Sprint 6 Demo

Tuesday, July 12th , 2022

VA | U.S. Department of Veterans Affairs

MOVE

Get to know the team

Core team

PRODUCT

Munish Sikka
Washington DC
Product Lead

Tami Corson
North Carolina
Clinical SME / Scrum

ENGINEERING

Shashank Khandelwal
Rockville, MD
Tech Lead

DESIGN

Thomas McCue
Oak Park, IL
Principal Designer
Director

Carl Dickerson
Atlanta, GA
Content Strategist
and Plain Language
Content Creator

Carolyn Williams
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Experience Designer

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Ft. Lauderdale, FL
Full Stack Engineer
1095-B Product Only

Executive team

Jeff Scheire
MO Studio

Marcy Jacobs
McKinsey & Co

Kevin London
Frog Design

Will Reynolds
SERVE Advisory

Ben Morris
Pluribus Digital

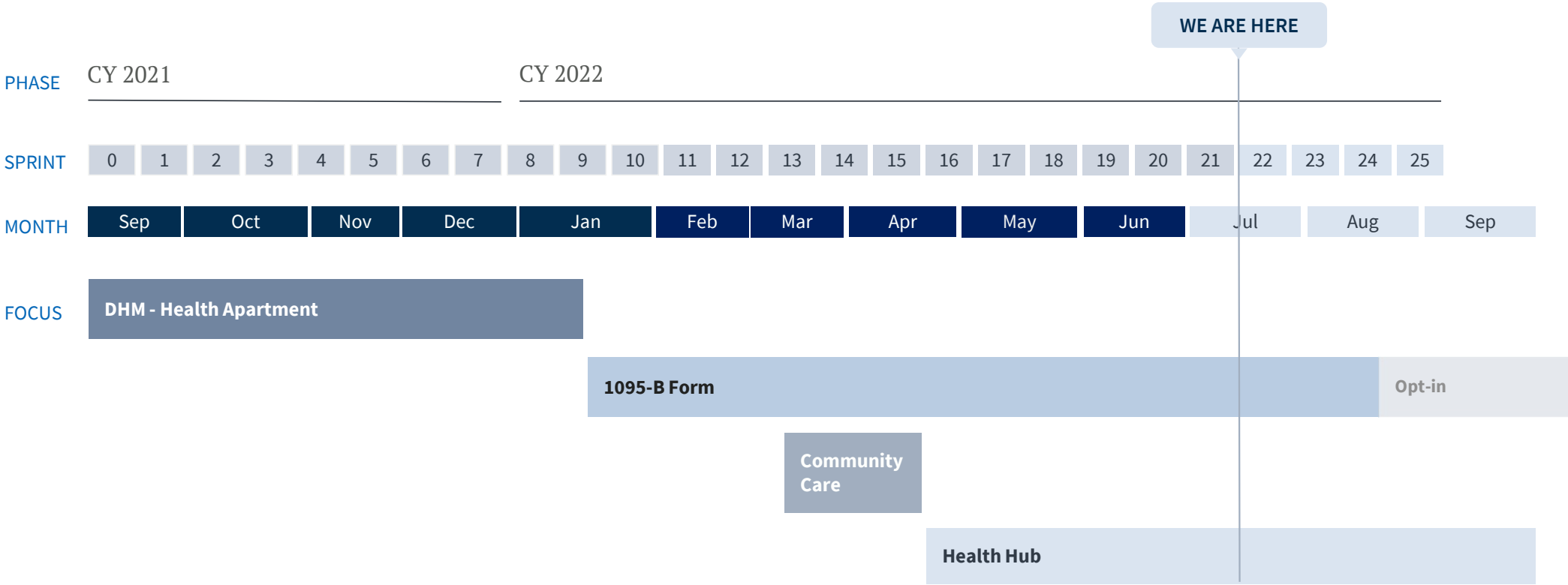
Jeanette Cantrell
MO Studio

WELCOME TO THE SPRINT 6 DEMO

At the end of each sprint on Tuesdays, the team will run sprint reviews to showcase the sprint's work for approval. The purpose of this meeting is:

1. To demo the accomplishments or functionality that was built over the past sprint
2. To get feedback and insights early and often
3. To create transparency for anyone interested on the product and progress

CEDAR TO1 Overview



Agenda

Sprint Goal:

For sprint 6 synthesis of Health Hub IA research, ongoing accessibility discovery with 1095-B PDF, and designing for accessibility resolution.

HEALTH HUB

A. IA treejack test – analysis and synthesis
B. Research phase 2

1095-B

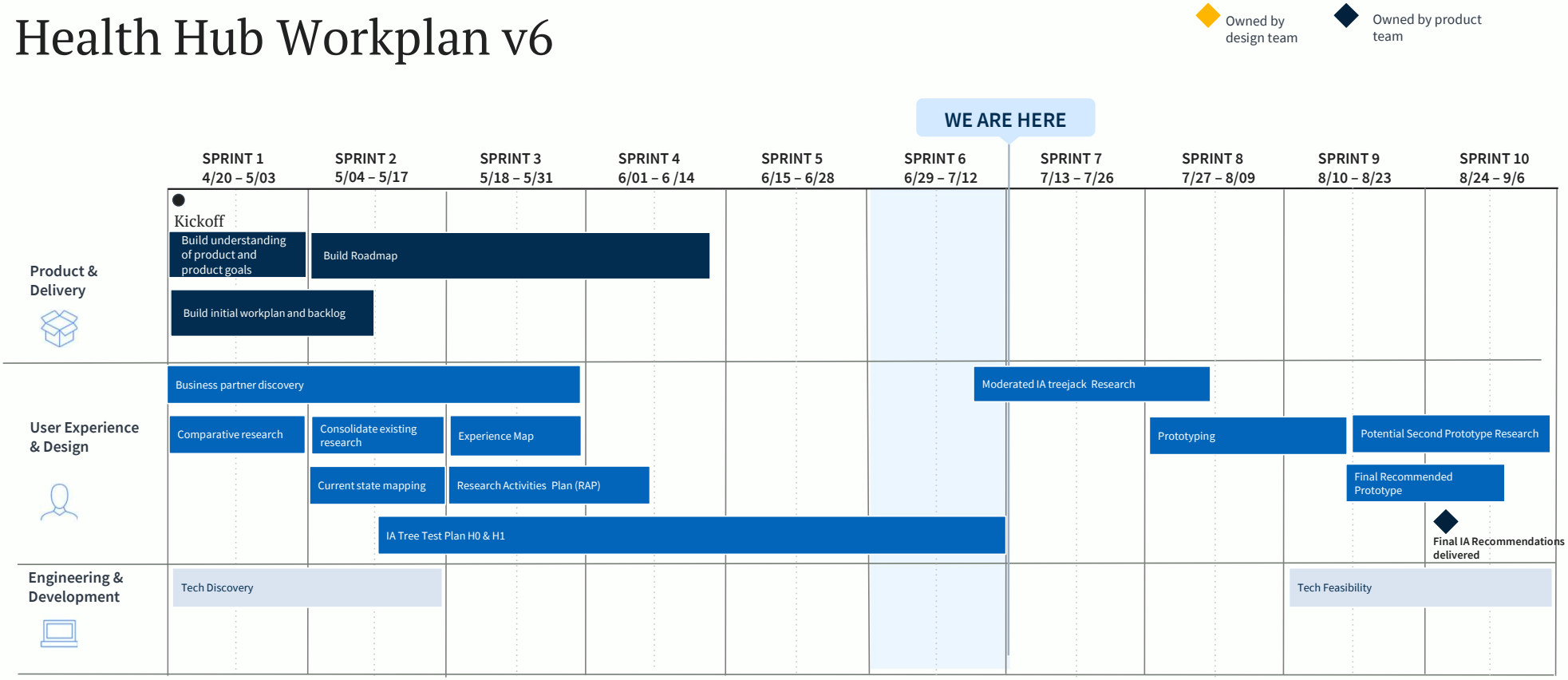
A. 1095-B PDF analysis and troubleshooting
B. MVP redesign for accessibility

We welcome all feedback! Feedback will be collectively reviewed and prioritized appropriately based on where it stacks against other stories in the backlog as well as technical feasibility.

SPRINT 6 DEMO

Health Hub

Health Hub Workplan v6



A

Analysis and synthesis of IA treejack test

User Story: Continue to monitor IA treejack test
User Story: Conduct deeper research analysis and synthesis of IA test #1

Key findings

- Hypothesis 0 performed best on “manage tasks.”
- For “get” tasks, there wasn’t a clear hypothesis that outperformed the other.
- Hypothesis 0 had the most direct success with both Veterans and caregivers.
- Hypothesis 1 tends to perform poorly except with caregiver cohorts
- Hypothesis 0 performs poorly on “get” tasks likely because of labeling within the tree

Health Hub IA Treejack Test - Veterans

final # of participants 151 | # of AT users 0 | # of no shows 3

Category	%	Target	Study	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Veterans		Based on current VA statistics															
Age 55-64+	50.00%	76	76	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cognitive Disability	50.00%	76	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mobile user	50.00%	76	0	0													
Rural	25.00%	38	0	0													
No degree	25.00%	38	33	0													
Other than honorable	21.00%	32	0	0													
Immigrant origin	17.00%	26	0	0													
Women	10.00%	16	74	0													
Expat (living abroad)	0.40%	1	0	0													
Race		Based on VA's projecte															
Black	15.00%	23	26	0													
Hispanic	12.00%	19	7	0													
Biracial	3.90%	6	10	0													
Asian	3.00%	5	1	0													
Native	0.30%	1	1	0													
LGBTQ+		LGBTQ+ Veterans are															
Gay, lesbian, or bisexual	--%	1	11	0													
Transgender	--%	1	0	0													
Nonbinary, gender fluid, ge	--%	1	0	0													

Health Hub IA Treejack Test - Caregivers

final # of participants 56 | # of AT users 0 | # of no shows 0

Category	%	Target	Study	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Veterans		Based on current VA statistics															
Age 55-64+	50.00%	28	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cognitive Disability	50.00%	28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mobile user	50.00%	28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural	25.00%	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No degree	25.00%	14	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other than honorable	21.00%	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Immigrant origin	17.00%	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Women	10.00%	6	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Expat (living abroad)	0.40%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Race		Based on VA's projected statistics															
Black	15.00%	9	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hispanic	12.00%	7	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biracial	3.90%	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Asian	3.00%	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Native	0.30%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LGBTQ+		LGBTQ+ Veterans are 5 times as likely to have PTSD															
Gay, lesbian, or bisexual	--%	1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Transgender	--%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonbinary, gender fluid, ge	--%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Research synthesis

B

Research phase 2: Moderated research of tree test

User Story: Draft research plan #2 - moderated testing of IA tree
User Story: Draft conversation guide for research plan #2

Research Phase 2

- Moderated tree test with 3 cohorts of 5–8 participants with Veterans health care, Veterans without health care, and caregivers/families

Health Hub Moderated Tree Tests: Conversation Guide

Intro - X minutes

Thanks for joining us today! My name is [NAME] and I also have some colleagues on the line observing and taking notes. Today we're going to talk about managing healthcare through the VA and observe how you might complete certain tasks online.

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

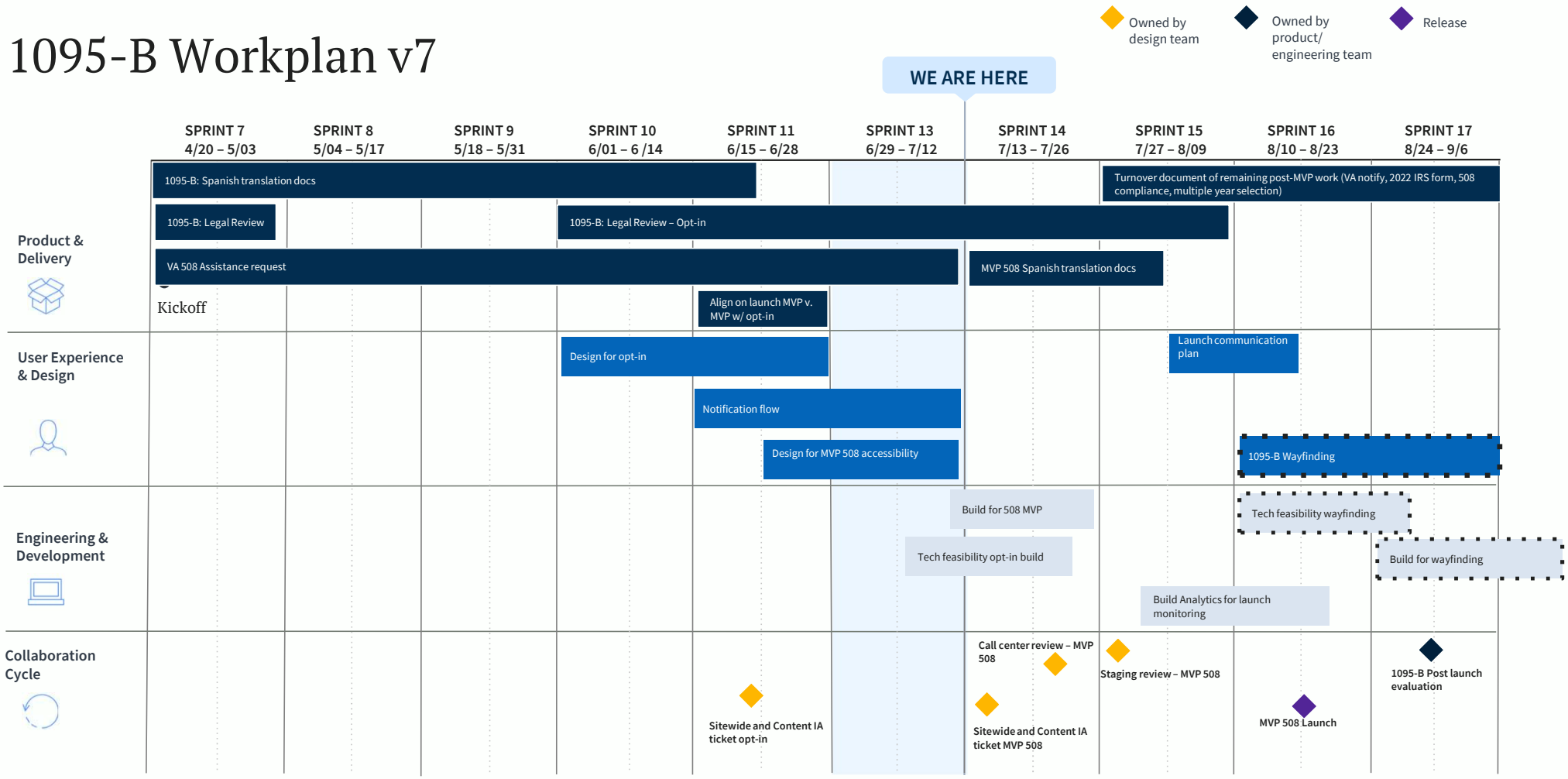
- **This entire session should take about [time].** I want to be sure not to keep you much longer, so I may occasionally prompt you with the next question or topic.
- **In this session, we want to hear your honest opinions.** We are not testing your ability. We just want to improve these tools to better meet Veterans' needs. I will not be offended by any opinions you express, and I welcome your feedback.
- **You'll be interacting with a prototype.** This is a demo tool that may not function exactly the way you expect. Some areas of the prototype will be clickable, and some will not. Since it's a demo, none of your actions will affect your actual VA information or benefits.
- **If for any reason and at any time you want to stop the session, please let me know.**
- **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. The recordings are destroyed after we complete analysis, and none of your comments will be attributed to you directly.

Draft - Research plan & conversation guide

SPRINT 6 DEMO

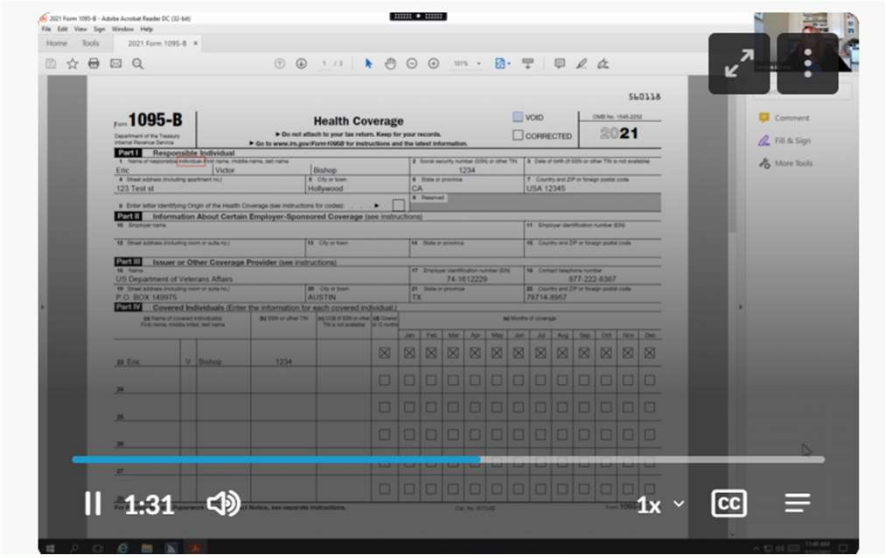
1095-B Status Update

1095-B Workplan v7



1095-B PDF analysis and troubleshooting

User Story: PM to f/u on VA 508 accessibility support ticket
User Story: Submit ticket to VA 508 office for screen read of 1095-B flat 6.30.22
User Story: Conduct screen reader testing with widget in staging and troubleshoot



Original product screen reader test

- Template adjustments
  - Flat data
  - Unflatten data

We tried a new PDF writer (Hexapdf)

- All 3 versions passed Adobe® Pro accessibility screen
- All 3 version failed to read Veteran name
- The 2 versions with Veteran data, Jaws failed to recognize any content in fields

The 1095-B PDF is very difficult to make accessible.

Ticket, video of Hexapdf test

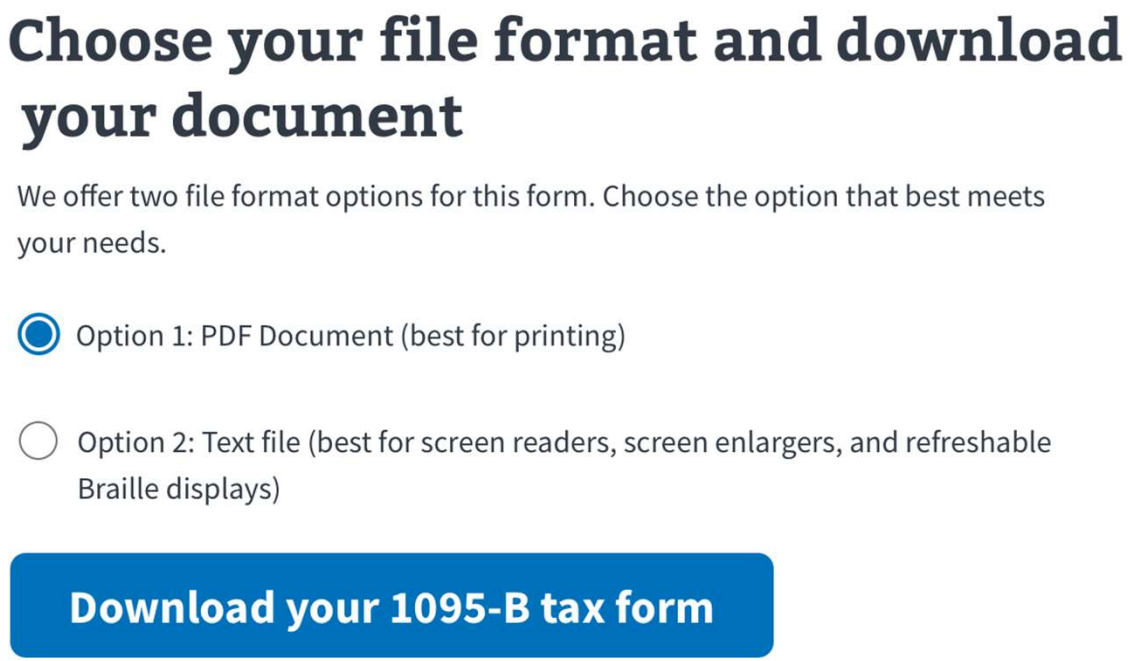
B

MVP redesign for accessibility

User Story: Discovery into accessible MVP design re-do
User Story: Build additional MVP mock-up(s) based on feedback
User Story: Design accessible MVP (high-fidelity) for approval

Updated MVP design

- "Hybrid" Form download (PDF & Text)
- Opt-In element removed (not MVP)
- Reviewed by accessibility and sitewide team



PDF version

C

Next steps…

A. Internal accessibility testing of text version
B. Build for hybrid PDF & text version of MVP
C. Finalize opt-in notifications flow
D. Enter collaboration cycle
E. Submit HEC documents for translation

Blockers for 1095-B launch

BLOCKER	OWNED BY	ACTION NEEDED	DATE ENTERED	STATUS	NOTES
Legal Review Opt-in	Tarsha Tremble (Business Owner)	• Business Owner is seeking a POC with the Office of General Counsel to understand requirements for legal review and timeline	Sprint 3 - 3/2/22	🟡	MVP is approved, opt-in is still pending review
PDF Accessibility	Tarsha Tremble (Business Owner)	• Team received PDF from IRS, but PDF is still not accessible once it is populated with data	Sprint 3 – 3/3/22	🟢	Exception request denied, discovered IRS approved txt version
Translation Original MVP	Tarsha Tremble (Business Owner)	• Follow up with translation progress of MVP materials	Sprint 7 – 4/20/22	🟢	Resolved, will not need to submit
Translation Hybrid MVP	Tarsha Tremble (Business Owner)	• Translation of new design with hybrid download options	Sprint 14 – 7/13/22	🟢	Will not be a blocker for launch by VA-PO

1095-B Remaining actions, with external dependencies

ITEM	WORK STREAM	ACTION NEEDED	TARGET COMPLETE DATE	PREREQUISITE
Launch	Product & Tech	• Work with tech to create a vets-website release	Aug	Hybrid MVP build for accessibility
UAT	Product & Tech	• Follow Collaboration Cycle guidelines for UAT • Identify Veterans within VA to conduct UAT, send access, and follow up to ensure testing complete	Aug	MVP dark launch
1095-B Opt-in	Product	• Follow up with HEC and Profiles team to ensure 1095-B opt-in is done • Follow up with Notifications team to ensure related SMS & e-mail notification flow is optimal • Internal testing of text version of 1095-B • Update draft communications and announcement plans, based on when opt-in will be launched	Oct	Ongoing collaboration meetings to align responsibilities and timeline
Notification Triggers	Design & Tech	• Notification letters approved by legal • Build triggers for opt-in, opt-out, annual update	Sep / Oct	Legal review
Legal Review	Product	• Work with Tarsha to complete legal review for Opt-In	Oct / Nov	POC name from Tarsha. Legal package submitted by team and VA profile
Post MVP Launch Check- In	Product	• Complete Collaboration Cycle milestone to KPIs post launch	TBD (One month after launch and announcement)	Product launched in prod
Links from VA.gov pages to 1095-B (wayfinding)	Product & Design	• Work with IA team to have other identified pages within VA.gov (e.g., ACA page) link to the 1095-B page • Work with IA team to have 1095-B page added to navigation and be found in VA.gov search	Aug / Sep	Product launched in prod; aligned on comm plan with Tarsha, Tracey
1095-B update strategy	Product	• Align on who will own 1095-B long term, including updating the PDF template each year	Sept	Product complete and launched in production
Communications to announce launch	Product & Design	• Work with Tarsha and HEC team to refine drafted communications and align on plan and timeline to announce 1095-B launch to Veterans • Work with VA Notify team to build and launch communications on their platform	Aug	Product launched in prod; aligned on communication plan with Tarsha/Tracey

SPRINT 6 DEMO

Sprint Deliverables

Sprint 6 Deliverables – Health Hub

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
Research	#42799 Continue to monitor IA treejack test (#1)	2	Carolyn	· NR	7/12/2022	✓
Research	#43275 Conduct deeper research analysis and synthesis of IA test (#1)	8	Carolyn Shashank	· Research synthesis deck	7/12/2022	✓
Research	#43825 Draft research plan #2 – moderated testing of H1 Tree	3	Carolyn Thomas Carl	· Draft – research plan	7/12/2022	✓
Research	#43826 Draft conversation guide for research plan #2	3	Carl Carolyn	· Draft – conversation guide	7/12/2022	✓

Sprint 6 Deliverables – 1095-B

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
Opt-in	#42694 Sitewide content IA review of new design component – opt-in form 1095-B/VA Profile	3	Carl Thomas	· Final approved opt-in design · Ticket	7/12/2022	✓
MVP	#43485 Conduct screen reader testing with widget in staging and troubleshoot	8	Teagan Tami Shashank	· Ticket · Hexapdf test video	7/12/2022	✓
MVP	#43797 Submit ticket for VA508 office screen read of 1095-B flat 6.30.22	1	Tami	· RITM7165286	7/12/2022	✓
MVP	#43597 Discovery onto accessible MVP design re-do	2	Shashank Thomas Tami	· NR	7/1/2022	✓
MVP	#43650 Build additional MVP mock-up(s) based on feedback	3	Thomas Carl	· Ticket	7/1/2022	✓
MVP	#43594 Design accessible MVP (high-fidelity) for approval	3	Thomas Carl	· Design	7/12/2022	✓
MVP	#38709 Update call center documents to reflect changes to 1095-B MVP design	3	Carl	· 1095-B FAQ · Contact Center Review Guide · HEC User Guide · HEC Fact Sheet	7/12/2022	✓
MVP	#43668 Build 1095-B MVP notifications in VA Notify	5	Carl	· Screenshots · VANotify Staging	7/12/2022	✓

Sprint 6 Deliverables – 1095-B

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
MVP	#39722 PM to f/u on VA 508 accessibility support ticket	1	Tami	YourIT # RITM6608047	7/12/2022	✓
MVP	#38351 Collaboration cycle: Staging review [1095-B]	0	Munish	Ticket	7/12/2022	✓
MVP	#41560 User acceptance criteria (UAT) 1095-B	0	Teagan Shashank	NR	7/12/2022	✓
MVP	#36175 Collaboration cycle: Analytics implementation [1095-B]	0	Teagan Shashank	Ticket	7/12/2022	✓
MVP	#38387 1095-B Team staging review accessibility checklist	0	Teagan Shashank	Ticket	7/12/2022	✓
MVP	#40454 PM team to f/u w/ VA-PO on HEC documents being translated into Spanish	1	Tami	Ticket	7/12/2022	✓

SPRINT 6 DEMO

Preview of Sprint 7

Sprint 7 will focus on

Next sprint demo: July 26th

*Stories subject to change during Sprint planning

HEALTH HUB

A. Finalize research plan #2
B. Finalize conversation guide
C. Submit research plan for approval

1095-B

A. Build for hybrid PDF and text version of MVP
B. Collaboration cycle
C. Internal & 508 testing or text version of 1095-B
D. Finalize opt-in notifications flow
E. HEC documents for translation

SPRINT 6 DEMO

Appendix

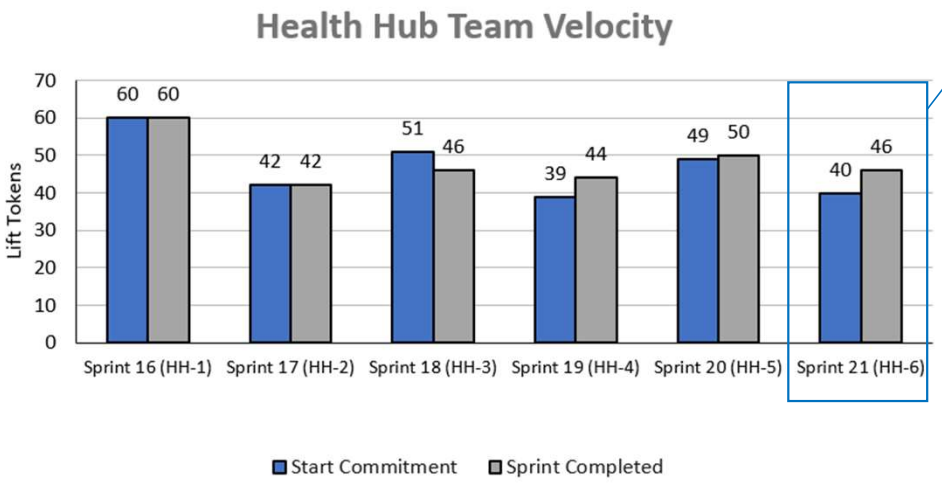
Project risks and mitigation strategies (1 of 2)

RISK AND IMPACT	MITIGATION STRATEGY	DATE ENTERED	DATE CLOSED	STATUS	NOTES
IRS stakeholder is outside of VA ecosystem. Building without guidance or legal review regarding compliance with IRS regulation could result in risk.	Conduct research on available information surrounding current IRS 1095-B tax form regulations. Seek legal review through VA resources as directed by VA-PO and Business Owner	1/20/22	2/11/22	●	VA Business Owner clarified that IRS review is not needed
Team had previously confirmed with Business Owner that legal review was not needed. Business Owner clarified that legal review would be needed as of March 2nd	Business Owner is seeking a POC with the Office of General Counsel to understand what is needed and potential launch impact	3/2/22	5/17/22	●	Launch blocker
Data requires storage in a S3 bucket that the enrollment system can have access to in production; process to create the staging and production bucket does not have a clear timeline. Without the S3 bucket in prod with enrollment system access, product cannot be built in prod	Daily follow-ups with Jesse House and Mike Chelan (infrastructure team)	3/1/22	3/24/22	●	S3 bucket now in place. Risk resolved.
Business owner raised User Acceptance Testing should be done with HEC Call Center	Requested Business Owner to schedule UAT with required individuals for mid-March and book as early as possible	3/2/22	3/25/22	●	Business owner confirmed that UAT can be done through Collaboration Cycle and does not have to be done with HEC team
Feedback from Content and IA Review has taken over a week to come in; feedback is changing our proposal for the H1 and delaying confirmation of where the 1095-B landing page should live, which in turn delays our ability to complete the front end (top nav and side nav bars)	Design team pushing on IA team to confirm final answer of where 1095-B landing page should live and what the H1 header title should be	03/04/22	3/8/22	●	URL confirmed 3/7 EOD; IA review now closed
Designs were approved as part of Midpoint Review. Afterwards, Sitewide Content stated they would need to build our front end in Drupal and change our designs, impacting our in-flight build.	Design team met with Sitewide Content to align on redesigned front end. Tech working with Sitewide Content to send over our dynamic widget to be pulled into their static front end. Sitewide Content now owns the front end build.	3/10/22		●	Launch date dependent on Sitewide Content ability to launch front end

Project risks and mitigation strategies (2 of 2)

RISK AND IMPACT	MITIGATION STRATEGY	DATE		STATUS	NOTES
		ENTERED	CLOSED		
HH Tree Test design held up due to new information from Meg, Danielle and Mikki.	VA and MO team could work in collaborative sessions so that work is not duplicated, and we can arrive at a test design that works by the end of Sprint 3	5/16/22	5/26/22		Awaiting version of 'manage' tree that we can incorporate into research trees in order to move forward with research plan
HEC Legal review required for 1095-B Opt-in	Opt-in is being built by VA Profile team	3/2/22			Post-MVP enhancement blocker

Health Hub Team velocity



Velocity details

- Velocity estimated in story points, using Fibonacci
- Velocity in Sprint 6 accounted for 7 team members
- 46 total story points were completed; Team committed to 40 story points at beginning of the sprint.
  - 2 Stories added (6) draft moderated research plan and conversation guide
  - 4 stories blocked (0) pending IRS accessibility solution

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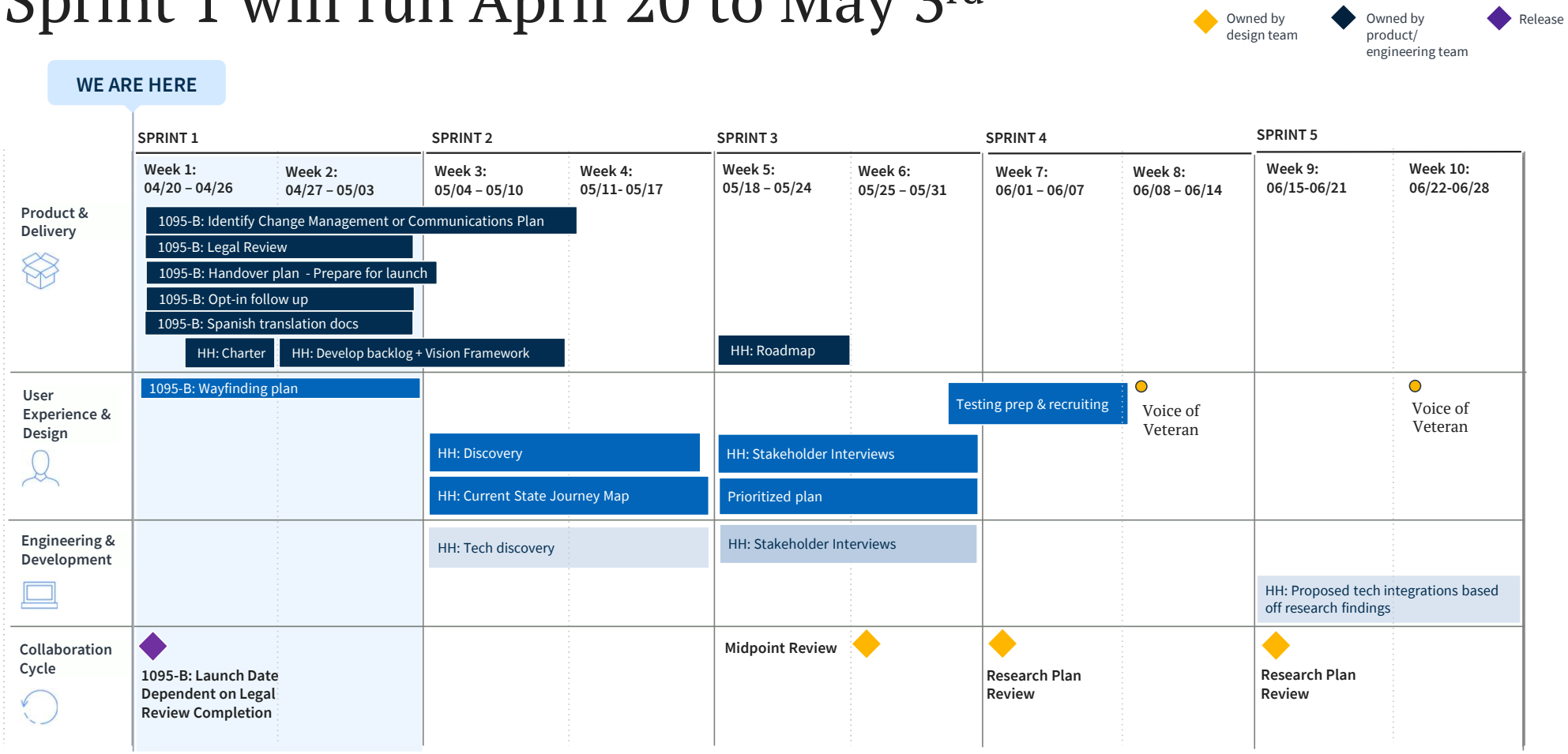
Sprint __ Deliverables – __

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
R	#40000 Lorem	0	C	. Lorem . Lorem . Lorem . Lorem . Lorem	7/12/2022	✓
R	#40000 Lorem	0	C	. Lorem . Lorem . Lorem . Lorem . Lorem	7/12/2022	✓
R	#40000 Lorem	0	C	. Lorem . Lorem . Lorem . Lorem . Lorem	7/12/2022	✓
R	#40000 Lorem	0	C	. Lorem . Lorem . Lorem . Lorem . Lorem	7/12/2022	✓
R	#40000 Lorem	0	C	. Lorem . Lorem . Lorem . Lorem . Lorem	7/12/2022	✓
R	#40000 Lorem	0	C	. Lorem . Lorem . Lorem . Lorem . Lorem	7/12/2022	✓
R	#40000 Lorem	0	C	. Lorem . Lorem . Lorem . Lorem . Lorem	7/12/2022	✓
				. Lorem . Lorem		

Sprint 1 will run April 20 to May 3rd



*Does not show post-MVP Validate phase meetings in Collaboration Cycle, such as Full Accessibility Audit and Post-Launch Check In; Contact Center Review adjusted to 3 weeks before launch as approved by Jason Woodman