

# Pittsburgh stakeholder review of content

## Review content audit

The content audit is a snapshot of our work (as of July 2019), designed to be a reference for you, that contains:

- Your current site's URLs
- The staging site's URLs, along with how those pages correspond to (or combine) existing pages, or whether they represent new pages.
- **Action:** Review the following tabs in the spreadsheet to help you **get acquainted** with it: “columns dictionary” and “tab dictionary”.
- **Notes**
  - As you get acquainted, we'd like you to focus on the following tabs, as they contain URLs with content that is primarily Veteran-facing.
    - “Facility content” tab: these URLs contain information about the Pittsburgh facilities.
    - “Services” tab: these URLs contain information about health services and services that are not health related, such as cardiology and homeless services.
  - **Content does not map in a 1:1 way between your current site and the new staging site.** Rather, our team of content writers and editors reviewed existing content and used it to inform the creation of new pages. Content from your site's URLs may have been used to inform the content on a variety of new pages or one new page could be comprised of content from a variety of legacy pages. Either way, we have ensured that high-priority content is represented on the staging site, and have also documented content that we have not yet represented in the “Unaccounted for” tab.
  - **“News and Events” section and documents**
    - Documents: Some documents are linked to on the new staging URLs, and in some cases they were used to inform content on the new pages. We're aware that not all documents are currently accounted for and are working on importing them all to the new site and given a URL that they can be accessed at.
    - Events: We've published the 12 most recent/upcoming events to Drupal, but that we are unable to index the past event URLs due to the way Teamsite publishes events. You can review the events page at this URL: <https://staging.va.gov/pittsburgh-health-care/events/>

- Similar to events, we will publish the 12 most recent for press releases and community stories.

## **Review content on the new staging site and provide feedback related to completeness and accuracy.**

### **Below is a table with staging URLs, grouped by batches:**

- **Batch 1 / Landing page, important pages linked from the landing page and “Locations and services” section:** Our team made substantive changes to these pages, in some cases writing entirely new content. We predict that Veterans will be accessing this content frequently, so we want to make sure it’s as complete and accurate as possible. This content may also require additional subject matter expertise review (thus, more time), especially URLs labeled as **“1 (high priority)”**.
  - **Action:** feedback period Mon 8/19 - Fri 8/30 (10 days)
- **Batch 2 / “About Us” section:** Our team made substantive changes to these pages, in some cases writing entirely new content. This content is important, but slightly less Veteran-facing.
  - **Action:** feedback period Mon 9/2 - Fri 9/13 (10 days)
- **Batch 3 / “News and Events” section:** Our team did not make any edits to Press Releases or Events. In some cases, we updated the titles of Community Stories, but we didn’t make substantive changes to the content.
  - **Action:** feedback period Mon 9/16 - Fri 9/20 (5 days)

### **Recommendations for reviewing content and providing feedback:**

**We are primarily concerned with the *accuracy, relevancy, and completeness* of the content.**

#### **What do we mean by accuracy and relevancy?**

- Is the information directly related (relevant) to what a Veteran needs to accomplish on a certain page, or is it extraneous and/or would it make more sense somewhere else?
- Would a Veteran get an inaccurate impression of a service, program, or facility from what is written?
- Have we used any terms that you think will cause confusion or strife for Veterans or caregivers?

## What do we mean by completeness?

- Does the content contain all the information a Veteran or caregiver needs to make a decision or take action?
- Are there any additional details we should add that would enhance a Veteran's understanding of the core concepts addressed in the content?

## Try to avoid:

- Try to avoid copy editing as we are planning an extensive editorial review in the near future. We ask that you spend your limited time focusing on factual accuracy and completeness of the content.

Batch	Section on site	URL	Reviewed?
1	<b>Pittsburgh Health Care  </b> Landing	<a href="https://staging.va.gov/pittsburgh-health-care/">https://staging.va.gov/pittsburgh-health-care/</a>	
1	Pittsburgh Health Care   Root	<a href="https://staging.va.gov/pittsburgh-health-care/make-an-appointment/">https://staging.va.gov/pittsburgh-health-care/make-an-appointment/</a>	
1	Pittsburgh Health Care   Root	<a href="https://staging.va.gov/pittsburgh-health-care/become-a-patient/">https://staging.va.gov/pittsburgh-health-care/become-a-patient/</a>	
1	Pittsburgh Health Care   Root	<a href="https://staging.va.gov/pittsburgh-health-care/pharmacy/">https://staging.va.gov/pittsburgh-health-care/pharmacy/</a>	
1	Pittsburgh Health Care   Root	<a href="https://staging.va.gov/pittsburgh-health-care/contact-us/">https://staging.va.gov/pittsburgh-health-care/contact-us/</a>	
1	Pittsburgh Health Care   Root	<a href="https://staging.va.gov/pittsburgh-health-care/billing-insurance/">https://staging.va.gov/pittsburgh-health-care/billing-insurance/</a>	
1	Pittsburgh Health Care   Root	<a href="https://staging.va.gov/pittsburgh-health-care/patient-advocates/">https://staging.va.gov/pittsburgh-health-care/patient-advocates/</a>	
1	<b>Locations and services  </b> Landing	<a href="https://staging.va.gov/pittsburgh-health-care/locations/">https://staging.va.gov/pittsburgh-health-care/locations/</a>	
<b>1 (high priority)</b>	Locations and services   Univ Drive	<a href="https://staging.va.gov/pittsburgh-health-care/locations/pittsburgh-vamedical-center-university-drive/">https://staging.va.gov/pittsburgh-health-care/locations/pittsburgh-vamedical-center-university-drive/</a>	
<b>1 (high priority)</b>	Locations and services   Heinz	<a href="https://staging.va.gov/pittsburgh-health-care/locations/hj-heinz/">https://staging.va.gov/pittsburgh-health-care/locations/hj-heinz/</a>	
1	Locations and services   Health clinic locations	<a href="https://staging.va.gov/pittsburgh-health-care/locations/beaver-county-outpatient-clinic/">https://staging.va.gov/pittsburgh-health-care/locations/beaver-county-outpatient-clinic/</a>	
1	Locations and services   Health clinic locations	<a href="https://staging.va.gov/pittsburgh-health-care/locations/belmont-county-outpatient-clinic/">https://staging.va.gov/pittsburgh-health-care/locations/belmont-county-outpatient-clinic/</a>	
1	Locations and services   Health clinic locations	<a href="https://staging.va.gov/pittsburgh-health-care/locations/fayette-county-outpatient-clinic/">https://staging.va.gov/pittsburgh-health-care/locations/fayette-county-outpatient-clinic/</a>	
1	Locations and services   Health clinic locations	<a href="https://staging.va.gov/pittsburgh-health-care/locations/washington-county-outpatient-clinic/">https://staging.va.gov/pittsburgh-health-care/locations/washington-county-outpatient-clinic/</a>	
1	Locations and services   Health clinic locations	<a href="https://staging.va.gov/pittsburgh-health-care/locations/westmoreland-county-outpatient-clinic/">https://staging.va.gov/pittsburgh-health-care/locations/westmoreland-county-outpatient-clinic/</a>	

1 (high priority)	Locations and services   Our health services	<a href="https://staging.va.gov/pittsburgh-health-care/health-services/">https://staging.va.gov/pittsburgh-health-care/health-services/</a> Especially reviewing "care we provide" sections under each service	
3	<b>News and events</b>   Events	<a href="https://staging.va.gov/pittsburgh-health-care/events/">https://staging.va.gov/pittsburgh-health-care/events/</a>	
3	News and events   Stories	<a href="https://staging.va.gov/pittsburgh-health-care/stories/">https://staging.va.gov/pittsburgh-health-care/stories/</a>	
3	News and events   News releases	<a href="https://staging.va.gov/pittsburgh-health-care/press-releases/">https://staging.va.gov/pittsburgh-health-care/press-releases/</a>	
2	<b>About us</b>   Mission and vision	<a href="https://staging.va.gov/pittsburgh-health-care/mission-vision/">https://staging.va.gov/pittsburgh-health-care/mission-vision/</a>	
2	About us   History	<a href="https://staging.va.gov/pittsburgh-health-care/history/">https://staging.va.gov/pittsburgh-health-care/history/</a>	
2	About us   Leadership	<a href="https://staging.va.gov/pittsburgh-health-care/leadership/">https://staging.va.gov/pittsburgh-health-care/leadership/</a>	
2	About us   Volunteer or donate	<a href="https://staging.va.gov/pittsburgh-health-care/volunteer-or-donate/">https://staging.va.gov/pittsburgh-health-care/volunteer-or-donate/</a>	
2	About us   Jobs and careers	<a href="https://staging.va.gov/pittsburgh-health-care/jobs-careers/">https://staging.va.gov/pittsburgh-health-care/jobs-careers/</a>	
2	About us   Jobs and careers	<a href="https://staging.va.gov/pittsburgh-health-care/jobs-careers/internships-fellowships/">https://staging.va.gov/pittsburgh-health-care/jobs-careers/internships-fellowships/</a>	
2	About us   Jobs and careers	<a href="https://staging.va.gov/pittsburgh-health-care/jobs-careers/internships-fellowships/forms/">https://staging.va.gov/pittsburgh-health-care/jobs-careers/internships-fellowships/forms/</a>	
2	About us   Jobs and careers	<a href="https://staging.va.gov/pittsburgh-health-care/jobs-careers/internships-fellowships/trainee-coordinators/">https://staging.va.gov/pittsburgh-health-care/jobs-careers/internships-fellowships/trainee-coordinators/</a>	
2	About us   Jobs and careers	<a href="https://staging.va.gov/pittsburgh-health-care/internships-fellowships/forms/">https://staging.va.gov/pittsburgh-health-care/internships-fellowships/forms/</a>	
2	About us   Health and medical research	<a href="https://staging.va.gov/pittsburgh-health-care/research/">https://staging.va.gov/pittsburgh-health-care/research/</a>	
2	About us   Health and medical research	<a href="https://staging.va.gov/pittsburgh-health-care/research/research-professionals/">https://staging.va.gov/pittsburgh-health-care/research/research-professionals/</a>	
2	About us   Health and medical research	<a href="https://staging.va.gov/pittsburgh-health-care/health-medical-research/safety-security/">https://staging.va.gov/pittsburgh-health-care/health-medical-research/safety-security/</a>	
2	About us   Health and medical research	<a href="https://staging.va.gov/pittsburgh-health-care/research-and-development-contacts/">https://staging.va.gov/pittsburgh-health-care/research-and-development-contacts/</a>	
2	About us   Health and medical research	<a href="https://staging.va.gov/pittsburgh-health-care/committee-member-information/">https://staging.va.gov/pittsburgh-health-care/committee-member-information/</a>	
2	About us   Health and medical research	<a href="https://staging.va.gov/pittsburgh-health-care/new-researchers/">https://staging.va.gov/pittsburgh-health-care/new-researchers/</a>	
2	About us   Policies	<a href="https://staging.va.gov/pittsburgh-health-care/policies/">https://staging.va.gov/pittsburgh-health-care/policies/</a>	
2	About us   Programs	<a href="https://staging.va.gov/pittsburgh-health-care/programs/">https://staging.va.gov/pittsburgh-health-care/programs/</a>	
1	<b>Pittsburgh Health Care</b>   Landing	<a href="https://staging.va.gov/pittsburgh-health-care/">https://staging.va.gov/pittsburgh-health-care/</a>	
1	Pittsburgh Health Care   Root	<a href="https://staging.va.gov/pittsburgh-health-care/make-an-appointment/">https://staging.va.gov/pittsburgh-health-care/make-an-appointment/</a>	
1	Pittsburgh Health Care   Root	<a href="https://staging.va.gov/pittsburgh-health-care/become-a-patient/">https://staging.va.gov/pittsburgh-health-care/become-a-patient/</a>	
1	Pittsburgh Health Care   Root	<a href="https://staging.va.gov/pittsburgh-health-care/pharmacy/">https://staging.va.gov/pittsburgh-health-care/pharmacy/</a>	
1	Pittsburgh Health Care   Root	<a href="https://staging.va.gov/pittsburgh-health-care/contact-us/">https://staging.va.gov/pittsburgh-health-care/contact-us/</a>	

# Template for providing feedback

## Batch 1

Feedback period Mon 8/19 - Fri 8/30 (10 days)

URL	Notes on accuracy and relevancy	Notes on completeness
<a href="https://staging.va.gov/pittsburgh-health-care/">https://staging.va.gov/pittsburgh-health-care/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/make-an-appointment/">https://staging.va.gov/pittsburgh-health-care/make-an-appointment/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/become-a-patient/">https://staging.va.gov/pittsburgh-health-care/become-a-patient/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/pharmacy/">https://staging.va.gov/pittsburgh-health-care/pharmacy/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/contact-us/">https://staging.va.gov/pittsburgh-health-care/contact-us/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/billing-insurance/">https://staging.va.gov/pittsburgh-health-care/billing-insurance/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/patient-advocates/">https://staging.va.gov/pittsburgh-health-care/patient-advocates/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/locations/">https://staging.va.gov/pittsburgh-health-care/locations/</a>		
<b>(high priority)</b> <a href="https://staging.va.gov/pittsburgh-health-care/locations/pittsburgh-v-a-medical-center-university-drive/">https://staging.va.gov/pittsburgh-health-care/locations/pittsburgh-v-a-medical-center-university-drive/</a>		
<b>(high priority)</b> <a href="https://staging.va.gov/pittsburgh-health-care/locations/hj-heinz/">https://staging.va.gov/pittsburgh-health-care/locations/hj-heinz/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/locations/beaver-county-outpatient-clinic/">https://staging.va.gov/pittsburgh-health-care/locations/beaver-county-outpatient-clinic/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/locations/belmont-county-outpatient-clinic/">https://staging.va.gov/pittsburgh-health-care/locations/belmont-county-outpatient-clinic/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/locations/fayette-county-outpatient-clinic/">https://staging.va.gov/pittsburgh-health-care/locations/fayette-county-outpatient-clinic/</a>		

<a href="#">nic/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/locations/washington-county-outpatient-clinic/">https://staging.va.gov/pittsburgh-health-care/locations/washington-county-outpatient-clinic/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/locations/westmoreland-county-outpatient-clinic/">https://staging.va.gov/pittsburgh-health-care/locations/westmoreland-county-outpatient-clinic/</a>		
<b>(high priority)</b> <a href="https://staging.va.gov/pittsburgh-health-care/health-services/">https://staging.va.gov/pittsburgh-health-care/health-services/</a> Especially reviewing "care we provide" sections under each service		

## Batch 2

**Feedback period Mon 9/2 - Fri 9/13 (10 days)**

URL	Notes on accuracy and relevancy	Notes on completeness
<a href="https://staging.va.gov/pittsburgh-health-care/mission-vision/">https://staging.va.gov/pittsburgh-health-care/mission-vision/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/history/">https://staging.va.gov/pittsburgh-health-care/history/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/leadership/">https://staging.va.gov/pittsburgh-health-care/leadership/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/volunteer-or-donate/">https://staging.va.gov/pittsburgh-health-care/volunteer-or-donate/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/jobs-careers/">https://staging.va.gov/pittsburgh-health-care/jobs-careers/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/jobs-careers/internships-fellowships/">https://staging.va.gov/pittsburgh-health-care/jobs-careers/internships-fellowships/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/jobs-careers/internships-fellowships/forms/">https://staging.va.gov/pittsburgh-health-care/jobs-careers/internships-fellowships/forms/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/jobs-careers/internships-fellowships/trainee-coordinators/">https://staging.va.gov/pittsburgh-health-care/jobs-careers/internships-fellowships/trainee-coordinators/</a>		

<a href="https://staging.va.gov/pittsburgh-health-care/internships-fellowships/forms/">https://staging.va.gov/pittsburgh-health-care/internships-fellowships/forms/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/research/">https://staging.va.gov/pittsburgh-health-care/research/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/research/research-professionals/">https://staging.va.gov/pittsburgh-health-care/research/research-professionals/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/health-medical-research/safety-security/">https://staging.va.gov/pittsburgh-health-care/health-medical-research/safety-security/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/research-and-development-contacts/">https://staging.va.gov/pittsburgh-health-care/research-and-development-contacts/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/committee-member-information/">https://staging.va.gov/pittsburgh-health-care/committee-member-information/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/new-researchers/">https://staging.va.gov/pittsburgh-health-care/new-researchers/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/policies/">https://staging.va.gov/pittsburgh-health-care/policies/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/programs/">https://staging.va.gov/pittsburgh-health-care/programs/</a>		

## Batch 3

Feedback period Mon 9/16 - Fri 9/20 (5 days)

URL	Notes on accuracy and relevancy	Notes on completeness
<a href="https://staging.va.gov/pittsburgh-health-care/events/">https://staging.va.gov/pittsburgh-health-care/events/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/stories/">https://staging.va.gov/pittsburgh-health-care/stories/</a>		
<a href="https://staging.va.gov/pittsburgh-health-care/press-releases/">https://staging.va.gov/pittsburgh-health-care/press-releases/</a>		