## Mobile App - planning for MVP feature testing

This board summarizes the UX research work done to date, feature ideas, and where we are at in building our interactive prototype.

	Done					Doing				
10 60-minute interviews with Veterans	Synthesis of interviews into themes	Asking 'How might a mobile app?'  Qs to guide ideation	Feature brainstorm session	Cross-referenci ng interview themes with HKS and quant	Building interactive prototype	Assessing tech feasibility of feature ideas	Further research into VA processes & tools that relate to feature ideas	Research plan for feature testing		

What we've learned from Vets				Feature ideas	What we want to learn more about next					
Functional groupings of user needs that can be met by an app	Feature ideas from Ad Hoc + DEPO brainstorm	Insight from HKS students	Insight from quantitative data	What might features tied to this need look like?	Further research next on the tech front		What we want to test with Vewworking towards answering the	terans next,	What would provide the distack nst each er?  What would provide the most use to Veterans?  What are "must haves" belong in mobile ap haves"?	n't a o?
What we heard from Veterans  Pt. "It's pretty much been a journey on my own. Now! kind of know how to get everything done."  Ptt: "We had a Veterans Day BBO last year! found out there's a VA clinic right over in the next town from me."  Ptes a Veteran at the stage of life they are in?  Weet a Veteran about how VA can help solve their problem	Benefits organized by need  display benefits by stages of stages o	Unline survey  If the VA developed an upp for your phone, what services would you like to access through it?  What is your preferred method of contacting the VA (to access information, make appointments, etc.)?  When you visit VA.gov, do you encounter any of the following difficulties?  20/29 respondents said "In person", 7/29 said "By phone"  When you visit VA.gov, do you encounter any of the following difficulties?  24/29 respondents said "In person", 7/29 said "By phone"  18/29 respondents said "I have a hard time finding the information I need" altakes too many steps to get to where I want to go".	On the modernized VA.gov:  Benefits-related terms like 'direct deposit' ("13K), "cemetery" ("10K), and "certificate of eligibility' ("3K) are high on the list  Jun-Oct 2019: ~ 20,000 calls about general VBA benefits	What might features tied to this need look like?  - Profile Vets build to allow VA to recommend benefits - Notifications about benefits a Vet may be eligible for  - Links out to VA.gov for full benefit info - Application to benefits  - Interactive 'Welcome kit'  - Make first contact at local VA facility - Chat with, request call from a person at local VA  what else? what else? what else?  Why these features in a mobile app? - One touch access - Lower barrier to returning to benefit info and applications - Notifications bring newer Vets back to VA - Doc upload	Conditional display is possible, we need to determine rubric for doing this  This direction would lively have to link outs. Yeapo at some points browner seems important for this direction.  What is the LOE or reusing WA gov content in the app?	Has VA ever "personalized" recs for a Vet elsewhere?  Legally can a Veteran auto-fill a benefit application or part of one?  Further reading of VA Welcome Kit VEO has done  To ent yways to get in touch with local VA benefits?  Do ent yways to get in touch with local VA benefits?	Potential stimuli for prototype (work in progress)  Interactive 'Welcome kit'  Notifications about benefits a Vet may be eligible for  Chat with, request call from a person at local VA  Application to benefits	Do you have any dependents?  Yes No  Why is VA asking me this? Skip this question	Menu >  Kim, we found 8 VA benefits that might be relevant to you.  Post-9/11 GI Bill (Chapter 33)  Available to Veterans who served at least 90 days on active duty on or after September 11, 2001.  Can be used by eligible dependents  Read more on VA.gov  Bookmark  Chat with, request call from a person at local VA	Research questions  Do you hink persons 2-decrement and persons 2-decrement and the form of the form o
What we heard from Veterans  P5: "I don't have time to be calling the VA nonstop to figure out why a doctor isn't signing off."  P5: "It's so much faster to get on my USAA app (than my computer) because it can read my thumbprint"  How might a mobile app  Save a Veteran time?  Core Veteran need  P12: "Everyone says hurry up and wait about VAyou always in a hurry but you always have to wait."  P72: "I don't use MHV on my phone because it's hard to seeI wait until I'm on my computer."  Paul Core Veteran need  Checking in on a status, doing quick transactions	Health notifications  Reminders for cannot checks upon content or content of the cannot check upon content or cannot check upon check upon check upon check or cannot check upon che	Insight from HKS students  VA Landscape Survey  Do you use an app for your banking or taxes, and if yes what was the reason you decided to download the app - and what do you like about it?  18/20 respondents said 'yes'. Most cited convenience, ease of use, easy log in, and streamlined design  Online survey  If the VA developed an app for your phone, what services would you like to access through it?  Online survey  If the VA developed an app for your phone, what services would you like to access through it?  20/29 respondents said 'Appointment reminders/being able to schedule appointments'  23/29 respondents said 'Checking on benefit status''  Why have you visited VA.gov on a mobile device?	Insight from quantitative data  Jun-Oct 2019: "25,000 calls about request for benefit letter letter with pageviews)  On MyHealtheVet, veterans are most interested in:  1. Home - My HealtheVet	What might features tied to this need look like?  - Check claim and appeal status - Lightweight claims actions (e.g. upload file) - Claim status notifications  - Check Rx status - Check appointment status - Lightweight health actions (e.g. refill Rx) - Health notifications (e.g. Rx ready for refill, upcoming appointment)  - Resources to prep for VAMC visit (e.g. Check in before arrival at VA, local VAMC updates)  - Resources to prep for vamc visit (e.g. Check in before arrival at VA, local vamc updates)  - App makes it easier to do high frequency tasks - Tasks that have a deadline where content changes regularly - Lower barrier to quick transactions with an app	Further research next on the tech front  Is appeals data in the claims API or somewhere else?  What is the LOE on accessing health APIs?  Scraping VAMC data?  Is there an API for VA facility information?	What are the most commonly used hoelth features on MHV?  Who considerations besides MHV do we need to limits about when it comes to our app doing health stuff?  Does VA facility Information edits anywhere in an organized width?  Like Pegran Bryan Bryan and Common Bryan	Potential stimuli for prototype (work in progress)  Claim status notifications  Health notifications  Lightweight health actions  Resources to prep for VAMC visit (e.g. Check in before arrival at VA, local VAMC updates)	Claim for Disability Claim received March 28, 2020  Current status Evidence gathering, review, and decision  Additional documents needed  Appeal for Dependency Claim Claim received March 28, 2020  Current status Initial review	Refill VA Prescriptions  Refill VA Prescriptions  1 prescriptions needs to be refilled  Medication ASPIRIN 81MG ENTERIC COATED TABLET RX#18097487 Location Washington DC VAMC Status Active  Request Refill  Manage all prescriptions  Medication CETIRIZINE HCL 10MG TAB  Medication INSULIN,GLARGINE,HUMAN 100 UNIT/ML INJ	What are gut reactions to checking Rx claims status?  What would West add to a status screen?  Covered work of the control of
P12: "If you fight [a claims decision], then yeah, it can take years and years."  P12: "It calms you down to know what is going on."  P10: "The patient needs to understand that they need to take control."  P10: "The patient needs to understand that they need to take control."  P10: "The patient needs to understand that they need to take control."  P10: "If I could wave a magic wand, I would want an explanation for why a [claims] decision is given."  P5: "Once my request goes to VA, it goes into a black hole and can take awhile"	More information about a decision  Ability to get a clear explanation of why they receive the benefit or no  Veteran understands process and justification for rejected claims and knows what to do next, or why they didnt!  Veteran understands and knows what to do next, or why they didnt!  Acknowledge past interactions  Acknowledge past interactions  Connect with a person  Acknowledge past interactions  Link appeals  I chat to check in on status  Chat to check in on status  Connect with a person  Acknowledge past interactions  Link appeals  Veterans can message their care team  Veterans can chat instead of call to get connected to an agent  OCR or other data entry help in sending info to VA  Notifications contain empathetic, human-language without jargon with claims decisions	Insight from HKS students  User testing  "It's good to be able to tag something as relevant to you know, an ongoing issue you're having, like health issues. So when you have to resubmit because the VA has denied the claim you don't have to go through a	Insight from quantitative data	What might features tied to this need look like?  - VSO search - VSO claim and appeal support chat  - More robust health features (e.g. Secure Messaging)  - Deeper info about VA claims & appeal processes	Further research next on the tech front  What is LOE for triggering notifications not based in a change in the change in the	How many claims filers use a VSO or other aide?  What does the appeals filing process look  When exactly in the process of more complicated claims /	Potential stimuli for prototype (work in progress)  VSO claim and appeal support chat	VA  ✓ Back to Claims  Claim for  Disability  ✓ 4  5		Research questions  Would it be beneficial for our app to our app to surface VSO info?  Would it be beneficial for our app to provide connection to your VSO (e.g. VSO chat?)  Would it be beneficial for our app to provide connection to your VSO (e.g. VSO chat?)  Would it be beneficial for our app to provide connection to your VSO (e.g. VSO chat?)  Would it be beneficial for our app to provide connection to your VSO (e.g. VSO chat?)  Would it be beneficial for our app to provide connection to your VSO (e.g. VSO chat?)  Would it be beneficial for our app to provide connection to your VSO (e.g. VSO chat?)  Would it be beneficial for our app to provide connection to your VSO (e.g. VSO chat?)  Would it be beneficial for our app to provide connection to your VSO (e.g. VSO chat?)  Would it be beneficial for our app to provide connection to your VSO (e.g. VSO chat?)  Would it be beneficial for our app to provide connection to your VSO (e.g. VSO chat?)  Would it be beneficial for our app to provide connection to your VSO (e.g. VSO chat?)  Would it be beneficial for our app to provide connection to your VSO (e.g. VSO chat?)  Would it be beneficial for our app to provide connection to your VSO (e.g. VSO chat?)