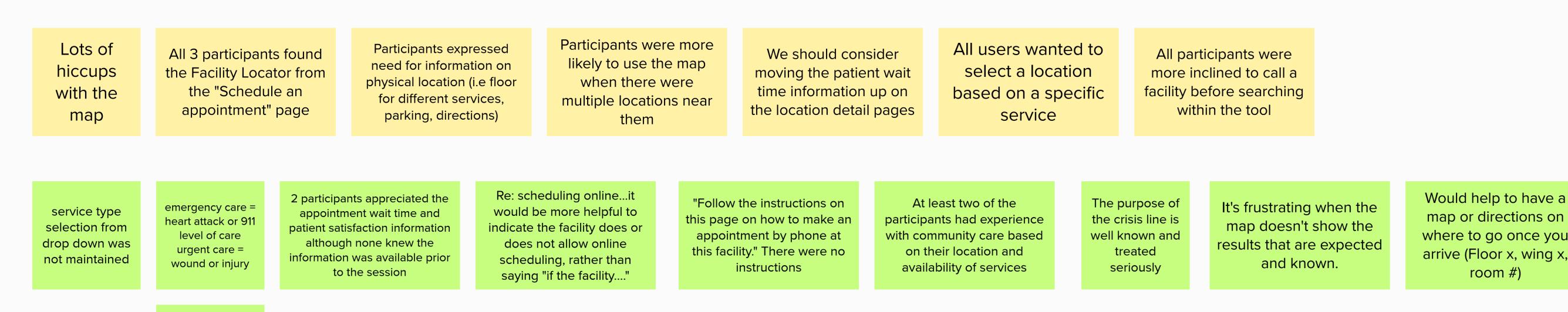
Session Observations

10/28/2019 - 3 Participants



we should consid making emergend and urgent care search options more prominent

10/29/2019 - 1 Participant



10/30/2019 - 3 Participants

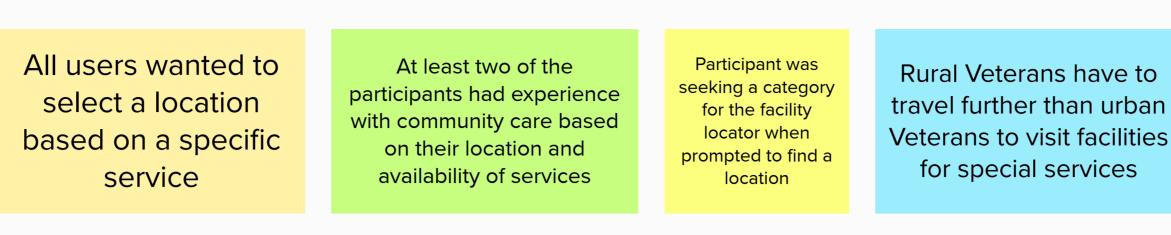
	•						
All participants chose link "Find a Location" in the header (could have been due to urban/younger/tech savvy demographic?)	Participants who did not utilize VA healthcare used the header link vs the white boxes	Rural Veterans have to travel further than urban Veterans to visit facilities for special services	Participants do not trust that the information presented on the website	Facilities have services listed that are not always provided	When filtering by service, that specific service is not listed on the location detail information	There is a need for more information on the	One Veteran questioned the source of the Veteran rating on a location detail page
All participants encountered the bug with the map not loading after clicking	All participants were able to identify the medical facilities and cemeteries based on iconography in the map	Naming conventions on Google (potentially other services) and VA are inconsistent	Locations/addresses were not consistent	There is a need for physical information like parking/front door/drop-off areas	Tiny map would be more helpful if it were interactive	Rural Veterans rely on landmarks (surrounding locations) when using the map	There is interest in interacting with providers through secure messaging
One veteran expressed value in showing the doctors who work in specific facilities	There was a lack of awareness of mobile clinics available to Veterans	Exisiting patients were confident in the wait times listed	Uncertainty around hours listed some facilities are open when we displayed n/a or closed	Service focused using the four boxes on the home page to include facilities (filter search with that service)	There's an opportunity to link multiple tools i.e. MyHealtheVet & Scheduling Appt	Caregiver perspective research/information seeking	Print option could be helpful?
Generational use of the tool (directions) send to mobile phone vs print out	Lack of understanding for Mission Act / Community Care / Urgent Care	Iconography heavy session day overwhelming	Should we default to "show all"? or consolidate	Potential to personalize the approach to finding a location> "What are you looking for?"	Should we be showing cemeteries and health facilities at the same time??		

High Level Findings

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The different location and service types create confusion for Veterans when trying to find a VA location.	The map is useful when it is interactive and shows landmarks relative to VA locations	There is a need for multiple entry points to the Facility Locator tool	The location specific page is helpful when preparing a visit but there is a need to see location information at a higher level	Veterans want to find a location based on a specific service and distance	Veterans need consistent information between online and physical locations and are skeptical of information presented on VA.gov

Research Synthesis

When choosing a location to visit, veterans search by a specific service and by distance.



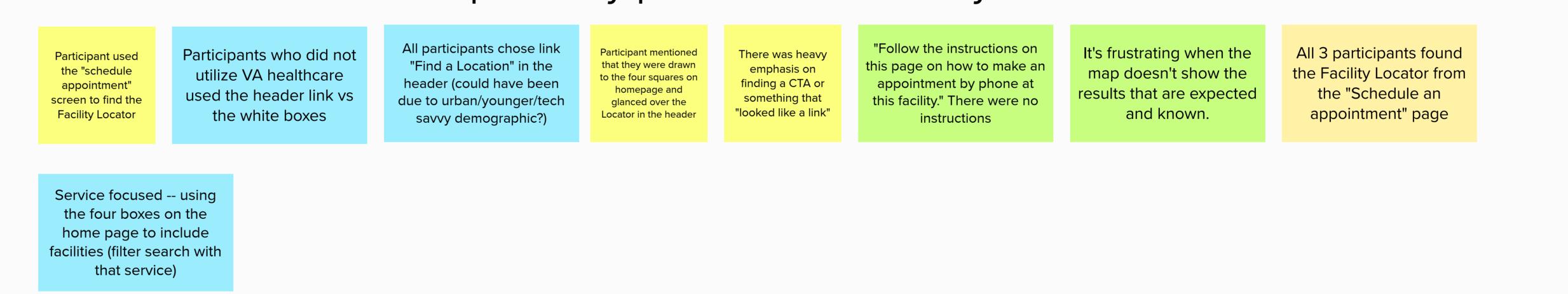
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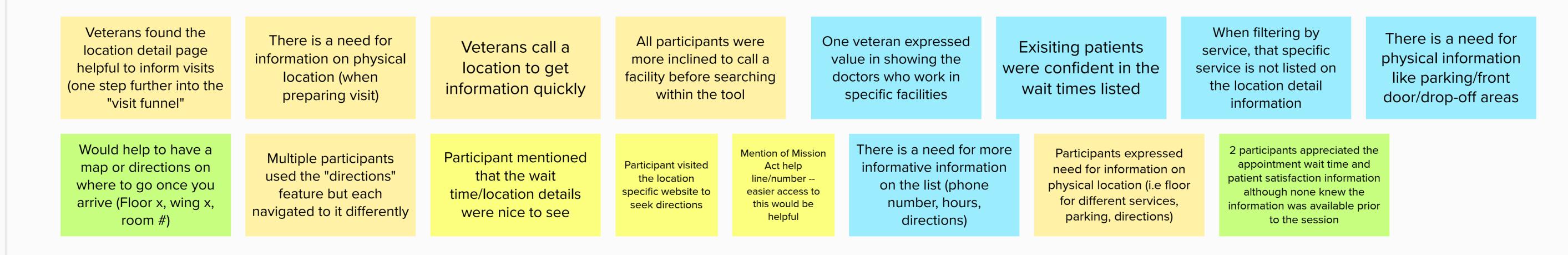
The map is useful when it is interactive and shows landmarks relative to VA locations



There is a need for multiple entry points to the Facility Locator tool



The location specific page is helpful when preparing a visit but there is a need to see some location information at a higher level

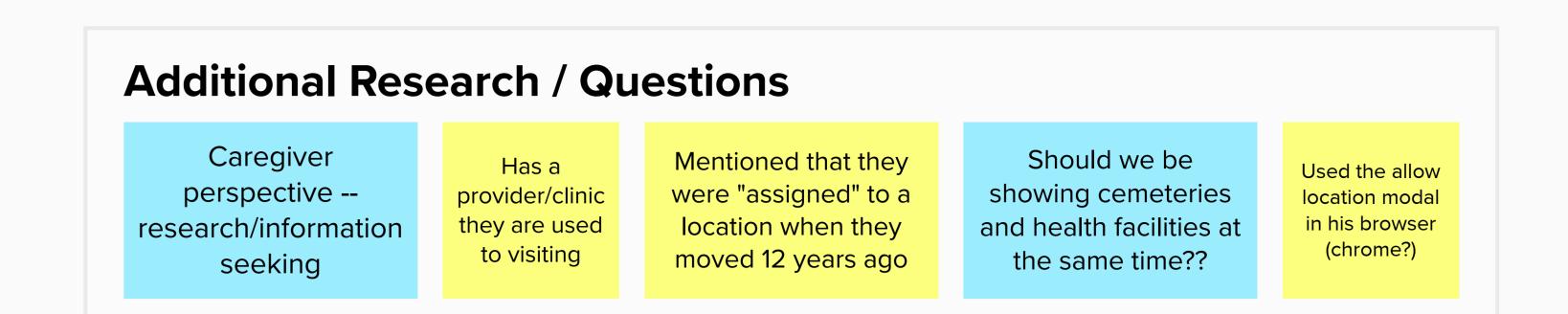


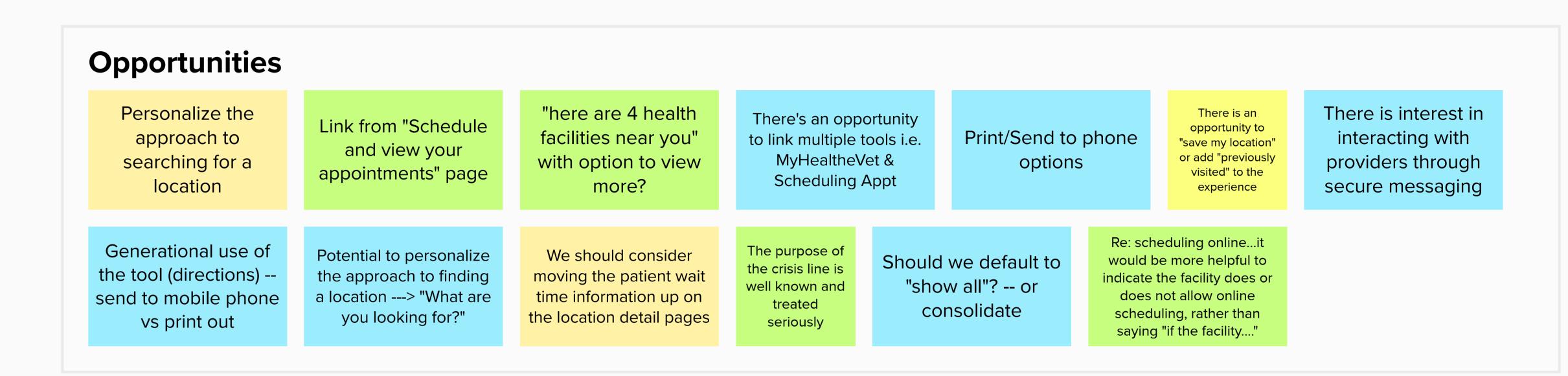
Veterans have a general understanding of the difference between Urgent and Emergency care, but the separate workflows create confusion when trying to find a VA location.

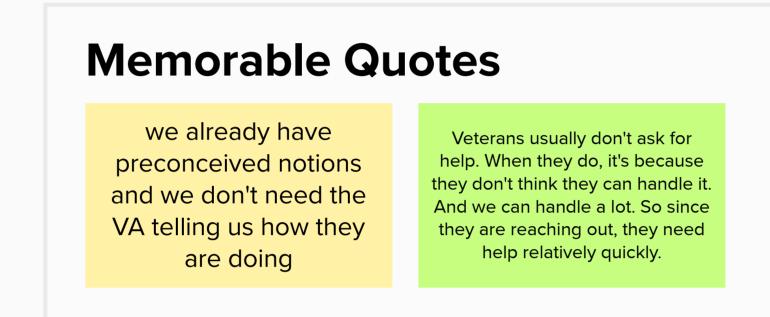


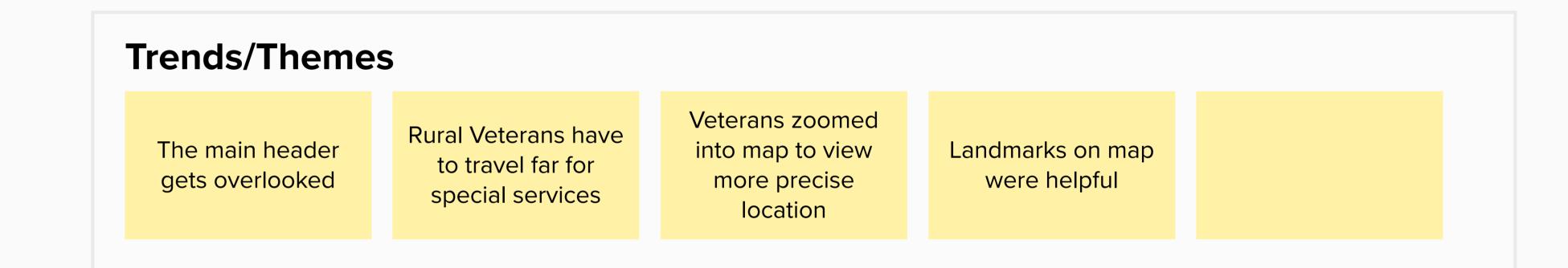
Bugs

service typ selection fro drop down v not maintain









Recommendations							
Include the Facility Locator on most used pages of VA site		There should be a prominent CTA to find a VA location on the schedule		Include Facility Locator in one of the white boxes (health care?)		Surface more relevant location information on list (today's hours, phone number, directions)	