

VA



U.S. Department  
of Veterans Affairs

# All “Primary care questionnaire” MVP Workflows

Discovery Readout

# Background & Goals

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# Background

Our goal is to improve the in-person and online pre- and post-appointment experiences for Veterans, contribute to physical distancing efforts in VA facilities, and better integrate Veteran-provided data in VA workflows by providing Veterans with a digital option to complete pre- or post-appointment questionnaires and screeners.

Our MVP focuses on improving the pre-appointment experience when visiting primary care providers.

# Research goals

This research is to usability test desktop and mobile prototype versions of the primary care appointment questionnaire design and gain feedback on all the workflows in and out of the questionnaire.

# Hypotheses to be tested

- Veterans will be able to successfully find and complete the questionnaire.
- Veterans will be able to navigate to a meaningful location after completing the questionnaire.
- There will be minimal confusion created by the content and question wording within any of the workflows.

# Methodology

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## Methodology

# Method

We conducted 10 remote moderated usability tests via WebEx using the Perigean contract. This method allowed us to share a high-fidelity wireframe prototype (mobile and desktop versions) to confirm if our questionnaire is easily usable by Veterans.

## Methodology

Who we spoke with: 8 Veterans, 1 Caregiver,  
and 1 Service Member (will be Veteran in next  
30 days)

Gender

**Male: 6**

**Female: 4**

Age

**25-34: 2**

**35-44: 1**

**45-54: 3**

**55-64: 0**

**65-74: 2**

**Unknown: 2**

Education

**Some college (no degree): 2**

**Associate's degree/trade**

**certificate/ vocational training: 1**

**Bachelor's degree: 1**

**Master's degree: 4**

**Unknown: 2**

Device used during study

**Android: 2**

**iPhone: 2**

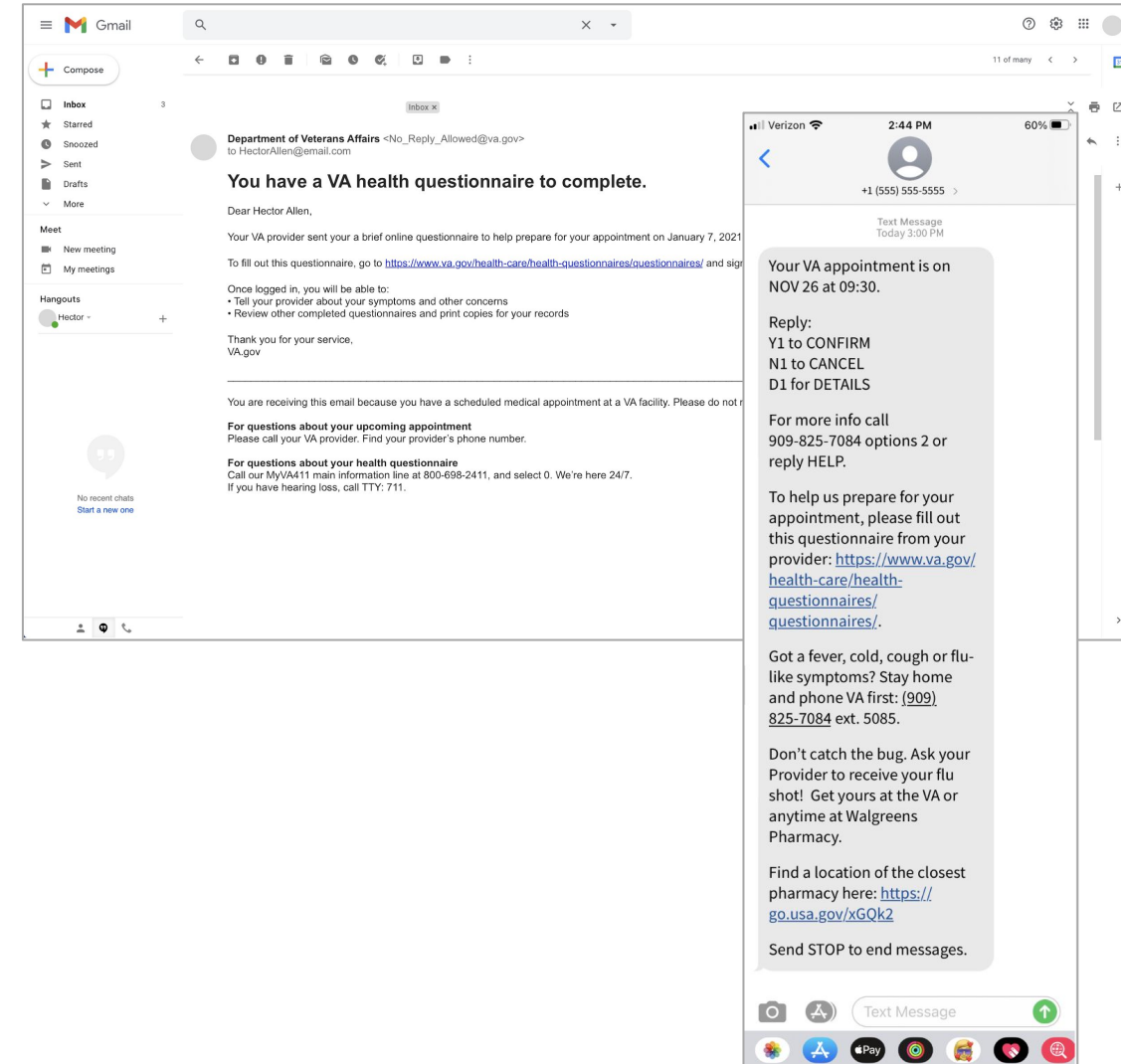
**Desktop: 6**

*We also talked to 4 participants with PTSD or TBI.*



# Research questions: Notifications

- What are your impressions of this notification?
  - If not mentioned, what do you think about entering Y1 and N1?
    - What would you prefer to enter instead?
- Why do you believe that you would have been sent this notification?
- How many days in advance of your appointment would you want to receive this notification?
- Would you be interested in receiving this notification multiple times?
- What are the actions that you could take immediately based upon the (email or text) that you just received?



# Research questions: Usability task

- Now, please fill out the questionnaire that your provider has requested you complete. For this questionnaire, your name will be Hector Allen and you have an upcoming primary care appointment for your annual physical. Please narrate your thoughts as you complete the task.
- *Things to watch/listen for:*
  - *Did the Veteran successfully complete the task. Success = getting to the screen with the "Your questionnaire has been sent to your provider." alert box.*
  - *Pay attention to Veteran commentary on confusing or pleasing portions of the task.*
  - *Take note of anything the Veteran suggests to add.*
- What are your thoughts about having to sign-in to access this feature

# Research questions: Introduction page

- What are your impressions of this page?
- What are your thoughts about the information provided?
- Is there any other information we should include here?

An official website of the United States government. [Skip to the Veterans Crisis Line now](#)

VA U.S. Department of Veterans Affairs

Search Contact Us My VA My Health

Home Health care Your health questionnaires Answer primary care questionnaire

### Answer primary care questionnaire

Douglas VA Medical Center

Please try to fill out this questionnaire at least [X] days before your appointment. When you tell us about your symptoms and concerns, we can better prepare to meet your needs.

#### What happens after I answer the questions?

We'll send your completed questionnaire to your provider through a secure electronic communication. We'll also add the questionnaire to your medical record.

Your provider will review your answers and discuss them with you during your appointment.

#### How will VA protect my personal and health information?

We keep all of the information in your medical record private and secure. This includes any information you share in this questionnaire.

To protect your privacy and your personal and health information, we:

- Share your information with only the people who need it as part of providing your health care.
- Store all information in our secure electronic systems, and encrypt all sensitive data.
- Require all VA employees who handle sensitive data to take required training and ongoing education courses on privacy and data security.

If you print or download a copy of your questionnaire, you'll need to take responsibility for protecting that information.

[Privacy Act Statement](#)

**Note:** If you need to talk to someone right away or need emergency care,

- Call [911](#), or
- Call the Veterans Crisis hotline at [800-273-8255](#) and select 1.

**Note:** Since you're signed in to your account, we can prefill part of your questions based on your account details. You can also save your questions in progress and come back later to finish filling it out.

[Answer questions](#)

Expiration date: mm/dd/yyyy  
[Privacy Act Statement](#)

#### Need help?

If you have questions or need help filling out this form, please call our MyVA411 main information line at 800-898-2411 and select 0. We're here 24/7.

If you have hearing loss, call 1-771-711.

### Answer primary care questionnaire

Please try to fill out this questionnaire at least [X] days before your appointment. When you tell us about your symptoms and concerns, we can better prepare to meet your needs.

#### What happens after I answer the questions?

We'll send your completed questionnaire to your provider through a secure electronic communication. We'll also add the questionnaire to your medical record.

Your provider will review your answers and discuss them with you during your appointment.

#### How will VA protect my personal and health information?

We keep all of the information in your medical record private and secure. This includes any information you share in this questionnaire.

To protect your privacy and your personal and health information, we:

- Share your information with only the people who need it as part of providing your health care.
- Store all information in our secure electronic systems, and encrypt all sensitive data.
- Require all VA employees who handle sensitive data to take required training and ongoing education courses on privacy and data security.

If you print or download a copy of your questionnaire, you'll need to take responsibility for protecting that information.

**Note:** If you need to talk to someone right away or need emergency care,

- Call [911](#), or
- Call the Veterans Crisis Hotline at [800-273-8255](#) and select 1.

# Research questions: This visit page

- What if you decide that you want to take some more time to think about questions for you provider? How could you save what you already entered, then come back and finish the form?
- If participant had PTSD or TBI diagnosis, then review each question and gather this thoughts.
  - Check for understanding of ranking their questions.

VA U.S. Department of Veterans Affairs

VA Benefits and Health Care About VA Find a VA Location

Home > Health care > Your health questionnaires > Answer primary care questionnaire

**Answer primary care questionnaire**  
Douglas VA Medical Center

Step 2 of 3: Prepare for your visit

**What's the reason for your visit?**  
**Routine or follow-up visit**

Are there any additional details you'd like to share with your provider about this appointment? (\*Required)

Back pain

Are there any other concerns or changes in your life that are affecting you or your health? (For example, a marriage, divorce, new baby, change in your job, or other medical conditions)

**Additional questions for your provider**

Do you have a question you want to ask your provider? Please enter your most important question first.

Add another question

< Back Continue >

Finish this questionnaire later

**Need help?**

If you have questions or need help filling out this form, please call our MyVA411 main information line at 800-838-2411 and select 6. We're here 24/7.

VA U.S. Department of Veterans Affairs

Search Contact Us Hector

Your health questionnaires

**Answer primary care questionnaire**  
Douglas VA Medical Center

Step 2 of 3: Prepare for your visit

**What's the reason for your visit?**  
**Routine or follow-up visit**

Are there any additional details you'd like to share with your provider about this appointment? (\*Required)

Back pain

Are there any other concerns or changes in your life that are affecting you or your health? (For example, a marriage, divorce, new baby, change in your job, or other medical conditions)

**Additional questions for your provider**

Do you have a question you want to ask your provider? Please enter your most important question first.

Add Another Question

< Back Continue >

# Research questions: Confirmation page

- What are your impressions of this page?
- Which of the buttons on the page would you most likely be interested in viewing next?
  - Would you prefer to navigate anywhere else instead?
- When (if at all) would you view and print questions? When (if at all) would you print this PDF?

The image shows a screenshot of the U.S. Department of Veterans Affairs (VA) website, specifically the confirmation page for a primary care questionnaire. The page is titled "Answer primary care questionnaire" and is for Douglas VA Medical Center. It confirms that the user's information has been sent to their provider. The page includes a "View and print questions" button. Below this, there is a section titled "What if I have questions about my appointment?" with contact information for the VA provider. The page also features a sidebar with links to "Your health questionnaires" and "Answer primary care questionnaire". The footer contains various links for veterans, including "Veteran Programs and Services", "More VA Resources", "Get VA Updates", and "In Crisis? Get Help".

VA Benefits and Health Care | About VA | Find a VA Location

Home | Health care | Your health questionnaires | Answer primary care questionnaire

### Answer primary care questionnaire

Douglas VA Medical Center

✓ Your information has been sent to your provider.

Your provider will discuss the information on your questionnaire during your appointment. We look forward to seeing you at your upcoming appointment.

**Primary care questionnaire**

For Hector Allen

**Date received**  
January 4, 2021

**We sent your information to:**  
Douglas VA Medical Center

[View and print questions](#)

### What if I have questions about my appointment?

If you have questions about your upcoming appointment, please call your VA provider. You can contact them at [facility name or clinic name] at XXX-XXX-XXXX[hyperlink phone number] or [facility name or clinic name] at XXX-XXX-XXXX[hyperlink phone number].

[Go to your health questionnaires](#) [Go to your appointment details](#)

**Veteran Programs and Services**

- Homeless Veterans
- Women Veterans
- Minority Veterans
- PTSD
- Mental Health
- Adaptive Sports and Special Events
- National Resource Directory

**More VA Resources**

- Find a VA Form
- Get VA Mobile Apps
- Careers at VA
- Doing Business with VA
- Grants Management Services
- VA Claims Accreditation
- Find a VA Health Care Provider
- Veterans Service Organizations (VSO)
- State Veterans Affairs Offices
- Print Your VA Welcome Kit

**Get VA Updates**

- Vantage Point Blog
- Email Updates
- Facebook
- Instagram
- Twitter
- Flickr
- YouTube
- All VA Social Media

**In Crisis? Get Help**

- Veteran Crisis Line
- Contact Us**
- Find a VA Location
- Ask a Question
- Call MyVA311:**  
1-844-698-2311
- TTY: 711

[Go to your health questionnaires](#) [Go to your appointment details](#)

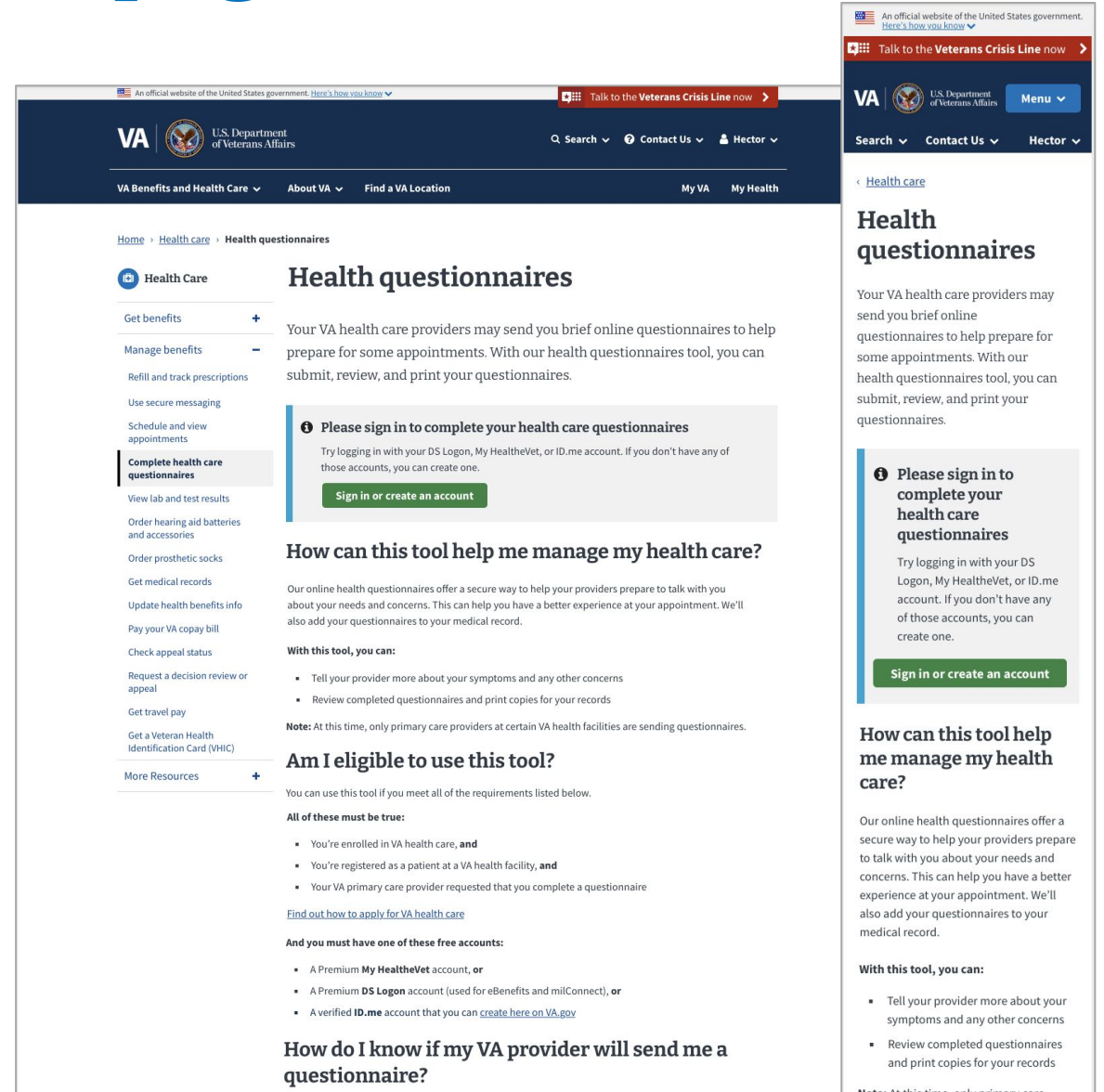
# Research questions: IA question

- Where on Remember when we talked about saving your in-progress questionnaire answers. Pretend that you are returning to the form the next day after saving your current work and you lost the notification (email or text), where on va.gov would you look first to find this questionnaire? (Pick one.)
  - I would use the search.
  - I would navigate to a list of my appointments and expect a questionnaire link to appear in the details of my appointment.
  - I would log in and expect to see a link on my dashboard to the questionnaires that I need to complete.
  - I would use the main menu on va.gov to navigate to a health questionnaire section. *(If the participant selects this, make them pick their second option.)*



# Research questions: Drupal page

- What are your impressions of this page?
- What are your thoughts about the information provided?
- How valuable is the information on this page to you?
- Is there any other information that we should include on this page?



The screenshot displays the VA Health questionnaires page. The header includes the VA logo, the U.S. Department of Veterans Affairs name, and navigation links for Search, Contact Us, and Hector. The main content area is titled 'Health questionnaires' and explains that VA health care providers may send brief online questionnaires to help prepare for appointments. A prominent sign-in prompt asks users to log in with their DS Logon, My HealtheVet, or ID.me account. Below this, a section titled 'How can this tool help me manage my health care?' describes the benefits of the tool, such as providing a secure way to help providers prepare for appointments. A 'With this tool, you can:' section lists actions like telling providers about symptoms and reviewing completed questionnaires. An eligibility section titled 'Am I eligible to use this tool?' lists requirements for using the tool, including being enrolled in VA health care and having a primary care provider. A 'Find out how to apply for VA health care' link is provided. A 'And you must have one of these free accounts:' section lists acceptable accounts: Premium My HealtheVet, Premium DS Logon, or a verified ID.me account. The page also includes a 'How do I know if my VA provider will send me a questionnaire?' section. The left sidebar contains a 'Health Care' menu with various options like 'Get benefits', 'Manage benefits', 'Refill and track prescriptions', 'Use secure messaging', 'Schedule and view appointments', 'Complete health care questionnaires' (highlighted), 'View lab and test results', 'Order hearing aid batteries and accessories', 'Order prosthetic socks', 'Get medical records', 'Update health benefits info', 'Pay your VA copay bill', 'Check appeal status', 'Request a decision review or appeal', 'Get travel pay', 'Get a Veteran Health Identification Card (VHIC)', and 'More Resources'.

VA Health questionnaires

Your VA health care providers may send you brief online questionnaires to help prepare for some appointments. With our health questionnaires tool, you can submit, review, and print your questionnaires.

**Please sign in to complete your health care questionnaires**

Try logging in with your DS Logon, My HealtheVet, or ID.me account. If you don't have any of those accounts, you can create one.

[Sign in or create an account](#)

**How can this tool help me manage my health care?**

Our online health questionnaires offer a secure way to help your providers prepare to talk with you about your needs and concerns. This can help you have a better experience at your appointment. We'll also add your questionnaires to your medical record.

**With this tool, you can:**

- Tell your provider more about your symptoms and any other concerns
- Review completed questionnaires and print copies for your records

**Note:** At this time, only primary care providers at certain VA health facilities are sending questionnaires.

**Am I eligible to use this tool?**

You can use this tool if you meet all of the requirements listed below.

**All of these must be true:**

- You're enrolled in VA health care, **and**
- You're registered as a patient at a VA health facility, **and**
- Your VA primary care provider requested that you complete a questionnaire

[Find out how to apply for VA health care](#)

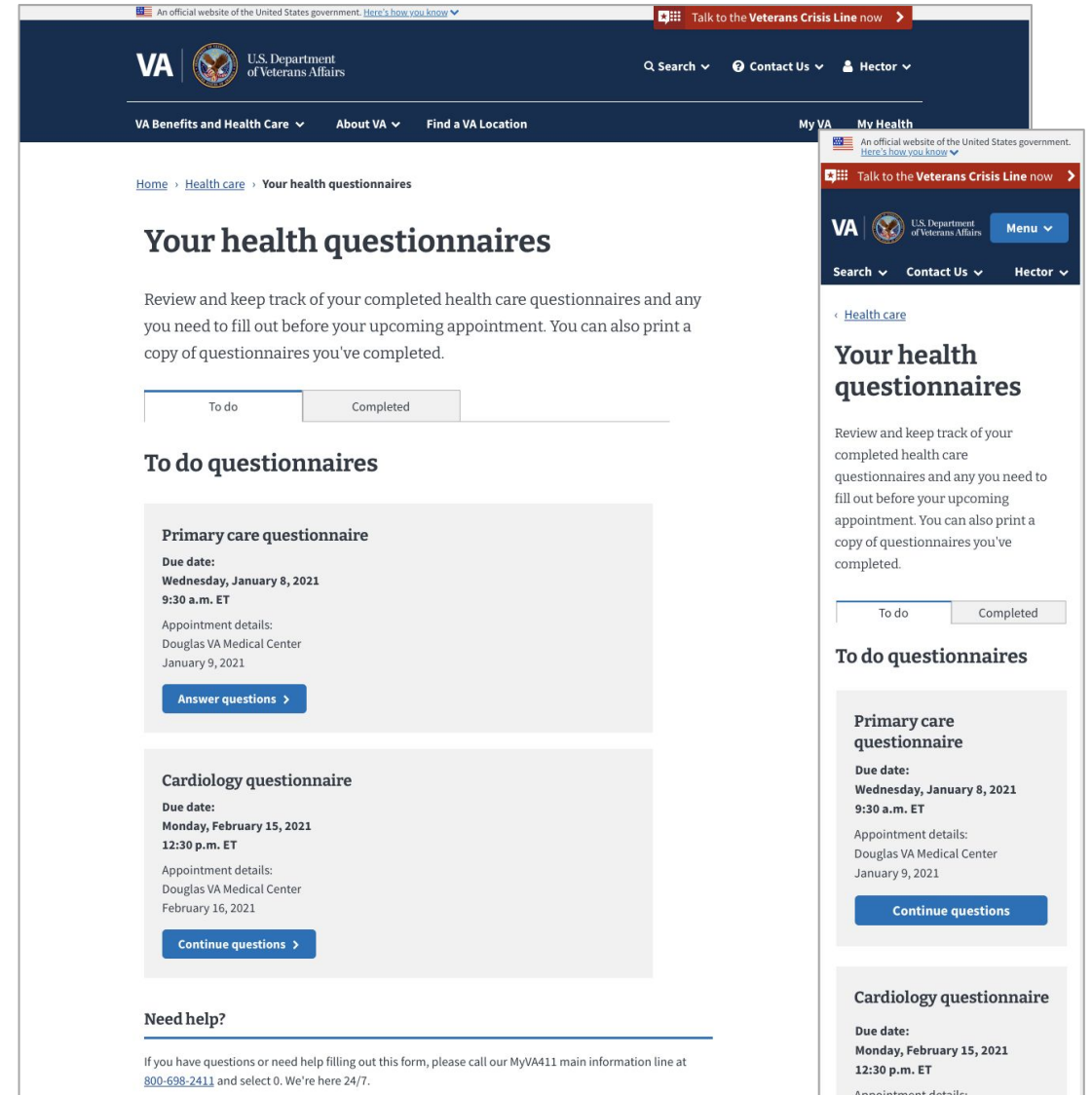
**And you must have one of these free accounts:**

- A Premium **My HealtheVet** account, **or**
- A Premium **DS Logon** account (used for eBenefits and milConnect), **or**
- A verified **ID.me** account that you can [create here on VA.gov](#)

**How do I know if my VA provider will send me a questionnaire?**

# Research questions: Questionnaire list (To do tab)

- What are your impressions of this page?
- Can you tell me what you think the difference is between the cards shown on the screen?
  - Ask about button wording if the difference isn't clear.
- What are your thoughts about the information provided?
- How valuable is the information on this page to you?
- Is there any other information that we should include on this page?






# Research questions: Usability task


- Your primary care provider just sent you a pre-visit questionnaire. Before you fill it out, you want to review your responses to your last primary care questionnaire. Find your last questionnaire and review your responses. Please narrate your thoughts as you complete the task.
- *Things to watch/listen for:*
  - *Did the Veteran successfully complete the task. Success = click on the “View and print questions.”*
  - *Pay attention to Veteran commentary on confusing or pleasing portions of the task.*
  - *Take note of anything the Veteran suggests to add.*
- How easy or hard was it to find the completed questionnaire?

# Research questions: PDF

- When (if at all) would you view this PDF?  
When (if at all) would you print this PDF?
- Would you want any additional information added to this PDF?



12/16/2020https://va.gov/...

VAU.S. Department of Veterans Affairs


**Primary care questionnaire**  
Douglas VA Medical Center

**Your questionnaire was sent to your provider**  
on August 12, 2020 in preparation for your appointment at Douglas VA medical center at 12:30 p.m. on August 15, 2020.

**Veteran information**  
Name: **Hector J Allen**  
Date of birth: **01/10/1980**  
Gender: **Male**  
Country: **USA**  
Mailing address: **1221 Douglas Way, Douglas, MA 00000**  
Home address: **15431 Boston Road Apt 1C, Boston, MA 00000**  
Home phone: **555-555-5555**  
Mobile phone: **555-555-5555**  
Work phone: **555-555-5555**

**Prepare for your visit**  
**What's the reason for your visit?**  
Routine or follow-up visit  
**Are there any additional details you'd like to share with your provider about this appointment?**  
Pain in right knee after surgery  
Hector J Allen | Date of birth: 01/10/1980

12/16/2020https://va.gov/...

VAU.S. Department of Veterans Affairs

**Primary care questionnaire**  
Douglas VA Medical Center

# Research questions: Questionnaire list (Completed tab)

- What are your impressions of this page?
- Can you tell me what you think the difference is between the cards shown on the screen?
  - What is your interest in seeing appointments that were canceled, but where you started to answer questions? What about if we displayed "You can access your in-progress answers for the next X days?"
- What are your thoughts about the information provided?
- How valuable is the information on this page to you?
- Is this location where you would expect to come back to and see this list of completed questionnaires?
- Is there any other information that we should include on this page?-
- Would you want to see questionnaire responses over time?
  - What if the questionnaire resulted in a score? Would you be interested in seeing your score over time?

# Research Findings

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# Key Findings

1. Veterans welcomed and even expected email and text notifications for health questionnaires.
2. Questionnaire links within text messages are more easily overlooked by participants who already receive appointment reminder text messages, because participants automatically reply confirm/cancel and don't read the rest of the text.
3. Veterans are interested in receiving multiple notifications (an initial notification and a reminder notification).
4. Veterans expect to sign in to complete health questionnaires, in order to protect their health records.
5. The usability of the questionnaire was reconfirmed by Veterans with PTSD and TBI.
6. The value of the questionnaire was reconfirmed by Veterans.
7. Veterans want to view more appointment details when completing health questionnaires.
8. Veterans still plan to print their questionnaire to take with them to their appointment.

# Key Findings

9. Veterans want to view their completed questionnaires for two main reasons:
  - a. To make sure that their questions were answered
  - b. Want access to all of their medical record
10. Veterans are not interested in seeing not submitted questionnaires, except when they started the questionnaire, then the appointment was canceled.
11. Veterans are interested in sorting and filtering the list of their completed questionnaires by specialty, type of questionnaire, and date.
12. Veterans are interested in viewing scores from questionnaires (also known as screeners) over time.
13. When entering through the main VA.gov homepage, Veterans were split on whether they wanted to navigate to these health questionnaires via a badge/notification on a dashboard or the appointments section.

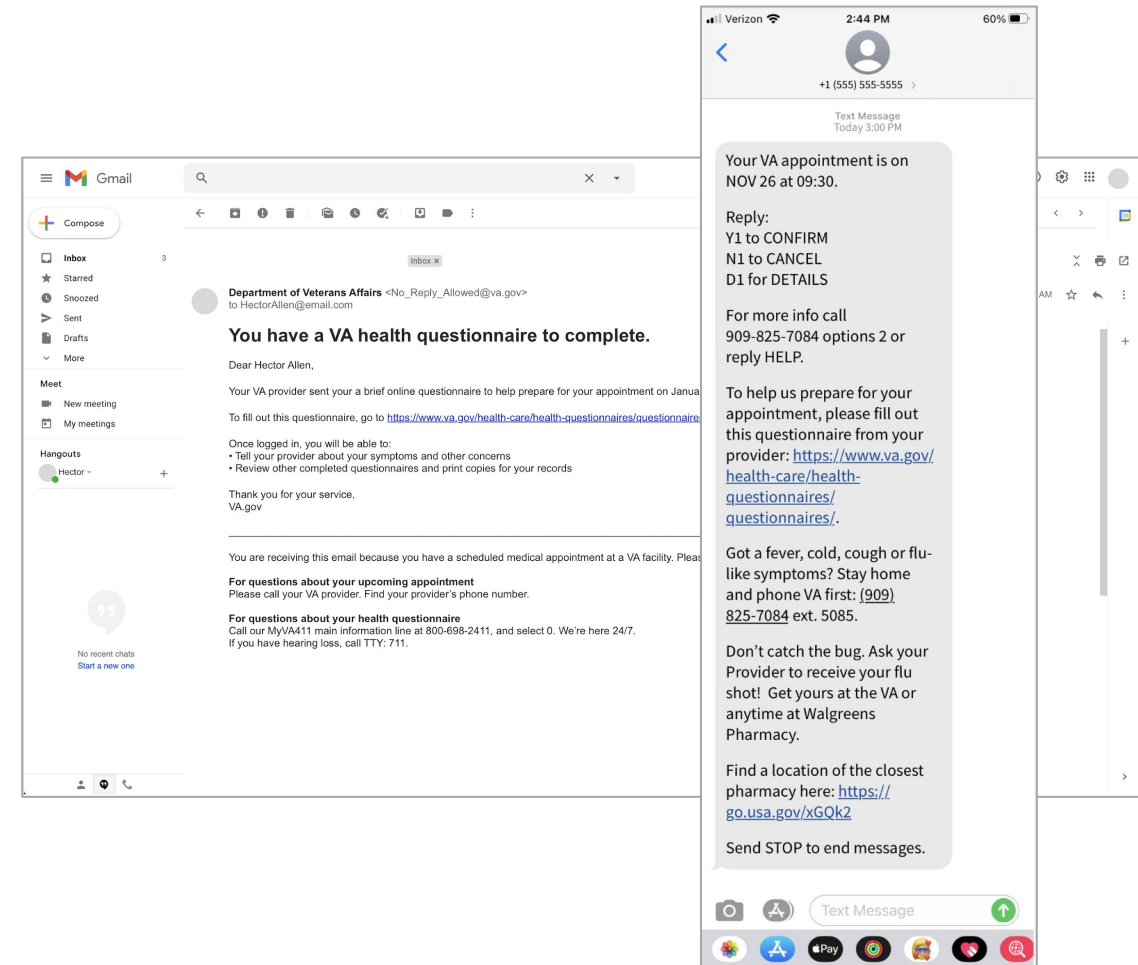
## Research Findings

# Veterans welcomed and even expected email and text notifications for health questionnaires.

*“I like the whole idea of it.”*

*“It seems pretty straight forward.”*

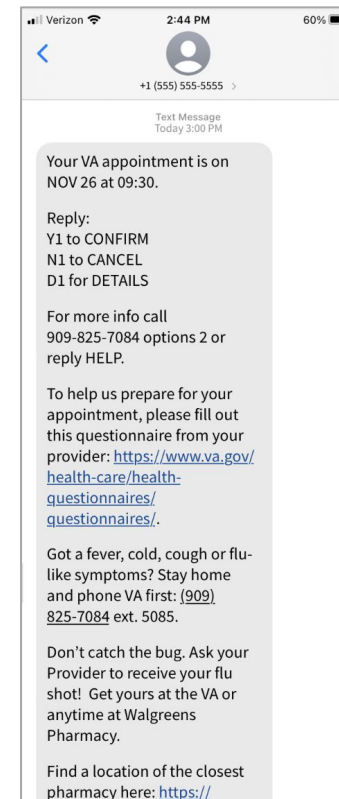
- A few participants brought up the idea of notifications before they reviewed the prototype examples.



## Research Findings

Questionnaire links within text messages are more easily overlooked by participants who already receive appointment reminder text messages, because participants automatically reply confirm/cancel and don't read the rest of the text.

- Three out of four participants shown the text message mentioned that they currently receive these text messages.
  - Two out of the three participants stated they would just confirm or cancel. They didn't review the rest of the text and had to be prompted to review the questionnaire link.

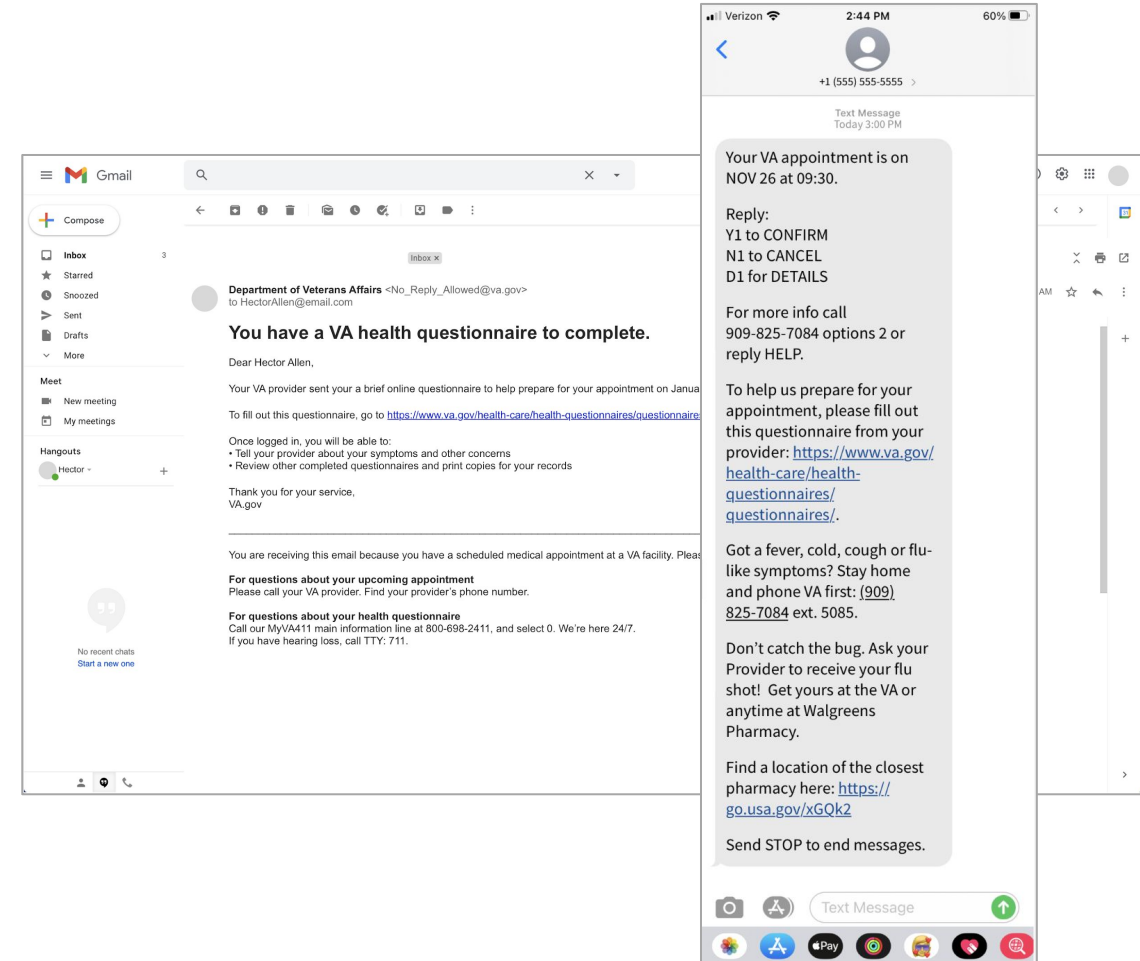




## Research Findings

# Veterans are interested in receiving multiple notifications.

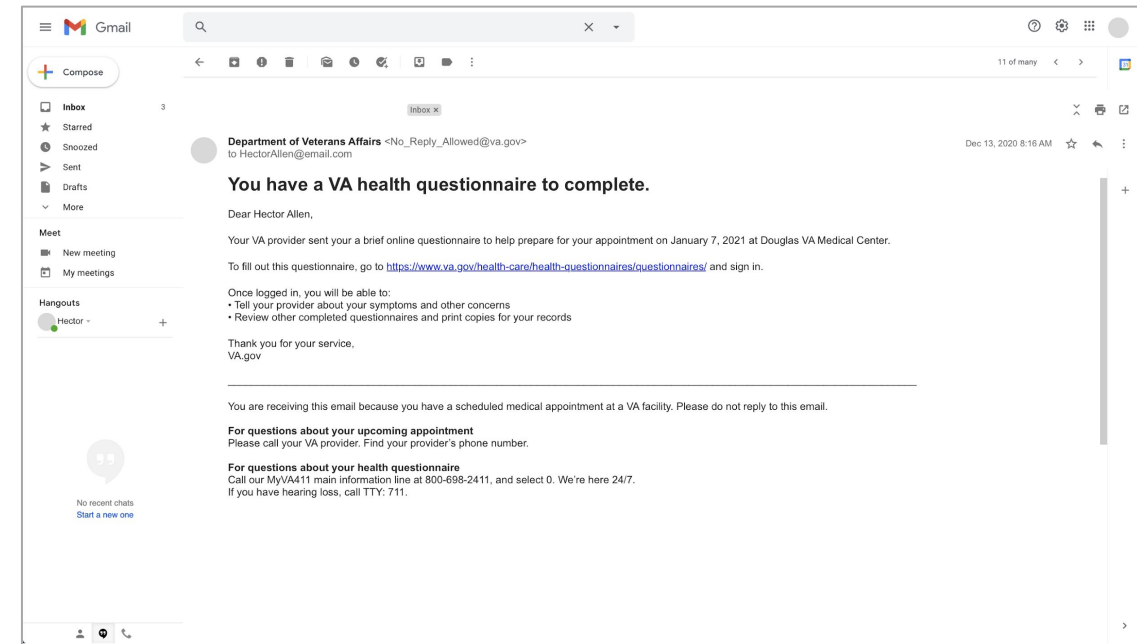
- Eight out of ten participants mentioned that they would like to receive an initial and reminder notifications.
- The most suggested time period for sending the initial and reminder notifications were:
  - Seven days in advance of the appointment, then again one day in advance.



## Research Findings

# Additional findings: Emails

- Some participants suggested adding or emphasizing appointment information, such as date and time.
- *“Change the title of it, so it is less like a computer-generated survey, [such as] Dr. So-and-so would like to ask you a few questions before your next appointment.”*



## Research Findings

# Veterans expect to sign in to complete health questionnaires, in order to protect their health records.

- 100% of participants (10 out of 10 participants) commented that signing in was a good thing for this feature due to security and privacy concerns.
- *“I think that it is a good thing, since you are asking health questions. Now, it is associated with my account. It keeps anybody else from messing with it and getting the information.”*

## Research Findings

# The usability of the questionnaire was reconfirmed by Veterans with PTSD and TBI.

- All four PTSD and TBI participants easily understood the questionnaire and ranking their questions for their provider.
  - Two participants liked the idea of ranking their questions for their provider.

The image displays two screenshots of the VA's 'Answer primary care questionnaire' form. The main screenshot shows the full form, which is titled 'Answer primary care questionnaire' and is for the Douglas VA Medical Center. It is part of a series of steps, currently on 'Step 2 of 3: Prepare for your visit'. The form asks 'What's the reason for your visit?' with the option 'Routine or follow-up visit'. It then asks 'Are there any additional details you'd like to share with your provider about this appointment? (\*Required)' and provides a text input field. Below this, it asks 'Are there any other concerns or changes in your life that are affecting you or your health? (For example, a marriage, divorce, new baby, change in your job, or other medical conditions)' and provides another text input field. The form also includes a section for 'Additional questions for your provider' with a text input field and an 'Add another question' button. At the bottom, there are 'Back' and 'Continue' buttons, and a 'Need help?' section with contact information. The inset screenshot on the right shows a zoomed-in view of the form's header, which includes the VA logo, the U.S. Department of Veterans Affairs name, and a 'Menu' button. It also shows the 'Answer primary care questionnaire' title and the Douglas VA Medical Center location.



## Research Findings

# The value of the questionnaire was reconfirmed by Veterans.

- *“I think the question about what is going on in your life is a good one and not a lot of doctors ask that. Those things could be a factor in your condition or the problems going on.”*
- The value is dependent upon primary care providers reviewing the questionnaires and the questionnaires actually improving their appointment quality.
  - *“If this looks like adding another step, because the nurse re-asks these questions, then I will never log on here again. You get that one chance.”*

VA U.S. Department of Veterans Affairs

VA Benefits and Health Care About VA Find a VA Location My VA My Health

Home > Health care > Your health questionnaires > Answer primary care questionnaire

**Answer primary care questionnaire**  
Douglas VA Medical Center

Step 2 of 3: Prepare for your visit

**What's the reason for your visit?**  
Routine or follow-up visit

Are there any additional details you'd like to share with your provider about this appointment? (\*Required)

Back pain

Are there any other concerns or changes in your life that are affecting you or your health? (For example, a marriage, divorce, new baby, change in your job, or other medical conditions)

Additional questions for your provider

Do you have a question you want to ask your provider? Please enter your most important question first.

Add another question

<< Back Continue >>

Finish this questionnaire later

**Need help?**

If you have questions or need help filling out this form, please call our MyVA411 main information line at 800-838-2411 and select 6. We're here 24/7.

VA U.S. Department of Veterans Affairs

Search Contact Us Hector

Your health questionnaires

**Answer primary care questionnaire**  
Douglas VA Medical Center

Step 2 of 3: Prepare for your visit

**What's the reason for your visit?**  
Routine or follow-up visit

Are there any additional details you'd like to share with your provider about this appointment? (\*Required)

Back pain

Are there any other concerns or changes in your life that are affecting you or your health? (For example, a marriage, divorce, new baby, change in your job, or other medical conditions)

## Research Findings

# Veterans want to view more appointment details when completing health questionnaires.

- 60% of participants (6 out of 10 participants) suggested displaying more appointment information throughout the questionnaire workflows, specifically on the list of all questionnaires and confirmation page.
  - The most common requests were:
    - Appointment time
    - Provider's name
    - Clinic name, address with room number, and/or hours

## Research Findings

# Veterans still plan to print their questionnaire to take with them to their appointment.

### Interest in printing?

	Yes	No
Mobile 4 participants	50% 2 participants	50% 2 participants
Desktop 6 participants	66% 4 participants	33% 2 participants
All 10 participants	60% 6 participants	40% 4 participants

- Participants saw printing as a way to remind themselves of what they wanted to discuss at the appointment.

*“I typically bring things with me, so this could be my reminder of the things I want to look at/talk about.”*

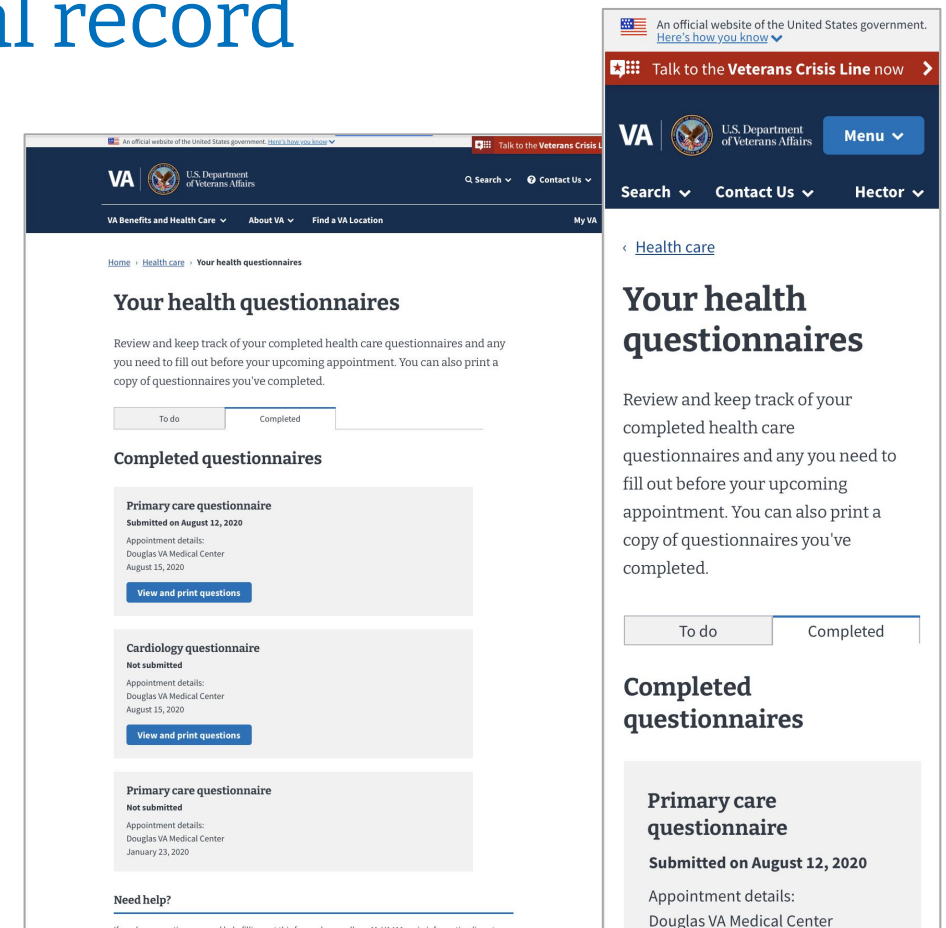
- Participants not interested in printing mostly stated that they see no need to print these questionnaires.



## Research Findings

# Veterans want to view their completed questionnaires for two main reasons:

- To make sure that their questions were answered
- Want access to all of their medical record
  - Seven out of 10 participants were interested in viewing their completed questionnaires.
  - Three Veterans assumed these questionnaires would display other medical history information, so they could see the questions they asked and the answers they received during their appointment.





## Research Findings

Veterans are not interested in seeing not submitted questionnaires, except when they started the questionnaire, then the appointment was canceled.

- Only 30% of participants (3 out of 10 participants) had an interest in viewing not submitted questionnaire information on a list of all their questionnaires.
- Eight out of 10 participants are interested in viewing in-progress questionnaires for canceled appointments, because they believe it might help with rescheduling and filling out the questionnaire for the rescheduled appointment.



## Research Findings

Veterans are interested in sorting and filtering the list of their completed questionnaires by specialty, type of questionnaire, and date.

- Five out of five participants mentioned an interest in sorting/filtering by specialty, type of questionnaire, or date (particularly year).

## Research Findings

Veterans are interested in viewing scores from questionnaires (also known as screeners) over time.

- Six out of ten participants were interested in viewing their scores over time, in order to evaluate how their health is improving or worsening.
  - Many wanted to view this information as a graph.
  - They also emphasized the need to understand the meaning behind the scores.

## Research Findings

When entering through the main VA.gov homepage, Veterans were split on whether they wanted to navigate to these health questionnaires via a badge/notification on a dashboard or the appointments section.

- 50% of the participants (5 out of 10 participants) selected a badge/notification on an authenticated dashboard.
- The other 50% of participants (5 out of 10 participants) selected navigating to the appointments section.
- The four PTSD and TBI participants were also split 50/50 between the above options.

## Miscellaneous findings

- One participant requested a Spanish version of the interface.
- Two participants requested a link to the Profile section to update any demographic information as they were filling out this form.
- 70% of participants (7 out of 10 participants) understood the difference between the buttons (Answer Questions versus Continue Questions) on the Questionnaire list (To do tab).
  - Even the other 30% (3 out of 10 participants) knew that they had to click on either button to finish the questionnaires.
- Two older participants commented that our examples of life events were for younger people and that they would like to see examples that apply to them (retirement or caregiving).
- Menopausal participant brought up pre-visit questions about pregnancy, etc (actually made to take pregnancy tests). Never asked about menopausal concerns/symptoms.



# Recommendations

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# Recommendations: Changes to MVP scope

## **Changes that can be completed by the product team**

- Send out notifications seven days in advance of an appointment, then again a day prior.
- Re-evaluate text message wording, so more attention is brought to the link.
- Evaluate displaying more appointment information in the questionnaire workflow.
- Further explore displaying statuses on the questionnaire list, including
  - not submitted, but canceled appointments,
  - no shows
  - in-progress versus new
  - any other statuses (engineering will look into statuses more)

# Recommendations: Additions to future roadmap

## **Additions that can be explored by the product team**

- Watch the conversion rates on text messages versus emails. Re-evaluate incorporating questionnaires link in appointment reminder text depending upon analytics.
- Depending upon email conversion rates, explore a PII questionnaire email, similar to the texting solution already used by VeText.
- Re-evaluate reminder text that is sent a day prior to the appointment with questionnaire only information.
- Explore sorting and filtering on the Questionnaire list (Completed tab).
- Revisit the Veteran information (demographics) page to explore editing options.



# Recommendations: Additions to future roadmap

## **Additions to explore by working with other VA.gov product teams**

- Work with VAOS and the authenticated experience teams to add questionnaire information within their products.

## **Additions to explore by working with platform (possible holistic changes)**

- Explore how demographic information is displayed and updated across all forms. Is it always editable? Is it only editable within the profile section?

# Next Steps

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# Next Steps

## **Write design tickets**

To explore design solutions for some of the recommendations

## **Update MVP wireframes based upon findings**

Present updates to the team, retest when necessary, and create tickets for engineering to implement the changes

## **Review items for future roadmap**

Discuss with the team about adding topics to roadmap for future exploration

# Appendix

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