

Conversation Guide for Facility Locator Urgent Care PDF Testing

Introduction

Thanks for joining us today! My name is Aricka and I also have some colleagues on the line observing and taking notes. Today we're going to talk about how the VA.gov website can help you find Urgent Care.

Before we start, a few things I want to mention:

- This entire session should take about an hour. I want to be sure not to keep you much longer, so I may occasionally prompt you with the next question or topic.
- In this session, we want to hear your honest opinions. We are not testing your ability. We just want to improve these tools to better meet Veteran's needs. I will not be offended by any opinions you express, and I welcome your feedback.
- If for any reason and at any time you want to stop the session, please let me know. You will not be penalized in any way if we need to stop.
- Are you comfortable if I record my screen and audio as we talk today? We use the recordings to confirm that we have captured your opinions accurately.

Once you are recording: I want to verify that you are okay with me recording screen and audio today.

Background

Tell us your name and a little about your service history.

I was a Navy Corpsman in 1996 and currently a law student. I am studying veteran policy and law and have been doing that for the past 7 years. That's pretty much all about me.

Usability Test

Scenario

Let's imagine that you have had flu-like symptoms and want to visit a local facility that takes your VA benefits. For the sake of this test, you are located in Washington D.C.

(share link) I'm going to share a link with you. Once it loads, will you share your screen with me?

We will use a prototype to walk through a few steps in this scenario so not all links on the page will be clickable. Be sure to move a bit slower than you normally would on the web and talk me through what you are thinking.

Task 1 - Search

Let's imagine that you have flu-like symptoms and want to find a place to get care as quickly as possible. What would you do on this page first?

I noticed you chose [whichever type/location they chose]. Will you talk about why you made that choice? [If they chose VA Health, ask them to select an option that would provide quicker care.]

- I would find what service type, if it were for me.
- Why- I would see if there was an urgent care or ER and which is the closest that I could do a walk-in on.
- Local facility- What would be better is giving us a non-va healthcare service that provides the quickest care.
- What would you do to find that- If I couldn't find it here I would google it.
- Go to choose va facility type on the left- The thing is that to me that is vague so it needs to provide type like non-va or VA or would it list them. If I have the flu I am not going to have the time to find one. SO I mean if it was me that question needs to be is it urgent or no-urgent. That kind of deal then another link over here that will provide the local offices that can see me and let me chose the radius. Sometimes you are 40 miles away and if you are sick you're not going to make it 40 miles.
- Click facility type, thoughts- It doesn't show anything about non-va but they have community care. If I was looking at it is it va, non-va or urgent care.
- Looking for somewhere that took benefits- I would click va benefits
- Why- because it says something about benefits.
- Let's say you client urgent care, please click that, what would you do now- I would click the va facility that is closest to me
- What does va and community care mean- to me it is confusing. If I am sick or in a bind I want the system to tell me which is the closest to me either va or non va. I think clicking in the number and have a flu, can't drive but I can make it there. I would care less and just want what is closest to me. So I would think for me I click then go to the facility that can see me today and is closest.
- Which office would you pick- That's a preference , I would go to the va facility because I have not had bad care. Some individuals have had bad care and would choose non-va
- Which would you pick- va community care clicked
- Look at the information and tell me your thoughts- It says that you must download and print form. Most veterans don't have a printer so do I have to have that to see this person. I think that is a bad deal right there in my opinion. A rating is what the facility is good, like 5 star, 1 star. Am I going to get in there, I don't know if it is open or when it closed. Is it open for 24 hours; I don't see any of that either.

Go ahead and complete your search.

Task 2 - Download PDF

[If they do NOT notice the PDF alert, go to Task 4]

[If they notice the PDF alert] Take a moment to read that alert and let me know your thoughts on it.

- It is hard to see it and it says print or have on my smartphone. That's the problem what if I don't have a smartphone I can't use this.

Task 3 - Read PDF

Take a moment to review the content of this PDF and provide your thoughts when you are ready. How would you summarize this document in your own words? What questions do you have after reading this document?

- Well here's the thing if you need urgent care. You are not going to read all of this I know I wouldn't. In reality they should have something like this after the veteran is calm or stabilized when they can compare the information. IF I have a migraine I won't read this before I see a doctor. It won't happen.
- What is this document for- It gives you your liabilities, that's my impression.
- Questions- It is not clear if it is for veterans' facilities or no-veteran facility or contract facilities. What I see is VA. Some people don't look at the fine print that says community care so it needs to be bigger or a header. Like I said if I am in a crisis and need help or I am trying to recover from something I won't be able to read that it needs to be highlighted like the vetnow number. So they know it is community care and not a VA hospital.

Task 4 - Choose Pharmacy

Let's imagine that you had your visit with [whichever location they chose] and they prescribed medication. What would you do to fill that prescription?

- That's an interesting question. Now if I am feeling really bad I am going straight home if I'm not dead by then because the office will give you some that day. For me I would go to the va to get it filled because they have my information. I am not going to take time to give places my information and they should already have it.

A,B,C what is the difference- What we may think is urgent, some establishments think it is routine I think it is up to the individual with the problem.

Post-test Questions

I have just a few more questions to ask you before we finish up today.

1. [If they did NOT notice PDF alert] I noticed you did not interact with the alert message that appeared when searching for a clinic to visit. Will you go [through task 1] and tell me what your focus lands on? What are your thoughts on the PDF? [ask Task 3 questions]

1. Do you know what Community Care is?

My option is that if I can't see a va provider I have the option to be seen elsewhere where they can see me. Also I believe it is the area like 100 miles away from the facility and can be seen in your local area.

1. What comes to mind when I use the term "In Network?"

Within a certain area like inside state or outside of the state. Mountains that's kind of deal.

1. I have a list of terms I want to ask about. Will you tell me if they make sense to you or what they may be used for?

- VA Community Care (In Network)- I would say it is care outside of the va network
- VA Community Care Pharmacy (In Network)- That means it is outside the VA facility that would provide prescriptions.
- Urgent Care vs Retail/Walk-in Care-

1. How would you rate the overall clarity of the PDF?- Well is it the information? Wording? I would say a 3 in my opinion

Why- To me it is just plain and if I was a 77 year old veteran I wouldn't understand it and I am not going to be able to click it due to not knowing computers.

1. How would you get additional info about your benefits? What else would be helpful to see regarding your benefits?- I would google it. In my opinion in rural area we are making headways, representations should make more community outings to explain to our veterans how the system works.

1. How prepared do you feel to visit a facility after using this tool?- I is good to know I if I am traveling I can look this up. If I am in Cancun MX I can use this and say I have community care so it is useful.

1. What would you change about this prototype?- Here's my thing, I see a lot of veterans it should have an audio version so it should talk to me and provide an understanding along with a phone number like the crisis line but not get it confused. Maybe a Healthline with a nurse. I would like to see an audio version, what if I am blind. It is in the right direction but a big improvement would be where it can talk to me. I would make sure that on the header what type of location you are looking for VA or Non-VA. A lot of people get VA care and community care confused a lot and its an issue.

Closing

We really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on the site and make sure it really works for Veterans.