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# VA Mobile App RX Refill/Pharmacy

## Usability Findings - Round 2

# Background

VA Mobile App RX Refill Usability Findings | August 2022

In June of 2022, the Flagship Mobile App completed a round of usability testing on the first version of the pharmacy feature for the app. This was done in an effort to expand the number of transactions that can be accomplished in the app and meet Veteran needs. Output from the research resulted in significant changes to how prescription information is displayed. We conducted a second round of usability testing to ensure that the new changes were intuitive and still meet Veteran needs.

## Research Goals

1. Determine if users are able to navigate the IA, request prescription refills, and find prescriptions that they are looking for
2. Identify major usability or content issues with the current designs

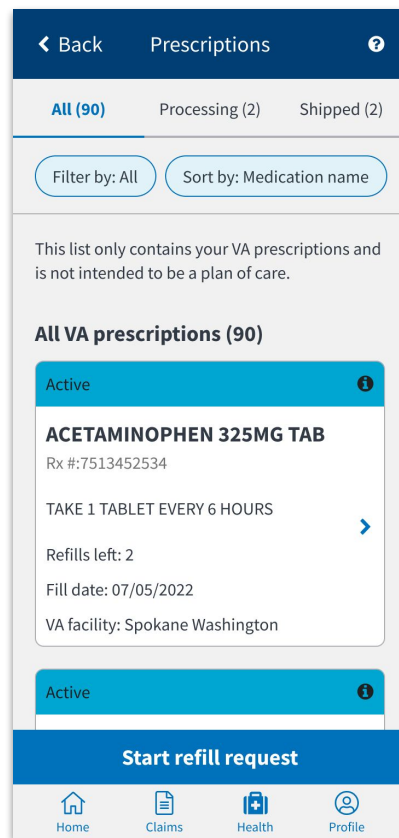
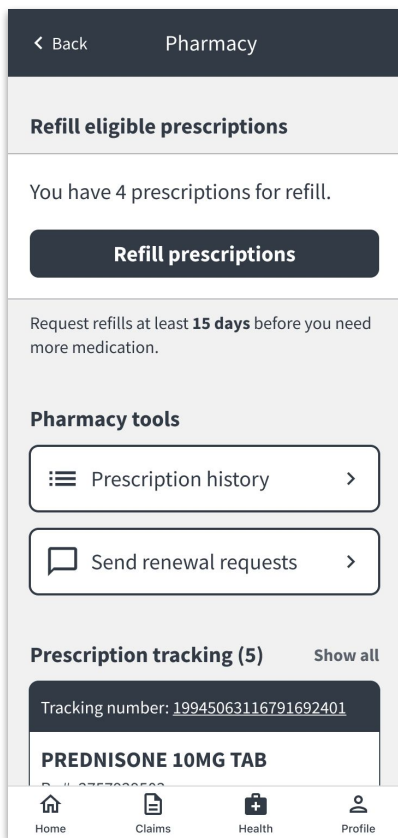
## Approach

We interviewed 13<sup>1</sup> Veterans in a remote moderated usability study using a high fidelity Figma prototype

<sup>1</sup>1 participant did not go through the prototype

# Old Design vs New Prototype

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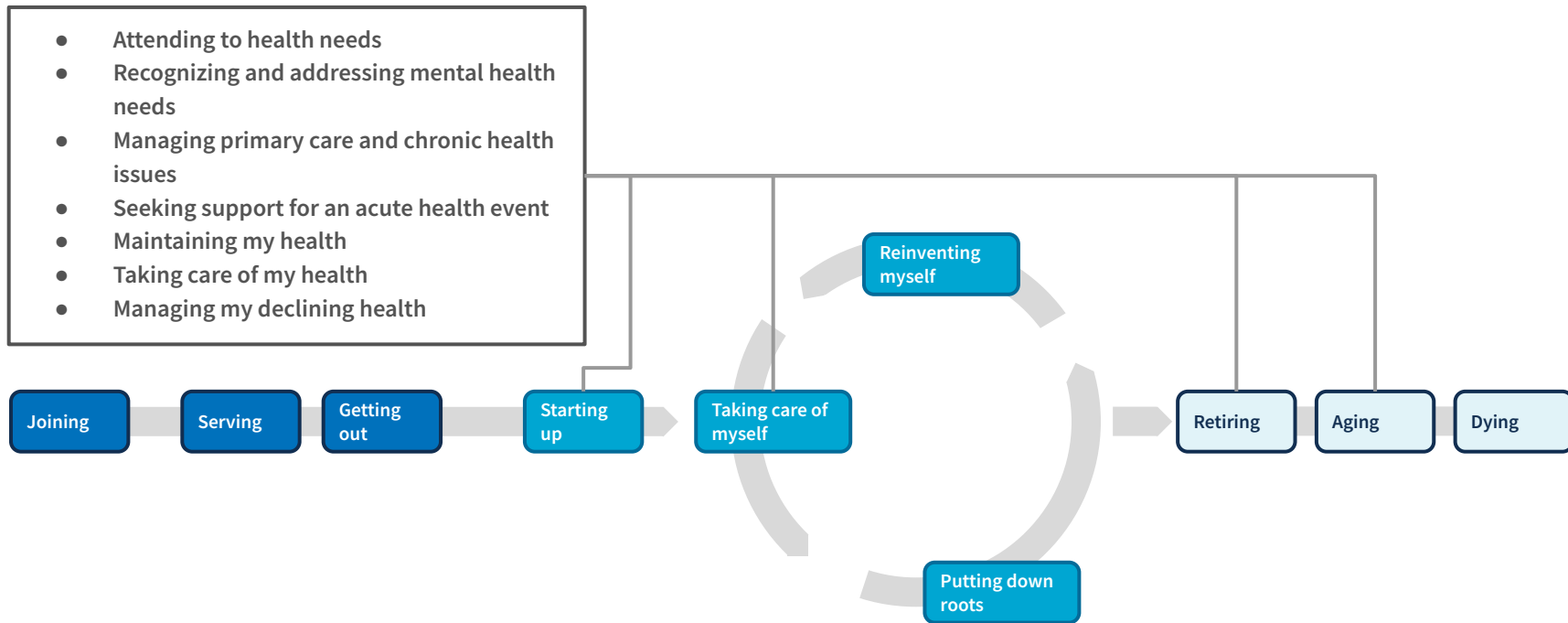
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# How this research maps to the Veteran journey

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For a fully detailed Veteran journey, go to

<https://github.com/departement-of-veterans-affairs/va.gov-team/blob/master/platform/design/va-product-journey-maps/Veteran%20Journey%20Map.pdf>

Serving and separation

Living civilian life

Retiring and aging

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# OCTO-DE goals that this research supports

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Supported

Not supported

Veterans and their families can apply for all benefits online

Veterans and their families can find a single, authoritative source of information

Veterans and their families trust the security, accuracy, and relevancy of VA.gov

Veterans can manage their health services online

VFS teams can build and deploy high-quality products for Veterans on the Platform

Logged-in Participants have a personalized experience, with relevant and time-saving features

Logged-in Participants can update their personal information easily and instantly

Logged-in Participants can easily track applications, claims, or appeals online

Measures to increase

Completion rate of online transactions

Percent of applications submitted online (vs. paper)

Veteran satisfaction with VA.gov Benefit use and enrollment, across all business lines

Benefit value (in \$) delivered from online applications or transactions

Number of VA.gov Participants as a function of total Veteran population

Usage of digital, self-service tools

Measures to decrease

Time to successful complete and submit online transactions

Time to process online applications (vs. paper)

Call center volume, wait time, and time to resolution

Time from online benefit discovery to benefit delivery

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# Participant Demographics

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We interviewed 13 participants with varying backgrounds:

- Ages 55 or older.
- Self-identified as having a cognitive disability
- Live in rural areas

Findings may not include the perspectives of the following underserved Veteran groups:

- Live abroad
- Of immigrant origin
- Identify as Asian or Latinx
- Identify as LGBTQ+

We recommend studies with these underserved groups in the future.

*Note: We did not specifically recruit participants that live abroad, are of immigrant origin or identify as LGBTQ+*

*Note: Due to uncertainty on the accessibility of the prototype tool, we could only recruit assistive tech users that use magnification/zoom or hearing aids*

## Rx Refill Participant Demographics Tracker

VA Mobile App Rx Refil / Pharmacy Usability Test, 08/2022																				
final # of participants	13		# of no shows			5	# of AT users			7										
Category	Target	Study	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
General	Based on current VA statistics																			
Age 55-64+	7	10	1	1	NS	NS	1	1	NS	1	1	NS	0	1	1		1	1	NS	0
Cognitive Disability	7	5	0	0	NS	NS	0	1	NS	1	1	NS	1	1	0	0	0	0	NS	0
Mobile user	7	13	1	1	NS	NS	1	1	NS	1	1	NS	1	1	1	1	1	1	NS	1
Rural	4	4	1	0	NS	NS	0	0	NS	0	0	NS	1	1	1	0	0	0	NS	0
No degree	4	6	1	0	NS	NS	0	0	NS	0	1	NS	0	1	1	0	1	1	NS	0
Immigrant origin	3	0	0	0	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Women	2	4	0	1	NS	NS	0	1	NS	0	0	NS	1	0	0	0	0	0	NS	1
Expat (living abroad)	1	0	0	0	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Race	Based on VA's projected statistics																			
Black	2	3	1	1	NS	NS	0	1	NS	0	0	NS	0	0	0	0	0	0	NS	0
Latinx	2	0	0	0	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Biracial	1	1	0	1	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Asian	1	0	0	0	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Native	1	1	0	1	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
LGBTQ+	LGBTQ+ Veterans are 5 times as likely to have PTSD																			
Gay, lesbian, or bisexual	1	0	0	0	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Transgender	1	0	0	0	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Nonbinary, gender fluid, gender queer, Two-Spirit (Indigenous only), or another gender beyond man or woman	1	0	0	0	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Assistive Tech (AT)	Ask an ally specialist to help you complete this. Targets are for a general AT study.																			
Beginner AT User	2	0	0	0	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Experienced AT User	2	0	0	0	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Desktop Screen Reader (SR)	0	1	0	1	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Mobile Screen Reader (SR)	0	1	0	1	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Magnification/Zoom	1	2	0	0	NS	NS	0	0	NS	1	0	NS	0	1	0	0	0	0	NS	0
Speech Input Tech (Siri, Dragon)	0	0	0	0	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Hearing Aids	1	7	1	1	NS	NS	1	0	NS	1	0	NS	1	1	1	0	0	0	NS	0
Sighted keyboard	0	0	0	0	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Captions	0	0	0	0	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Switch Device	0	0	0	0	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0
Braille Reader	0	0	0	0	NS	NS	0	0	NS	0	0	NS	0	0	0	0	0	0	NS	0



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# Methodology & Key Findings

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# Research Questions & Hypotheses

VA Mobile App RX Refill Usability Findings | August 2022

## Research Questions

- Are users able to easily find and access the refill modal?
- Do users understand where requested refills go and where to find requested refills?
- Are users able to successfully find prescriptions they're looking for?
- Do users understand the tab structure and what items could be in the tabs?

## Hypotheses

- Veterans will be able to easily access the refill modal.
- Veterans will be able to navigate the IA, understand the tab structure, and what items could be in the tabs.



# Study Procedure

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## Introduction

- Went through an overview of session format
- Explored participant's usage and experience with VA services (VA.gov, MHV, VA: Health and Benefits app)

## Prototype Testing

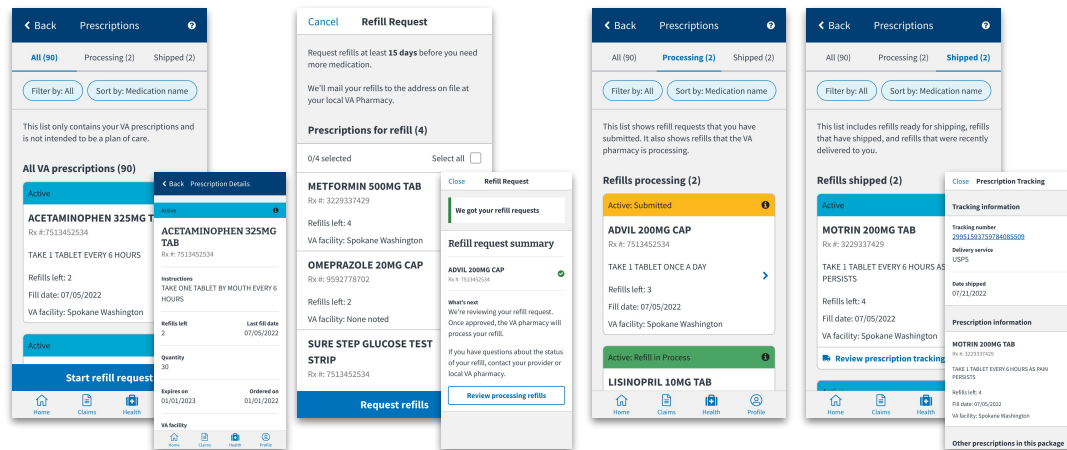
- Tasked the participant with going through the updated "VA Mobile App Prescription" to test prototype usability and get participant feedback

## Landing Screen Discovery

- Asked participants about their preference for a landing screen
- Asked participants about their day-to-day Rx management to determine post-MVP features

## Closing

- Deep-dived into user-specific insights
- Obtained general feedback for the prototype experience



# Quantitative Synthesis

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Quantitative synthesis was done on a few Rx tasks and on prescription card information

## 1. Refill request:

- 11 participants initially noticed the refill button; 3 had to be prompted to select the button
- 9<sup>1</sup> participants understood what would happen when selecting the button
- 6<sup>2</sup> participants found the refill process favorable<sup>4</sup>

## 2. Tab navigation:

- 8 participants initially noticed the tabs; 2 had to be prompted to navigate to a particular tab
- 12 participants understood the purpose of the tabs; 10<sup>3</sup> found the tabs useful

## 3. Landing page:

- 3<sup>4</sup> participants wanted a landing page
- 4 participants had difficulty navigating the screens
- 1<sup>1</sup> participant found the list overwhelming

## Rx Refill Quantitative Synthesis

Participant	Refill Button ->	Initially noticed refill button?	Had to be prompted?	Understood the value / purpose?	Mental model?	Favorable?	Notes
		11	3	9	N/A	6	N/A
Participant 1		Yes	Yes	Unclear	Drill In	Unclear	Noticed the button but ha prompted to click on it (w thinking that was the way refill). First instinct was to and refill from details scre
Participant 2		Didn't Test					
Participant 5		No	No	No	Expected MHV	Unclear	Initially didn't see the butt was able to go through th without being prompted. Expected it to work like M with checkboxes on the ri
Participant 6		Yes	No	Yes	Expected MHV	Yes	Noticed the button but ex it to work like MHV with checkboxes on the right a then she would select the button. Eventually was ab through the flow without t prompted.
Participant 8		Yes	No	Yes	N/A	Yes	Quickly when through it - minimal to no hesitation
							Had to be prompted. Noti button but ignored it beca was focused on even thin

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<sup>1</sup> 1 unclear result not included; <sup>2</sup> 4 unclear results not included; <sup>3</sup> 2 unclear results not included; <sup>4</sup> 5 unclear results not included

# Key Findings

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Participants understood how to initiate refill requests from the list view

Participants found the tabs useful for checking on the status of their refill requests

Participants found the list view easy to navigate and not overwhelming

*"If you have an older Veteran, with an older phone, he'd understand it [refill process]. He'd know what he or she needs [to do]."- P6*

*"If I click on 'Processing' I can see what the pharmacy is actually working on versus having to go through scrolling on here ['All' list]...I can just go hey what have I put in for? What are they actually working on? What's shipped out?"- P11*

*"[The list is] not too bunched up, easy to read, enough information but not too overloaded"- P16*

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# Secondary Findings

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## Card Information

Participants liked the amount of prescription information presented in the cards but had different ideas about what they considered important

### ACETAMINOPHEN 325MG TAB

Rx #:7513452534

TAKE 1 TABLET EVERY 6 HOURS

Refills left: 2

Fill date: 07/05/2022

VA facility: Spokane Washington



## Prescription Statuses

Participants mentioned the prescription statuses as one of the first things they noticed.



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# Detailed & Other Findings

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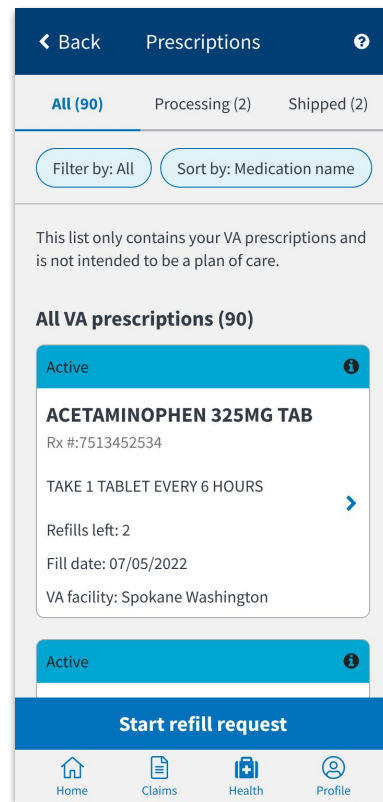
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# Detailed Findings - 1

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- **Participants considered high-level prescription information important, but had different ideas about what was most important**
  - 5 participants mentioned the instructions field; 4 of the 5 participants desired easy access to this information (in case they lost their prescription bottle or the bottle label rubbed off)
  - 6 participants mentioned the count of refills left as important to them; this is used to determine whether a medication needs to be renewed
  - 3 participants mentioned the fill date and VA facility with differing use cases given.
- **6/12<sup>1</sup> participants had different refill mental models**
  - 4 of the 6 expected the refill process to work like MHV (with checkboxes next to the prescription card). 2 of the 6 expected to refill from the prescription details screen.
  - However, only 3 out of the 6 participants had to be prompted to select the “Start refill request” button.

<sup>1</sup>The study had a total of 13 participants. 1 did not go through the prototype

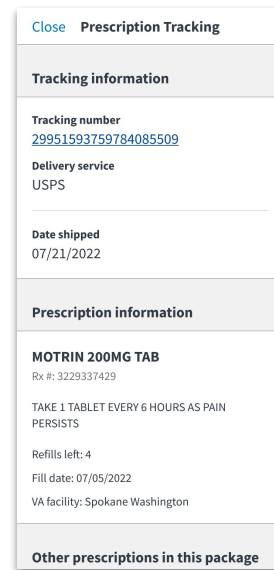
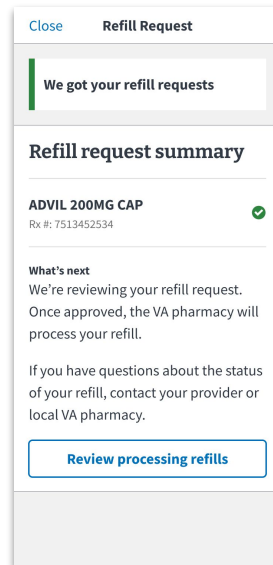


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# Detailed Findings - 2

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- **Participants understood the refill summary screen and found it informative**
  - However, 2 participants were confused by the wording of the “review processing refills” button.
- **All participants were successful in viewing prescription tracking details and reacted positively to the information presented**
  - “The tracking is clearer than what I get now. I like that it shows what medications are also in the package” - P11
- **7/12<sup>1</sup> participants would want to receive refill and shipping alerts (push, text, email)**
  - Participants mentioned wanting to be notified when a prescription is eligible to be refilled and if there is an issue refilling a prescription.
  - Participants mentioned wanting to be noticed when a prescription is shipped and delivered.



<sup>1</sup>The study had a total of 13 participants . 1 did not go through the prototype

# Findings With “Operational Constraints”

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- **5/13 participants experienced issues with their medication delivery**
  - These issues were specific to being unable to confirm or edit their address on file.
- **4/13 participants desired a one-stop-shop for all their VA needs**
  - “[With the] Rx app I can get my refills...with MHV I can direct message the pharmacy staff...or get a hold of my primary physician to request more refills...Now with the VA app I don’t have the ability to see any prescription stuff at all and that’s frustrating. I would say that the thing would be somehow to converge or merge some of the various apps if possible”  
- P5
- **1 participant expressed frustration at the coordination it takes to get care at different VA facilities**
  - Feels like she should be able to go to any VA facility (regardless of her status) and get care

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# Veteran Snapshot

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## A blind participant shared that they haven't had a very accessible experience with the VA

- Have to ask and know about services in order for the VA to provide
  - Found it upsetting that the VA would send her letters that she couldn't read
  - Has to have help managing her prescriptions since she can't read information on packaging or bottles (due to lack of braille)
  - Has difficulty taking the caps off of her prescription bottles so will need to request a change of caps from her provider
- Accessibility technology can be difficult for beginners to understand
  - Mentioned that the VA likes to use Apple products that require a lot of knowledge of how to swipe in order to use
- “Having a prescriptions experience on my phone would make it a lot easier!”

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# Recommendations & Next Steps

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# Backlog/ Recommendations

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The following is a compilation of the user experience opportunities that were identified due to user feedback. This list will be used to guide the design for the MVP Prescription Refill experience, depending on technical feasibility and priority

Post-MVP/  
Future State

Card	Rethink the visual hierarchy of the prescription status tag
Refill	Consider rephrasing the "Review processing refills" button and potentially other areas on the screen that use the term "Review"
Card	Retain the current metadata
Card	Consider revisiting the metadata fields by investigating how users use the information post-launch
Address	Consider adding a disclaimer on the profile page that changing the address there won't affect the Rx address
Notifications	Implement refill alerts to notify users when a prescription is eligible to be refilled
Notifications	Implement refill status alerts to notify users when there is a problem refilling a prescription
Notifications	Implement shipping alerts to notify users when a prescription has been shipped and delivered

# Next steps

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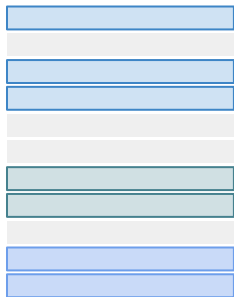
## Step 1: User Testing Output ✓

Distill user testing output into key takeaways and design considerations.



## Step 2: Design Backlog ✓

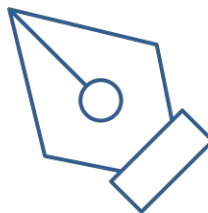
Synthesize design considerations into backlog items/ design tasks.



Flag dependencies and items that are quick wins vs. large operational initiatives.

## Step 3 : Iterate on design concepts

Create design concepts based on priority items.



## Step 4 : Development Backlog

Put completed designs in the development backlog and work with leadership and PO(s) to prioritize.



## Step 5 : Release

Go through the pre-launch process and launch the new feature



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# Thanks!

Questions?

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# Appendix

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# Materials

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These materials and others may be found on the [VA Mobile App Github](#).

[Research Plan](#)



[Conversation Guide](#)



[Prototype](#)



[Mural](#)



[Quantitative Synthesis](#)



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