Understanding About the Condition
Unweighted Base: Total Post-9/11 Veterans	760	760	760
	%	%	%
Barrier (net)	83	83	81
Extreme Barrier	34	36	32
Moderate Barrier	49	47	49
Not a Barrier (net)	12	12	14
Not Much of a Barrier	8	8	10
Not a Barrier At All	4	4	4
Don't Know	3	4	3
Refused	1	1	2

Civilians agree - the majority of the general public surveyed across all three countries believed **that veterans' embarrassment or shame about their condition was a moderate or extreme barrier to them seeking care.** A similar percentage also reported that concern over the diagnosis hurting employment opportunities was a moderate or extreme barrier to care for post 9/11 veterans.

**General Population Survey - Potential Barriers for Post-9/11 Veterans Seeking PTSD/TBI Diagnosis**

	Embarrassment or Shame About Condition			Concern Having Diagnosis Will Hurt Employment Prospects			Lack of Family Understanding of Condition		
	US	Canada	UK	US	Canada	UK	US	Canada	UK
Unweighted Base: Total Respondents	1,001	1,003	1,000	1,001	1,003	1,000	1,001	1,003	1,000
	%	%	%	%	%	%	%	%	%
Barrier (net)	84	89	86	85	90	87	81	87	71
Extreme Barrier	42	47	28	39	43	35	35	37	17
Moderate Barrier	42	43	57	46	47	52	46	51	54
Not a Barrier (net)	14	9	12	13	8	11	16	11	26
Not Much of a Barrier	10	5	11	10	6	9	13	7	20
Not a Barrier At All	4	4	1	3	2	3	4	5	6
Don't Know	2	2	1	2	2	1	2	2	3
Refused	<1	-	<1	<1	-	1	-	-	1

**These perceptions manifest themselves as barriers to seeking and staying in quality care.** Overall, respondents across countries think that veterans and adults in the general population face difficulty when seeking quality resources and treatment options for PTSD or TBI (see ‘difficult (net)’ on the table below). Compared to UK respondents (27%), US (40%) and Canadian (38%) respondents are significantly more likely to think it is ‘very difficult’ for post-9/11 veterans to find quality treatment and resources for their PTSD or TBI. Most veterans think that affording quality treatment presents a challenge to their fellow post-9/11 veterans with PTSD or TBI, with 16 percent rating it as ‘extremely challenging,’ 23 percent as ‘very challenging,’ and 41 percent as ‘somewhat challenging.’ Finding support services (27%) and getting family support in managing the condition (23%) are viewed as ‘extremely’ or ‘very challenging’ by about one in four veterans and ‘somewhat challenging’ by about half (46% finding support services, 54% getting family support). Compared with respondents in Canada and the UK, a significantly larger portion of US respondents think affording quality treatment is ‘extremely’ or ‘very challenging’ for veterans with PTSD or TBI (US: 66%; Canada 55%; UK 60%). UK respondents (32%) are significantly less likely than US (41%) and Canadian (41%) respondents to think that getting family support in managing the condition is ‘extremely’ or ‘very challenging’ for post-9/11 veterans with PTSD or TBI.

Due to these barriers, a large proportion of veterans believe that most of their fellow post-9/11 vets with PTSD and TBI do not get treatment. Approximately half (53%) of veterans believe one in four or fewer veterans with PTSD gets treatment. Perceived treatment access is slightly better, but still fairly low, for veterans with a TBI. More than four in ten veterans (44%) think 25 percent or fewer veterans with a TBI get treatment.

### **Ease or Difficulty of Finding Quality Resources/Treatment Options for PTSD/TBI**

	Ease/Difficulty for Post-9/11 Veterans with PTSD/TBI			Ease/Difficulty for General Population with PTSD/TBI		
	US	Canada	UK	US	Canada	UK
Unweighted Base: Aware of PTSD or TBI/Half Sample Asked About Population	475	493	477	501	481	436
	%	%	%	%	%	%
Easy (net)	16	11	12	17	14	18
Very Easy	3	2	1	5	6	1
Somewhat Easy	13	9	12	12	8	17
Difficult (net)	82	86	85	82	85	78
Somewhat Difficult	42	48	58	47	41	50
Very Difficult	40	38	27	35	44	28
Don't Know	2	3	2	1	1	3
Refused	-	-	-	-	-	1



## Post - 9/11 Veteran Survey

### Challenges Faced By Vets Seeking Treatment for PTSD or TBI

	Affording Quality Treatment	Finding Support Services	Getting Family Support in Managing the Condition
Unweighted Base: Total Post-9/11 Veterans	760	760	760
	%	%	%
Extremely/Very Challenging (net)	39	27	23
Extremely Challenging	16	9	8
Very Challenging	23	18	15
Somewhat Challenging	41	46	54
Not At All/Not Very Challenging (net)	16	24	18
Not Very Challenging	11	15	12
Not At All Challenging	6	9	6
Don't Know	3	2	3
Refused	1	1	2

## General Population Survey

### Challenges in Getting Treatment/Support Faced by post-9/11 Vets with PTSD or TBI

	Affording Quality Treatment			Finding Support Services			Getting Family Support in Managing the Condition		
	US	Canada	UK	US	Canada	UK	US	Canada	UK
Unweighted Base: Total Respondents	1,001	1,003	1,000	1,001	1,003	1,000	1,001	1,003	1,000
	%	%	%	%	%	%	%	%	%
Extremely/Very Challenging (net)	66	55	60	48	49	48	41	41	32
Extremely Challenging	34	23	22	20	15	9	10	12	3
Very Challenging	32	32	38	28	34	39	30	28	29
Somewhat Challenging	26	32	24	39	40	38	45	41	39
Not At All/Not Very Challenging (net)	6	10	11	12	9	11	12	16	25
Not Very Challenging	3	7	8	8	7	10	7	10	19
Not At All Challenging	3	3	3	4	3	1	6	6	6
Don't Know	2	3	4	2	2	2	2	3	3
Refused	<1	<1	1	-	-	1	-	-	1

Warriors and their families should make themselves aware of what treatment options are available as well as their eligibility. It is also important for families, employers, and communities surrounding the warrior to foster a supportive environment, one that encourages care seeking behavior, engagement and sustainment in effective treatment, along with the understanding and respect necessary for long term success.

## DELIVERY

**Finding and affording quality care were identified as challenges by both post-9/11 veterans and the general public, although finding care is perceived to be more difficult than affording care.**

More than half of veterans think it is difficult for post-9/11 veterans with PTSD (54%) or TBI (56%) to find quality resources and treatment options to help with their condition. With regard to getting quality treatment for the length of time needed to help with these conditions, approximately two out of three think vets with PTSD (66%) or TBI (65%) face difficulty in this area.

### **Post - 9/11 Veteran Survey Ease or Difficulty of Getting Treatment for PTSD or TBI**

	Finding Quality Resources and Treatment Options to Help with PTSD	Getting Quality Treatment for the Length of Time Needed to Help with PTSD	Finding Quality Resources and Treatment Options to Help with TBI	Getting Quality Treatment for the Length of Time Needed to Help with TBI
Unweighted Base: Total Post-9/11 Veterans	760	760	760	760
	%	%	%	%
Easy (net)	41	29	37	27
Very Easy	13	9	11	8
Somewhat Easy	29	20	25	19
Difficult (net)	54	66	56	65
Somewhat Difficult	38	42	40	44
Very Difficult	17	24	17	21
Don't Know	3	3	5	6
Refused	2	2	2	2

**When care was sought, found and received, 69 percent of post-9/11 veterans with PTSD indicated they found their treatment to be effective.**

The current private health system of care is segmented and can be confusing for those seeking care. It includes an array of healthcare providers, employers, non-profits, research communities, the insurance industry, the pharmaceutical industry, policy makers, federal, state, and local governing bodies, and a host of other entities.

All of these constituencies have an important role to help deliver a warrior-centric network that fosters a system of comprehensive, integrative, culturally competent, and high quality care. That care should address and span all phases of; resilience, rehabilitation, recovery, and reintegration.

Overall, the study's findings imply that challenges and stigma persist and many opportunities to improve exist regarding veteran health and the issues veterans face around the invisible wounds of war – traumatic brain injury (TBI), post-traumatic stress (PTS), and other psychological health concerns. The ultimate responsibility does lie with the warrior, but as a nation, we have a duty to understand their issues, increase awareness, and build a system of care that empowers warriors to overcome their injuries.

# METHODOLOGY

## Veterans

Post-9/11 veterans were interviewed through the SSRS Omnibus. SSRS Omnibus is a national, weekly, dual-frame bilingual telephone survey designed to meet standards of quality associated with custom research studies. Designed to represent the US adult population, SSRS Omnibus uses a fully-replicated, stratified, single-stage, random-digit-dialing (RDD) sample of landline telephone households, and randomly generated cell phone numbers. Each weekly wave of the omnibus consists of 1,000 interviews, of which 600 are obtained with respondents on their cell phones, and approximately 30 interviews completed in Spanish.

Within each weekly omnibus, questions to identify respondents who served in the US military or military reserves at any time following the terror attacks on September 11, 2001 were included. Respondents who indicated they had served in the military at any time after 9/11 completed a 17-minute telephone interview focusing on the issues of interest for this research. The sample has been weighted to provide nationally representative estimates of post-9/11 veterans.

This report includes the responses of 760 U.S. post-9/11 veterans interviewed between January 28 and July 10, 2016.

## General Population

Using random-digit dialing (RDD) sample which included both cell phone and landline phone numbers (US 60% cell, 40% landline; Canada and UK 30% cell, 70% landline), SSRS conducted 15-minute, telephone interviews with 1,001 US, 1,003 Canadian, and 1,000 UK adults age 18 and over. Interviewing took place from February 18 through March 31, 2016.

With the exception of some modifications to demographic questions for specific countries, the survey instrument used for interviewing was identical across the three countries surveyed. SSRS followed a detailed research protocol designed to ensure high cooperation (response rate) and quality data.

For each country, data were weighted using a two-staged process. The first stage entailed rebalancing the sample of completed interviews by their probability of selection (base-weight), then applying this base-weight in an industry standard weighting program that uses a raking procedure to iteratively create a best fit solution to post-stratification targets. In the second stage, the data was be weighted to the known distribution of adults, 18 or older, as reported by official statistical agencies in each country.

# POST-9/11 VETERAN AND GENERAL POPULATION TOPLINE SURVEYS

## GWBI SURVEY OF POST 9/11 US VETERANS TOPLINE

This study was conducted on behalf of GWBI using the SSRS Omnibus. Telephone surveys with a nationally representative sample of 760 post-9/11 veterans were conducted between January 28, 2016 and July 10, 2016. The margin of error for total respondents is +/-3.6% at the 95% confidence level.

More information about SSRS can be obtained by visiting [www.ssrs.com](http://www.ssrs.com)

### (Base: Total Respondents n=760)

1. Did you serve in the military any time after September 11, 2001?

	%
Yes	100

### (Base: Total Respondents n=760)

2. Which of the following best describes your military service?

	%
Currently Serving (net)	36
You are currently on active duty	23
You are currently a member of the Reserves or National Guard or	13
You have served in the past	63
Refused	2

### (Base: Total Respondents n=760)

3. In which branch (do you/did you) serve?

	%
Air Force (net)	16
Air Force	13
Air Force Reserves	1
Air National Guard	2
Army (net)	47
Army	38
Army National Guard	6
Army Reserves	3
Coast Guard (net)	2
Coast Guard	2
Marines (net)	16
Marines	15
Marine Reserves	1
Navy (net)	16
Navy	16
Navy Reserves	<1
Other	<1
Don't Know	<1
Refused	1

**(Base: Total Respondents n=760)**

4. What (is/was) your (highest) pay grade?

	%
E1 to E4	43
E5 to E7	37
E8 to E9	4
W1 to W5	1
O1 to O3	4
O4 to O6	5
O7 to O10	<1
Don't Know	1
Refused	3

**(Base: Total Respondents n=760)**

5. Since 9/11 have you been deployed in Iraq or in support of Operation Iraqi Freedom?

	%
Yes	43
No	55
Don't Know	<1
Refused	2

**(Base: Total Respondents n=760)**

6. Since 9/11 have you been deployed in In Afghanistan or in support of Operation Enduring Freedom?

	%
Yes	43
No	55
Don't Know	1
Refused	2

**(Base: Total Respondents n=760)**

7. Since 9/11 have you been deployed somewhere else?

	%
Yes	23
No	72
Don't Know	<1
Refused	5

**(Base: Deployed Since 9/11 n=467)**

8. Since 9/11, how many times, in total, did you deploy?

	%
1	45
2	23
3	13
4 or more	17
Don't Know	<1
Refused	1
Mean Deployments	2.47

**(Base: Deployed Since 9/11 n=467)**

9. And, how much total deployed time do you have since 9/11?

	%
Less than 6 months	8
6 months to just under 1 year	23
1 to just under 2 years	35
2 to just under 3 years	19
3 to just under 5 years	10
5 or more years	5
Refused	1

**(Base: Deployed Since 9/11 n=467)**

10. During your deployment time after 9/11, did you personally experience Direct Fire that is fire by small, medium, heavy arms, or RPGs?

	%
Yes	53
No	44
Don't Know	<1
Refused	2

**(Base: Deployed Since 9/11 n=467)**

11. During your deployment time after 9/11, did you personally experience Indirect Fire that is artillery, mortar, rocket, or indirect RPG?

	%
Yes	60
No	38
Refused	2

**(Base: Deployed Since 9/11 n=467)**

12. During your deployment time after 9/11, did you personally experience An IED attack, or any other incident involving explosions or concussive effects such as breaching charges or danger close munitions?

	%
Yes	41
No	57
Refused	2

**(Base: Deployed Since 9/11 n=467)**

13. During your deployment, did you ever feel like you were in great danger of being killed?

	%
Yes	55
No	42
Don't Know	<1
Refused	2

**(Base: Deployed Since 9/11 n=467)**

14. During your deployment, did you ever encounter human remains or see people killed or wounded?

	%
Yes	61
No	35
Refused	4

**(Base: Total Respondents n=760)**

15. Were you wounded or injured during your time in service?

	%
Yes	23
No	75
Refused	2

**(Base: Total Respondents Deployed Post-9/11 and Injured During Service n=129)**

16. Were you wounded or injured while you were deployed?

	%
Yes	73
No	27

**(Base: Total Respondents Injured During Service n=174)**

17. Were any of these injuries due to Direct Fire?

	%
Yes	19
No	80
Refused	2

**(Base: Total Respondents Injured During Service n=174)**

18. Were any of these injuries due to Indirect Fire?

	%
Yes	21
No	76
Refused	3

**(Base: Total Respondents Injured During Service n=174)**

19. Were any of these injuries due to an IED attack?

	%
Yes	24
No	75
Refused	2

**(Base: Total Respondents Injured During Service n=103)**

20. Were any of these injuries due to something else?

	%
Yes	87
No	3
Refused	10

**(Base: Total Respondents Injured During Service n=174)**

21. Were any of those injuries diagnosed as a Traumatic Brain Injury or TBI?

	%
Yes	20
No	77
Don't Know	2
Refused	2

**(Base: Total Respondents Injured During Service and Diagnosed with TBI n=34)**

22. Was this TBI considered ...?

	%
A mild TBI or concussion	31
A moderate TBI or concussion of greater magnitude and effect	47
A severe concussion TBI, meaning a coma or penetrating brain injury	21
Don't Know	2

**(Base: Total Respondents n=760)**

23. Which of the following best describes your personal experience with Post Traumatic Stress as a result of your post 9/11 military service?

	%
You have not experienced any post traumatic stress	61
You have experienced post traumatic stress but have not been formally diagnosed with PTSD	16
You have a PTSD diagnosis	18
Don't Know	1
Refused	5



**(Base: Total Respondents n=760)**

24. As far as you know, what percent of veterans who served in Iraq and Afghanistan Suffer from mental health issues, such as, depression, anxiety, or PTSD related to their service during those wars?

	%
10% or Less	11
11% to 25%	18
26% to 50%	27
More than 50%	36
Don't Know	7
Refused	3

**(Base: Total Respondents n=760)**

25. As far as you know, what percent of veterans who served in Iraq and Afghanistan Suffer from post traumatic stress disorder (PTSD) related to their service during those wars?

	%
10% or Less	11
11% to 25%	22
26% to 50%	26
More than 50%	31
Don't Know	7
Refused	3

**(Base: Total Respondents n=760)**

26. As far as you know, what percent of veterans who served in Iraq and Afghanistan Suffer from traumatic brain injuries (TBI) related to their service during those wars?

	%
10% or Less	36
11% to 25%	32
26% to 50%	15
More than 50%	5
Don't Know	9
Refused	2

**(Base: Total Respondents n=760)**

27. Which of the following best describes the outlook for veterans who are suffering from PTSD?

	%
Most vets can completely recover from PTSD	14
Some vets can only partly recover from but can manage their PTSD but other cannot	67
Most vets cannot recover from or manage PTSD	12
Don't Know	5
Refused	2

**(Base: Total Respondents n=760)**

28. Which of the following best describes how PTSD typically affects the quality of life for veterans who suffer from this condition?

	%
Doesn't affect quality of life	4
Makes quality of life worse for some people and doesn't affect quality of life for others	44
Makes quality of life worse for most people	45
Don't Know	4
Refused	3

**(Base: Total Respondents n=760)**

29. As far as you know, what percent of veterans of the Iraq and Afghanistan wars with PTSD get treatment?

	%
10% or Less	23
11% to 25%	30
26% to 50%	22
More than 50%	14
Don't Know	8
Refused	3

**(Base: Total Respondents n=760)**

30. How easy or difficult do you think it is for vets with PTSD to find quality resources and treatment options to help with their PTSD?

	%
Easy (net)	41
Very east	13
Somewhat easy	29
Difficult (net)	54
Somewhat difficult	38
Very difficult	17
Don't Know	3
Refused	2

**(Base: Total Respondents n=760)**

31. How easy or difficult do you think it is for vets with PTSD to get quality treatment for the length of time needed to help with their PTSD?

	%
Easy (net)	29
Very east	9
Somewhat easy	20
Difficult (net)	66
Somewhat difficult	42
Very difficult	24
Don't Know	3
Refused	2

**(Base: Total Respondents n=760)**

32. Do you think that most vets with PTSD are comfortable sharing their diagnosis with their extended family members or do you think that most vets prefer not to share this information, even with their extended family?

	%
Comfortable sharing their diagnosis with their extended family	8
Prefer NOT to share PTSD diagnosis even with extended family	86
Don't Know	4
Refused	2

**(Base: Total Respondents n=760)**

33. Which of the following best describes the outlook for veterans who are suffering from TBI?

	%
Most vets can completely recover from TBI	8
Some vets can only partly recover from but can manage their TBI but other cannot	63
Most vets cannot recover from or manage PTBI	17
Don't Know	10
Refused	2

**(Base: Total Respondents n=760)**

34. Which of the following best describes how TBI typically affects the quality of life for veterans who suffer from this condition?

	%
Doesn't affect quality of life for most people	4
Makes quality of life worse for some people and doesn't affect quality of life for others	38
Makes quality of life worse for most people	48
Don't Know	7
Refused	3

**(Base: Total Respondents n=760)**

35. As far as you know, what percent of veterans of the Iraq and Afghanistan wars who have TBI get treatment?

	%
10% or Less	22
11% to 25%	22
26% to 50%	20
More than 50%	23
Don't Know	10
Refused	3

**(Base: Total Respondents n=760)**

36. How easy or difficult do you think it is for vets with TBI to find quality resources and treatment options to help with their TBI?

	%
Easy (net)	37
Very east	11
Somewhat easy	25
Difficult (net)	56
Somewhat difficult	40
Very difficult	17
Don't Know	5
Refused	2

**(Base: Total Respondents n=760)**

37. How easy or difficult do you think it is for vets with TBI to receive quality treatment for the length of time needed to help with their TBI?

	%
Easy (net)	27
Very east	8
Somewhat easy	19
Difficult (net)	65
Somewhat difficult	44
Very difficult	21
Don't Know	6
Refused	2

**(Base: Total Respondents n=760)**

38. Do you think that most vets with TBI are comfortable sharing their diagnosis with their extended family members or do you think that most vets prefer not to share this information, even with their extended family?

	%
Comfortable sharing their diagnosis with their extended family	20
Prefer NOT to share TBI diagnosis even with extended family	71
Don't Know	7
Refused	2

**(Base: Total Respondents n=760)**

39. How challenging do you think finding employment or returning to a job is for vets transitioning into civilian life?

	%
Extremely/Very Challenging (net)	36
Extremely challenging	11
Very challenging	25
Somewhat challenging	50
Not Challenging (net)	12
Not very challenging	9
Not at all challenging	3
Don't Know	1
Refused	1

**(Base: Total Respondents n=760)**

40. How challenging do you think re-establishing relationships with family and friends is for vets transitioning into civilian life?

	%
Extremely/Very Challenging (net)	36
Extremely challenging	11
Very challenging	25
Somewhat challenging	49
Not Challenging (net)	11
Not very challenging	8
Not at all challenging	3
Don't Know	2
Refused	2

**(Base: Total Respondents n=760)**

41. How challenging do you think starting or returning to school is for vets transitioning into civilian life?

	%
Extremely/Very Challenging (net)	33
Extremely challenging	10
Very challenging	23
Somewhat challenging	49
Not Challenging (net)	15
Not very challenging	10
Not at all challenging	5
Don't Know	2
Refused	2

**(Base: Total Respondents n=760)**

42. How challenging do you think managing visible or physical wounds is for vets transitioning into civilian life?

	%
Extremely/Very Challenging (net)	43
Extremely challenging	13
Very challenging	30
Somewhat challenging	46
Not Challenging (net)	6
Not very challenging	4
Not at all challenging	2
Don't Know	4
Refused	2

**(Base: Total Respondents n=760)**

43. How challenging do you think managing “invisible” wounds including but not limited to PTSD or TBI is for vets transitioning into civilian life?

	%
Extremely/Very Challenging (net)	59
Extremely challenging	23
Very challenging	36
Somewhat challenging	32
Not Challenging (net)	4
Not very challenging	2
Not at all challenging	2
Don't Know	3
Refused	2

**(Base: Total Respondents n=760)**

44. Generally speaking, how well do you think the American people understand the problems that those in the military face?

	%
Well (net)	13
Very well	2
Fairly well	12
Not Well (net)	84
Not too well	37
Not well at all	47
Don't Know	2
Refused	1

**(Base: Respondents Suffering From and Asked About PTSD n=101)**

45. Are you currently receiving treatment for PTSD?

	Have PTSD %
Yes	58
No	41
Refused	1

**(Base: Respondents Suffering From and Asked About PTSD/Not Currently Receiving Treatment n=49)**

46. Have you received treatment for PTSD at any time in the past?

	Have PTSD %
Yes	57
No	42

**(Base: Respondents Suffering From and Asked About PTSD/Currently or Previously Received Treatment n=81)**

47. Overall, how effective has the treatment you've received been in providing relief from PTSD?

	Have PTSD %
Effective (net)	69
Very effective	22
Somewhat effective	47
Ineffective (net)	30
Not very effective	18
Not at all effective	12
Don't Know	<1

**(Base: Respondents Suffering From and Asked About PTSD/Not Currently or Previously Receiving Treatment n=20)**

48. Do you plan to seek treatment for PTSD at any time in the future?

	Have PTSD %
Yes	22
No	78

**(Base: Respondents Suffering From and Asked About PTSD/Currently or Previously Received Treatment n=81)**

49. How easy or difficult was it for you to access quality care for PTSD?

	Have PTSD %
Easy (net)	43
Very easy	21
Somewhat easy	22
Difficult (net)	54
Somewhat difficult	25
Very difficult	29
Don't Know	2
Refused	1

**(Base: Respondents Suffering From and Asked About PTSD/Currently or Previously Received Treatment n=81)**

50. Have you ever sought treatment or support for your PTSD from a VA hospital, treatment center, or doctor?

	Have PTSD %
Yes	86
No	12
Refused	2

**(Base: Respondents Suffering From and Asked About PTSD/Currently or Previously Received Treatment n=81)**

51. Have you ever sought treatment or support for your PTSD from a private PTSD treatment center?

	Have PTSD %
Yes	22
No	77
Don't Know	1

**(Base: Respondents Suffering From and Asked About PTSD/Currently or Previously Received Treatment n=81)**

52. Have you ever sought treatment or support for your PTSD from a public or private hospital?

	Have PTSD %
Yes	27
No	72
Don't Know	1



**(Base: Respondents Suffering From and Asked About PTSD/Currently or Previously Received Treatment n=81)**

53. Have you ever sought treatment or support for your PTSD from a primary care physician, psychologist, psychiatrist or other specialist?

	Have PTSD %
Yes	77
No	23

**(Base: Respondents Suffering From and Asked About PTSD/Currently or Previously Received Treatment n=81)**

54. Have you ever sought treatment or support for your PTSD from an online or in-person support group?

	Have PTSD %
Yes	27
No	73

**(Base: Respondents Suffering From and Asked About PTSD/Currently or Previously Received Treatment n=81)**

55. Have you ever sought treatment or support for your PTSD from any other source?

	Have PTSD %
Yes	8
No	92

**(Base: Respondents Suffering From and Asked About PTSD n=101)**

56. Are you currently participating in sports or any physical activity, to help with your PTSD?

	Have PTSD %
Yes	35
No	65

**(Base: Respondents Suffering From and Asked About PTSD/Have Not Participated in Sports/Physical Activity to Help with Condition n=62)**

57. Have you ever participated in in sports or any physical activity to help with your PTSD?

	Have PTSD %
Yes	16
No	84

**(Base: Respondents Suffering From and Asked About TBI n=26)**

58. Are you currently receiving treatment for TBI?

	Have TBI %
Yes	68
No	32

**(Base: Respondents Suffering From and Asked About TBI/Not Currently Receiving Treatment n=10)**

59. Have you received treatment for TBI at any time in the past?

	Have TBI %
Yes	63
No	37

**(Base: Respondents Suffering From and Asked About TBI/Currently or Previously Received Treatment n=23)**

60. Overall, how effective has the treatment you've received been in providing relief from TBI?

	Have TBI %
Effective (net)	53
Very effective	19
Somewhat effective	34
Ineffective (net)	44
Not very effective	16
Not at all effective	27
Don't Know	3

**(Base: Respondents Suffering From and Asked About TBI Not Currently or Previously Receiving Treatment n=3)**

61. Do you plan to seek treatment for TBI at any time in the future?

	Have TBI %
Yes	87
No	13

**(Base: Respondents Suffering From and Asked About TBI/Currently or Previously Received Treatment n=23)**

62. How easy or difficult was it for you to access quality care for TBI?

	Have TBI %
Easy (net)	30
Very easy	9
Somewhat easy	21
Difficult (net)	70
Somewhat difficult	46
Very difficult	25

**(Base: Respondents Suffering From and Asked About TBI/Currently or Previously Received Treatment n=23)**

63. Have you ever sought treatment or support for your TBI from a VA hospital, treatment center, or doctor?

	Have TBI %
Yes	78
No	13
Don't Know	9

**(Base: Respondents Suffering From and Asked About TBI/Currently or Previously Received Treatment n=23)**

64. Have you ever sought treatment or support for your TBI from a private PTSD treatment center?

	Have TBI %
Yes	34
No	66

**(Base: Respondents Suffering From and Asked About TBI/Currently or Previously Received Treatment n=23)**

65. Have you ever sought treatment or support for your TBI from a public or private hospital?

	Have TBI %
Yes	19
No	81

**(Base: Respondents Suffering From and Asked About TBI/Currently or Previously Received Treatment n=23)**

66. Have you ever sought treatment or support for your TBI from a primary care physician, psychologist, psychiatrist or other specialist?

	Have TBI %
Yes	90
No	10

**(Base: Respondents Suffering From and Asked About TBI/Currently or Previously Received Treatment n=23)**

67. Have you ever sought treatment or support for your TBI from an online or in-person support group?

	Have TBI %
Yes	45
No	55

**(Base: Respondents Suffering From and Asked About TBI/Currently or Previously Received Treatment n=23)**

68. Have you ever sought treatment or support for your TBI from any other source?

	Have TBI %
Yes	6
No	94

**(Base: Respondents Suffering From and Asked About TBI n=26)**

69. Are you currently participating in sports or any physical activity, to help with your TBI?

	Have TBI %
Yes	20
No	79

**(Base: Respondents Suffering From and Asked About TBI Who Have Not Participated in Sports/Physical Activity to Help with Condition n=19)**

70. Have you ever participated in in sports or any physical activity to help with your TBI?

	Have TBI %
Yes	16
No	84

**(Base: Total Respondents n=760)**

71. How comfortable would you be working alongside people with no military service?

	%
Comfortable (net)	64
Extremely comfortable	23
Very comfortable	41
Somewhat comfortable	26
Not Comfortable (net)	6
Not very comfortable	5
Not at all comfortable	2
Don't Know	1
Refused	1

**(Base: Total Respondents n=760)**

72. How comfortable would you be working alongside military veterans?

	%
Comfortable (net)	88
Extremely comfortable	50
Very comfortable	38
Somewhat comfortable	8
Not Comfortable (net)	2
Not very comfortable	1
Not at all comfortable	1
Don't Know	1
Refused	1

**(Base: Total Respondents n=760)**

73. How comfortable would you be working alongside people with no military service who have physical disabilities?

	%
Comfortable (net)	68
Extremely comfortable	25
Very comfortable	43
Somewhat comfortable	24
Not Comfortable (net)	6
Not very comfortable	4
Not at all comfortable	2
Don't Know	1
Refused	1

**(Base: Total Respondents n=760)**

74. How comfortable would you be working alongside Veterans with physical disabilities?

	%
Comfortable (net)	81
Extremely comfortable	38
Very comfortable	43
Somewhat comfortable	14
Not Comfortable (net)	3
Not very comfortable	2
Not at all comfortable	1
Don't Know	1
Refused	1

**(Base: Total Respondents n=760)**

75. How comfortable would you be working alongside people with no military service who have medical conditions like TBI or PTSD?

	%
Comfortable (net)	49
Extremely comfortable	18
Very comfortable	31
Somewhat comfortable	40
Not Comfortable (net)	8
Not very comfortable	5
Not at all comfortable	3
Don't Know	2
Refused	1

**(Base: Total Respondents n=760)**

76. How comfortable would you be working alongside veterans with medical conditions like TBI or PTSD?

	%
Comfortable (net)	67
Extremely comfortable	24
Very comfortable	43
Somewhat comfortable	27
Not Comfortable (net)	4
Not very comfortable	3
Not at all comfortable	1
Don't Know	1
Refused	1

**(Base: Total Respondents n=760)**

77. How much of a barrier do you think embarrassment or shame about the condition is to vets seeking a diagnosis or treatment for PTSD or TBI?

	%
A Barrier (net)	83
An Extreme barrier	34
A moderate a barrier	49
Not A Barrier (net)	12
Not much of a barrier	8
Not a barrier at all	4
Don't Know	3
Refused	1

**(Base: Total Respondents n=760)**

78. How much of a barrier do you think lack of family understanding of the condition is to vets seeking a diagnosis or treatment for PTSD or TBI?

	%
A Barrier (net)	81
An Extreme barrier	32
A moderate a barrier	49
Not A Barrier (net)	14
Not much of a barrier	10
Not a barrier at all	4
Don't Know	3
Refused	2

**(Base: Total Respondents n=760)**

79. How much of a barrier do you think concern that a diagnosis or being in treatment may hurt employment prospects is to vets seeking a diagnosis or treatment for PTSD or TBI?

	%
A Barrier (net)	83
An Extreme barrier	36
A moderate a barrier	47
Not A Barrier (net)	12
Not much of a barrier	8
Not a barrier at all	4
Don't Know	4
Refused	1

**(Base: Total Respondents n=760)**

80. How challenging do you think affording quality treatment is for vets with PTSD or TBI?

	%
Challenging (net)	39
Extremely challenging	16
Very challenging	23
Somewhat challenging	41
Not Challenging (net)	16
Not very challenging	11
Not at all challenging	6
Don't Know	3
Refused	1

81. How challenging do you think finding support services is for vets with PTSD or TBI?

	%
Challenging (net)	27
Extremely challenging	9
Very challenging	18
Somewhat challenging	46
Not Challenging (net)	24
Not very challenging	15
Not at all challenging	9
Don't Know	2
Refused	1

82. How challenging do you think getting family support in managing the condition is for vets with PTSD or TBI?

	%
Challenging (net)	23
Extremely challenging	8
Very challenging	15
Somewhat challenging	54
Not Challenging (net)	18
Not very challenging	12
Not at all challenging	6
Don't Know	3
Refused	2

**(Base: Total Respondents n=760)**

83. Do you believe that some vets seek diagnosis of PTSD in order to receive disability rating and compensation?

	%
Yes	59
No	36
Don't Know	4
Refused	2



**(Base: Total Respondents n=760)**

84. Do you believe that PTSD is an injury or wound of war?

	%
Yes	85
No	11
Don't Know	2
Refused	2

**(Base: Total Respondents n=760)**

85. Do you believe that vets with PTSD feel ashamed, like they have been discredited or disgraced?

	%
Yes	68
No	25
Don't Know	6
Refused	1

**(Base: Total Respondents n=760)**

86. How many vets with medical conditions like PTSD or TBI face difficulties maintaining positive family relationships?

	%
Most don't	6
Some do and some don't	64
Most do	25
Don't Know	4
Refused	1

**(Base: Total Respondents n=760)**

87. How many vets with medical conditions like PTSD or TBI face difficulties maintaining friendships?

	%
Most don't	10
Some do and some don't	60
Most do	28
Don't Know	1
Refused	1

**(Base: Total Respondents n=760)**

88. How many vets with medical conditions like PTSD or TBI face difficulties feeling accepted in their neighborhoods or communities?

	%
Most don't	11
Some do and some don't	62
Most do	22
Don't Know	4
Refused	1

**(Base: Total Respondents n=760)**

89. How many vets with medical conditions like PTSD or TBI face difficulties finding a job?

	%
Most don't	9
Some do and some don't	61
Most do	26
Don't Know	2
Refused	1

**(Base: Total Respondents n=760)**

90. How many vets with medical conditions like PTSD or TBI face difficulties keeping a job?

	%
Most don't	10
Some do and some don't	62
Most do	24
Don't Know	3
Refused	1

**(Base: Total Respondents n=760)**

91. How many vets with medical conditions like PTSD or TBI face difficulties successfully completing college, vocational school, or other educational programs?

	%
Most don't	11
Some do and some don't	65
Most do	19
Don't Know	4
Refused	1

**(Base: Total Respondents n=760)**

92. Overall, do you think that vets who have PTSD or TBI are perceived (positively) or (negatively) by employers or co-workers?

	%
Perceived positively	32
Perceived negatively	58
Don't Know	7
Refused	3

**(Base: Total Respondents n=760)**

93. Overall, do you think that vets who have PTSD or TBI are perceived (positively) or (negatively) by friends or family members?

	%
Perceived positively	60
Perceived negatively	31
Don't Know	8
Refused	1

**(Base: Total Respondents n=760)**

94. Overall, do you think that vets who have PTSD or TBI are perceived (positively) or (negatively) by neighbors and other members of their community?

	%
Perceived positively	35
Perceived negatively	55
Don't Know	8
Refused	1

**(Base: Total Respondents n=760)**

95. Overall, do you think that the perceptions applied to veterans with a diagnosis of PTSD or TBI also apply to those without a diagnosis?

	%
Yes	63
No	30
Don't Know	6
Refused	1

# GWBI INTERNATIONAL SURVEY ON PERCEPTIONS ABOUT MILITARY VETERANS GENERAL POPULATION TOPLINE

1. Generally speaking, how well do you think adults in the general population understand the problems that those in the military face? Would you say they understand them.

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	<i>1,001</i>	<i>1,003</i>	<i>1,000</i>
Very well	8	6	2
Fairly well	19	26	20
Not too well	43	44	61
Not well at all	28	23	17
Don't know	1	2	<1
Refused	-	<1	-

*Source: Pew Social & Demographic Trends: 2011 Military Veterans Survey  
Vet Survey VT-34A with "adults in the general population" instead of "the American people"*

2. Have you heard of?
  - a. Post-traumatic stress disorder, also called PTSD
  - b. Traumatic brain injury, also called TBI

## Description of PTSD

For the purposes of this study, please consider that PTSD, or post-traumatic stress disorder, is an anxiety disorder that can develop after a person experiences a traumatic or life-threatening event, such as, a car accident, physical or sexual assault, warfare, or terrorism

## Description of TBI

For the purposes of this study, please consider that TBI, or traumatic brain injury, is an injury to the brain resulting from some type of trauma to the head. Its effects can range from a mild concussion to a coma.

3. Prior to me telling you about (PTSD / TBI), had you ever heard of this condition?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	<i>1,001</i>	<i>1,003</i>	<i>1,000</i>
Aware of PTSD (Net)	94	95	85
Unaided	93	92	78
Aided	1	3	7
Aware of TBI (Net)	71	71	57
Unaided	65	59	39
Aided	7	12	18

Aided/Unaided: Respondents were first asked if they had heard of PTSD and TBI and, if they had not, they were read the descriptions above. They were then asked if they had been aware of the condition prior to hearing the description.

4. Do you personally know anyone who suffers from PTSD?

5. Do you personally know anyone who suffers from TBI?

6. Has that person/Have the others you know with this condition served in the military at any time since September 11, 2001?

	Know anyone with PTSD			Know anyone with TBI		
	US	Canada	UK	US	Canada	UK
<i>Unweighted Base: Aware of Condition</i>	966	962	894	766	740	592
	%	%	%	%	%	%
Know Anyone (net)	44	34	16	24	30	20
Know Someone	37	27	13	21	26	19
I Have Condition	3	5	1	3	2	1
Know Someone and I Have Condition	5	3	1	<1	2	1
Do Not Know Anyone	55	65	84	76	70	79
Don't Know	1	<1	1	<1	<1	1
Person with Condition is Post-9/11 Vet	22	11	6	11	9	3

7. How comfortable would you be working alongside people with no military service who have medical conditions like TBI or PTSD?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	1,001	1,003	1,000
Extremely comfortable	12	13	11
Very comfortable	29	28	32
Somewhat comfortable	42	39	31
Not very comfortable	9	12	16
Not at all comfortable	5	5	4
Don't know	3	2	6
Refused	<1	<1	<1

8. How comfortable would you be working alongside post-9/11 Veterans with medical conditions like TBI or PTSD?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	1,001	1,003	1,000
Extremely comfortable	13	13	10
Very comfortable	31	31	30
Somewhat comfortable	42	40	32
Not very comfortable	8	9	17
Not at all comfortable	3	6	5
Don't know	2	2	6
Refused	<1	-	<1

9. How challenging do you think managing visible or physical wounds is for post-9/11 vets transitioning into civilian life? Would you say it is...?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	<i>1,001</i>	<i>1,003</i>	<i>1,000</i>
Not at all challenging	2	2	<1
Not very challenging	2	4	1
Somewhat challenging	23	27	27
Very challenging	40	45	50
Extremely challenging	30	21	20
Don't know	2	2	1
Refused	-	<1	<1

10. How challenging do you think managing wounds that are not visible, including but not limited to PTSD or TBI is for post-9/11 vets transitioning into civilian life? Would you say it is...?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	<i>1,001</i>	<i>1,003</i>	<i>1,000</i>
Not at all challenging	2	1	<1
Not very challenging	2	2	1
Somewhat challenging	21	19	22
Very challenging	39	46	50
Extremely challenging	34	31	26
Don't know	2	1	1
Refused	-	<1	<1

11. As far as you know, what percent of post-9/11 veterans suffer from mental health issues such as depression, anxiety or PTSD related to their military service? Would you say...?

	US	Canada	UK
<i>Unweighted Base: Half Sample Asked About Veterans and Aware of PTSD or TBI</i>	<i>475</i>	<i>493</i>	<i>477</i>
10% or Less	9	7	8
11% to 25%	16	21	37
26% to 50%	32	29	36
More than 50%	40	37	13
Don't know	4	6	5
Refused	-	-	-

12. As far as you know, what percent of post-9/11 veterans suffer from post-traumatic stress disorder (PTSD) related to their military service? Would you say...?

	US	Canada	UK
<i>Unweighted Base: Half Sample Asked About Veterans and Aware of PTSD</i>	470	485	467
10% or Less	8	10	21
11% to 25%	24	24	54
26% to 50%	26	29	17
More than 50%	38	32	4
Don't know	4	5	5
Refused	-	-	-

13. As far as you know, what percent of post-9/11 veterans suffer from traumatic brain injuries (TBI) related to their military service? Would you say...?

	US	Canada	UK
<i>Unweighted Base: Half Sample Asked About Veterans and Aware of TBI</i>	370	370	313
10% or Less	25	22	53
11% to 25%	31	30	31
26% to 50%	24	28	8
More than 50%	13	12	1
Don't know	7	8	7
Refused	-	-	-

14. As far as you know, what percent of adults in the general population suffer from mental health issues such as, depression, anxiety or PTSD, would you say?

	US	Canada	UK
<i>Unweighted Base: Half Sample Asked About General Population and Aware of PTSD or TBI</i>	501	481	436
10% or Less	12	7	23
11% to 25%	29	36	41
26% to 50%	32	31	27
More than 50%	26	21	5
Don't know	1	5	4
Refused	-	-	1

15. As far as you know, what percent of adults in the general population suffer from post-traumatic stress disorder (PTSD), would you say?

	US	Canada	UK
<i>Unweighted Base: Half Sample Asked About General Population and Aware of PTSD</i>	496	477	427
10% or Less	27	35	69
11% to 25%	36	34	21
26% to 50%	24	20	5
More than 50%	10	7	2
Don't know	3	4	3
Refused	-	-	<1

16. As far as you know, what percent of adults in the general population suffer from traumatic brain injuries (TBI), would you say?

	US	Canada	UK
<i>Unweighted Base: Half Sample Asked About General Population and Aware of TBI</i>	396	370	279
10% or Less	47	50	68
11% to 25%	34	32	21
26% to 50%	12	9	4
More than 50%	3	3	1
Don't know	4	7	5
Refused	-	-	1

17. How easy or difficult do you think it is for post-9/11 veterans with PTSD or TBI to find quality resources and treatment options to help with their condition, would you say it is?

	US	Canada	UK
<i>Unweighted Base: Half Sample Asked About Veterans and Aware of PTSD or TBI</i>	475	493	477
Very easy	3	2	1
Somewhat Easy	13	9	12
Somewhat Difficult	42	48	58
Very Difficult	40	38	27
Don't know	2	3	2
Refused	-	-	-



18. How easy or difficult do you think it is for adults in the general population with PTSD or TBI to find quality resources and treatment options to help with their condition, would you say it is?

	US	Canada	UK
<i>Unweighted Base: Half Sample Asked About General Population and Aware of PTSD or TBI</i>	501	481	436
Very easy	5	6	1
Somewhat Easy	12	8	17
Somewhat Difficult	47	41	50
Very Difficult	35	44	28
Don't know	1	1	3
Refused	-	-	1

19. How much of a barrier do you think embarrassment or shame about the condition is to vets seeking a diagnosis or treatment for conditions like PTSD or TBI, would you say it is?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	1,001	1,003	1,000
Not a barrier at all	4	4	1
Not much of a barrier	10	5	11
A moderate barrier	42	43	57
An extreme barrier	42	47	28
Don't know	2	2	1
Refused	<1	-	1

20. How much of a barrier do you think lack of family understanding of the condition is to vets seeking a diagnosis or treatment for conditions like PTSD or TBI, would you say it is?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	1,001	1,003	1,000
Not a barrier at all	4	5	6
Not much of a barrier	13	7	20
A moderate barrier	46	51	54
An extreme barrier	35	37	17
Don't know	2	2	3
Refused	-	-	1

21. How much of a barrier do you think concern that a diagnosis or being in treatment may hurt employment prospects is to vets seeking a diagnosis or treatment for conditions like PTSD or TBI, would you say it is?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	<i>1,001</i>	<i>1,003</i>	<i>1,000</i>
Not a barrier at all	3	2	3
Not much of a barrier	10	6	9
A moderate barrier	46	47	52
An extreme barrier	39	43	35
Don't know	2	2	1
Refused	<1	-	1

22. How challenging do you think affording quality treatment is for post-9/11 vets with conditions like PTSD or TBI, would you say it is?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	<i>1,001</i>	<i>1,003</i>	<i>1,000</i>
Not at all challenging	3	3	3
Not Very challenging	3	7	8
Somewhat challenging	26	32	24
Very challenging	32	32	38
Extremely challenging	34	23	22
Don't know	2	3	4
Refused	<1	<1	1

23. How challenging do you think finding support services is for post-9/11 vets with conditions like PTSD or TBI, would you say it is?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	<i>1,001</i>	<i>1,003</i>	<i>1,000</i>
Not at all challenging	4	3	1
Not Very challenging	8	7	10
Somewhat challenging	39	40	38
Very challenging	28	34	39
Extremely challenging	20	15	9
Don't know	2	2	2
Refused	-	-	1

24. How challenging do you think getting family support in managing the condition is for post-9/11 vets with conditions like PTSD or TBI, would you say it is?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	<i>1,001</i>	<i>1,003</i>	<i>1,000</i>
Not at all challenging	6	6	6
Not Very challenging	7	10	19
Somewhat challenging	45	41	39
Very challenging	30	28	29
Extremely challenging	10	12	3
Don't know	2	3	3
Refused	-	-	1

25. Thinking of the outlook for post-9/11 veterans suffering from conditions like PTSD or TBI, would you say?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	<i>1,001</i>	<i>1,003</i>	<i>1,020</i>
Most vets can completely recover from these conditions	12	12	11
Some vets can recover and manage these conditions	72	68	70
Most vets cannot recover from or manage these conditions	14	17	15
Don't know	2	2	4
Refused	<1	<1	1

26. Would you say having PTSD or TBI?

	US	Canada	UK
<i>Unweighted Base: Total Respondents Aware of PTSD or TBI</i>	<i>976</i>	<i>974</i>	<i>913</i>
Doesn't affect quality of life for most veterans	2	2	2
Makes quality of life worse for some veterans	44	42	54
Makes quality of life worse for most veterans	53	55	42
Don't know	1	1	<1
Refused	-	<1	1

27. How easy or difficult do you think it is for post-9/11 veterans with these conditions to get quality treatment for the length of time needed to help with their condition? Would you say it is...?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	<i>1,001</i>	<i>1,003</i>	<i>1,000</i>
Very easy	2	2	1
Somewhat Easy	10	7	9
Somewhat Difficult	41	49	54
Very Difficult	45	40	33
Don't know	2	2	3
Refused	-	-	1

28. Do you think that most post-9/11 veterans with these conditions are comfortable sharing their diagnosis with their family members or do you think that most vets prefer not to share this information, even with their family?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	<i>1,001</i>	<i>1,003</i>	<i>1,000</i>
Comfortable sharing diagnosis with family	23	22	34
Prefer NOT to share diagnosis even with family	74	72	53
Don't know	3	6	12
Refused	<1	-	1

29. Do you believe that some post-9/11 vets seek diagnosis of PTSD in order to receive disability rating and compensation?

	US	Canada	UK
<i>Unweighted Base: Total Respondents Aware of PTSD</i>	<i>966</i>	<i>962</i>	<i>894</i>
Yes	51	40	48
No	44	53	41
Don't Know	5	7	10
Refused	<1	<1	1

30. Do you believe that PTSD is a wound of war for post-9/11 vets?

	US	Canada	UK
<i>Unweighted Base: Total Respondents Aware of PTSD</i>	<i>966</i>	<i>962</i>	<i>894</i>
Yes	92	90	95
No	6	8	2
Don't Know	2	2	2
Refused	-	<1	1

31. Do you believe that post-9/11 vets with PTSD feel ashamed, like they have been discredited or disgraced?

	US	Canada	UK
<i>Unweighted Base: Total Respondents Aware of PTSD</i>	966	962	894
Yes	75	74	74
No	20	21	19
Don't Know	5	5	7
Refused	<1	-	<1

32. Overall, do you think that post-9/11 veterans who have medical conditions like PTSD or TBI are perceived (positively) or (negatively) by employers or co-workers?

	US	Canada	UK
<i>Unweighted Base: Half Sample Asked About Veterans</i>	487	504	514
Positively	34	27	25
Negatively	57	63	63
Don't Know	9	9	12
Refused	<1	<1	-

33. Overall, do you think that post-9/11 veterans who have medical conditions like PTSD or TBI are perceived (positively) or (negatively) by friends or family members?

	US	Canada	UK
<i>Unweighted Base: Half Sample Asked About Veterans</i>	487	504	514
Positively	59	58	76
Negatively	34	30	14
Don't Know	6	11	10
Refused	1	<1	<1

34. Overall, do you think that post-9/11 veterans who have medical conditions like PTSD or TBI are perceived (positively) or (negatively) by neighbors or other members of their community?

	US	Canada	UK
<i>Unweighted Base: Half Sample Asked About Veterans</i>	487	504	514
Positively	45	36	23
Negatively	49	52	66
Don't Know	6	11	11
Refused	1	<1	-

35. Overall, do you think that adults in the general population who have medical conditions like PTSD or TBI are perceived (positively) or (negatively) by employers or co-workers?

	US	Canada	UK
<i>Unweighted Base: Half Sample Asked About General Population</i>	514	499	486
Positively	19	21	27
Negatively	74	71	60
Don't Know	6	8	11
Refused	<1	<1	1

36. Overall, do you think that adults in the general population who have medical conditions like PTSD or TBI are perceived (positively) or (negatively) by friends or family members?

	US	Canada	UK
<i>Unweighted Base: Half Sample Asked About General Population</i>	514	499	486
Positively	52	49	73
Negatively	41	43	14
Don't Know	7	8	12
Refused	-	-	1

37. Overall, do you think that adults in the general population who have medical conditions like PTSD or TBI are perceived (positively) or (negatively) by neighbors or other members of their community?

	US	Canada	UK
<i>Unweighted Base: Half Sample Asked About General Population</i>	514	499	486
Positively	23	24	23
Negatively	70	67	66
Don't Know	6	9	10
Refused	1	-	1

38. Do you have any friends or family members who served in any branch of the military, whether in an active duty or reserves capacity, at any time after September 11, 2001?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	1,001	1,003	1,000
Yes	63	39	19
No	36	61	80
Don't know	<1	<1	1
Refused	-	-	1

39. Currently, are you yourself employed full time, part time, or not at all?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	<i>1,001</i>	<i>1,003</i>	<i>1,000</i>
Employed full-time	47	44	53
Employed part-time	10	13	19
Retired	20	22	17
Homemaker	6	6	4
Student	5	5	1
Temporarily unemployed	6	7	2
Disabled/handicapped	5	2	1
Other	<1	<1	<1
Don't Know/Refused	1	<1	2

40. What is your age?

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	<i>1,001</i>	<i>1,003</i>	<i>1,000</i>
18 to 29	21	19	20
30 to 49	33	35	34
50 to 64	26	27	23
65 or older	19	18	21
Over 18 (age unspecified)	-	<1	-
Refused	<1	<1	1

41. What is the highest level of school you have completed or the highest degree you have received?

	US
<i>Unweighted Base: Total US Respondents</i>	<i>1,001</i>
Less than high school	4
High school incomplete	6
High school graduate	34
Some college, no degree	14
Two year associate degree from a college or university	10
Four year college or university degree/Bachelor's degree	17
Some postgraduate or professional schooling, no postgraduate degree	2
Postgraduate or professional degree, including master's, doctorate, medical or law degree	11
Don't Know	<1
Refused	1

42. What is the highest level of education you have completed to date?

	UK
<i>Unweighted Base: Total UK Respondents</i>	<i>1,000</i>
No formal education	1
Primary education	4
Secondary education	49
Some post-secondary education or university, but no university degree	16
University degree or higher	28
Don't Know	-
Refused	2

43. What is the highest level of education you have completed to date?

	Canada
<i>Unweighted Base: Total Canada Respondents</i>	<i>1,003</i>
Less than high school graduation	15
High school graduate or equivalent	27
Some community college, technical, trade, or vocational college	34
College or university degree, or higher	23
Don't Know	<1
Refused	<1

44. GENDER

	US	Canada	UK
<i>Unweighted Base: Total Respondents</i>	<i>1,001</i>	<i>1,003</i>	<i>1,000</i>
Male	49	49	49
Female	51	51	51





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