

VA



U.S. Department  
of Veterans Affairs

# 10-10CG: Primary Caregiver/Secondary Caregiver Flow

Discovery Readout

# Background & Goals

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# Background

This study is being conducted by the VSA Caregiver team.

The Caregiver team launched the digitized 10-10CG form October 1, 2020. The team is adding functionality that allows Veterans and caregivers to apply to the Program of Comprehensive Assistance for Family Caregivers with either a Primary Family Caregiver, Secondary Family Caregiver(s), or both a Primary and Secondary Family Caregiver(s).

The designs have been created and released to address this requirement. A usability test with Veterans and caregivers is needed to determine if these changes are understandable and the form is easy to use.

# Research goals

- Determine whether or not the updated designs of the 10-10CG form related to the functionality that allows Veterans and caregivers to apply to the program with either a Primary Family Caregiver, Secondary Family Caregiver(s), or both are **usable**, **understandable**, and **easy navigate** for Veterans and caregivers.

# Hypotheses to be tested

- Users will be able to navigate through the form relatively easily, but may have issues with the following:
  - The addition of the Primary Family Caregiver question may cause confusion
  - Knowing if a Veteran or caregiver should “add” a Primary Family Caregiver vs Secondary Family Caregiver

# Methodology

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# Method

A task-based remote, moderated usability study was conducted via GoToMeeting between December 16 - December 18, 2020. A moderator began with introduction questions and prompted users with questions (from the conversation guide).

Participants were encouraged to talk through their exploration of the 10-10CG. Remote observers and note takers were also in attendance.

## Methodology

# Who we spoke with

- 3 Veterans
  - 1 Veteran with PTSD
  - 1 Veteran with TBI
- 1 Veteran who is also a caregiver
- 9 Caregivers
- Geographically diverse (DE, VA, IN, TX, NM, IA, NY, FL, SC)
- Ages of our participants ranged from 25 to 65+
  - 1 participant under 35
  - 6 participants 35 - 44
  - 1 participant 45 - 54
  - 4 participants 55 - 64
  - 1 participant over 65



# Research questions

- Are users able to achieve their goal of either applying with a:
  - Primary Family Caregiver
  - Primary Family Caregiver and Secondary Family Caregiver(s)
  - Secondary Family Caregiver(s) only

*Note: Two participants completed the form focused on Secondary Family Caregiver only*

- Is there any confusion caused by the content or verbiage in regards to the Primary Family Caregiver and Secondary Family Caregiver workflows?
- Will confusion be caused in any way by the addition of the Primary Family Caregiver question

# Research Findings

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# Key Findings

1. Though there was some confusion, most participants were able to get through the caregiver flows with the correct information filled in
2. A few participants were confused by the wording of the Primary Family Caregiver question (i.e. *Would you like to add a Primary Family Caregiver?*)
3. The placement and content of the additional info component confused some participants (i.e. *What's a Primary Family Caregiver?/What's a Secondary Family Caregiver?*)
4. Those that wanted to apply with only a Secondary Family Caregiver struggled somewhat
5. Some participants found who can become a Secondary Family Caregiver and their role unclear

## Research Findings

1. Though there was some confusion, most participants were able to get through the caregiver flows with the correct information filled in

- Overall, participants were able to navigate and complete the form correctly, and filled out the appropriate sections

*“I cannot believe this is this easy, it just seems like I'm missing something. This was so easy to do. Why did I wait a year to do this?”*

- However, there was some uncertainty over the addition of the Primary Family Caregiver question, knowing if a Veteran or caregiver should add a Primary Family Caregiver/Secondary Family Caregiver, and eligibility requirements (discussed in the following slides)

*Note: Two participants completed the form focused on Secondary Family Caregiver only*

## Research Findings

# 2. A few participants were confused by the wording of the Primary Family Caregiver question

- A few participants entered their health care provider information in the Primary Family Caregiver fields. Relating the word “Primary” and “Caregiver” to medical professionals.

*“I misread it. I thought it said primary care doctor or physician. But I just blew through it.”*

- Some participants found the word “family” unclear, leading to questions around eligibility.

*“There's a lot of homeless Veterans who don't have anyone, and a lot of people who don't have family... so friends would have to help them.”*

### 2 of 4 Primary Family Caregiver applicant information

Would you like to add a Primary Family Caregiver?



What's a Primary Family Caregiver? ▼

☐ Yes


☐ No

### 3. The placement and content of the additional info component confused some participants

- A few participants seemed to “skip over” the question, “*Would you like to add a Primary Family Caregiver?*” Focusing instead on the “additional information” component, “*What’s a Primary Family Caregiver?*” This acted as a pain point for some participants who could not answer the question easily and accurately.

**2** of 4 **Primary Family Caregiver applicant information**

Would you like to add a Primary Family Caregiver?

What’s a Primary Family Caregiver? ▼ 

☐ Yes

☐ No

## 4. Those that wanted to apply with only a Secondary Family Caregiver struggled somewhat

- One participant hesitated on the Primary Family Caregiver page before finding the needed information within the “Additional info” component and proceeding with the form.

*“Well at first it confused me, I wasn’t sure if it was asking for a secondary caregiver...I was confused by the question, but then once I went on it was very clear and once I said No it was very clear.”*

- Another participant found it unclear if they needed to re-enter their information in the Primary Family Caregiver sections before proceeding to the Secondary Family Caregiver fields.

*Note: Two participants completed the form focused on Secondary Family Caregiver only*

## 5. Some participants found who can become a Secondary Family Caregiver and their role unclear

- Participants had questions around the requirements for a Secondary Family Caregiver. Some participants found the eligibility and required relationship between Secondary Family Caregiver and Veteran vague.

*“Can my mother-in-law be a Secondary Family Caregiver? She lives out of state.”*

- Other participants were unsure of the Secondary Family Caregiver’s role.

*“I guess I don’t understand this designation. I know for a backup but don’t know if for example... does a secondary act as a backup? Are they already cleared and ready to go and they just fill in immediately?”*



# Additional Insights

*Insights that were validated:*

- The medical facility page caused difficulty and confusion for some participants
- Caregivers often complete the form on behalf of the Veteran. Additionally, participants would often enter the Caregiver's phone and email in the appropriate Veteran's fields
- A few participants expressed the desire to have a other options for sex/gender
- The importance of mobile first design was validated

# Additional Insights

## *Opportunity areas*

- Participants that triggered the error found it odd that there was no way to re-submit application online
- Some participants expressed the desire to easily indicate the caregiver address is the same as the Veteran's address
- One participant expressed the desire to sign as a representative/POA for the Veteran
- One participants questioned the placement (within the form) of the question, "*Would you like to add a Primary Family Caregiver?*"

# Recommendations

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# Recommendations

- Consider changes to the placement and design of “Would you like to add a Primary Family Caregiver?” page
  - Add clear, plain language content explaining who can act as a Primary Family Caregiver and Secondary Family Caregiver
- Update content in “Additional info” components to “*Learn more about Primary Family Caregiver*” and “*Learn more about Secondary Family Caregiver*”
- Iterate on medical facility page - Enable the user to enter the medical facility information confidently and correctly
- (Re)explore allowing resubmission when error is triggered

# Next Steps

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# Next Steps

## **Next step**

Present findings to Caregiver team:

- Get input and insights on recommendations
- Propose design solutions based on usability findings and content feedback