Mo Studio - CEDAR - APT HUB - MYHealtheVet

P4 Guerilla Test Notes 12/13

13 December 2021 / 1:35pm ct / Via Zoom

ATTENDEES

Subject, Moderator, Note Taker, Additional Observers

AGENDA

- Discuss design and gain insights pertaining to Guerilla testing the screen mocks of an authenticated mobile user.
- Guided conversation available: https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/health-care/health-apartment/research/2021/homepage-guerilla-test-12-2021/2021-12-user-research-conversation-guide.md

NOTES STARTED BELOW:

- Just so you know, these recordings are not shared outside of our team. We use them only to confirm that we've captured what you have said accurately, and then we delete them after 2 weeks. Do you have any questions about this? Are you ok if we record today?
  - P4- Yes
- If yes: Once I start recording, I am going to confirm that you are OK with me recording this session once more.

Start recording.

- I've started recording. I'd like to confirm: Are you comfortable if I record my screen and the audio as we talk today?

- ○ P4-Yes.

Understand what they use

- Do you use My HealtheVet?
  - ○ P4 - no
- Do you use VA.gov for your health care?
  - ○ P4 - no
  - ○ Has an acct for mental health screening interface for patient referrals.

  Listen for:

  - which site they use
  - their process to get to My HealtheVet, VA.gov, or another website
  - what they do on the site
  - what "health care" means to them
- Do you cancel or adjust your appointments online?
  - ○ P4: No.
- How do you communicate with your providers/doctors?
  - ○ P4: Communication via phone

While showing concept (15 minutes)

Ahead of the session, adjust the Mural in your browser window so that the design shows somewhat realistically.

Now I'm going to show you a new concept for the My HealtheVet homepage.

For moderator:

- For mobile: Use the mobile Mural.

- For desktop: Use the desktop Mural.

Next:

1. Share your screen with the participant. Share ONLY the browser window.
2. Confirm that they can see the page.

First Impression

I'd like your first impression. Talk out loud. Say anything that comes to mind. And let me know when you would like me to scroll.

Watch and listen for:

- If they remark on something missing.

Ask the participant:

- Tell me about your first impressions.
- Where is your attention drawn?
- What other observations do you have about this page?
  - Can you make it bigger? (p4)
  - I like it - gets to the point
  - appt, messages, pharmacy, labs, access
  - Refills remaining
  - apply disability
  - Attention to the left side
  - When is the next appt
  - rx refills
  - can view different things in pharmacy
  - Anything missing? (mod)
  - I think it looks like anything you would need for the next appt visit.

- ○ p4: access to imaging results?

Digging Deeper

- Is there anything missing that you would expect to be here, that would help you manage your health care online? *(Potential follow ups: How would you use this? Where would you like to see it on the page?)*
- Let's look at appointments:
  - ○ What would you expect to see here?
    - ■ next appt
    - ■ past history - doc, relationship, history
  - ○ If you wanted to see all of your appointments, what would you do?
    - ■ Click view to access all appts.
- Now let's look at pharmacy:
  - ○ What would you expect to see here?
    - ■ Reconciliation of Medications (current) dose, route, timing, refills
  - ○ What information or actions do you care about most?
    - ■ What my current list and historical medication data
  - ○ If you wanted to see all of your prescriptions, what would you do?
    - ■ Click pharmacy or view
- Now let's look at messaging:
  - ○ What kinds of messages would you expect to see here? *(e.g., "What would the messages be about?"*
    - ■ question about MA for physician, or appt scheduling. Addressing message sent or about next appt. (fasting labs).
  - ○ Would you expect to send and receive messages?
    - ■ Yes.
  - ○ What messages would be sent to you?
    - ■ office, nurse, MA, physician or office

- - Whom would you message?
    - office, nurse, MA, physician or office
- For Medical Records:
  - What would you expect to see here?
    - medical history
      - from start of active duty to vet services
      - collections about medical records
    - specialty or general
  - What information or actions do you care about most?
    - Office notes, plan of care, diagnosis.
- What information or actions would you like to see in "Health Care"?
  - If you wanted to see more information than shown here about your health care, what would you do?
    - coverage, providers in area, .
    - Specialties
    - name address details.
- What information or actions would you like to see in "Disability"?
  - social workers for service connection for questions, status on claims and appeal
    If submission of claim progress on said claim
- If you had trouble with something you're trying to do through this website, what would you do? *(Listen to answer and point to "Help and Resources" if this is not one of their answers.)*
  - I would zoom in, look at the top to see if there is a help. Click on top "contact us" up by menu
  - What information or actions would you expect to see in "Help and Resources"?
    - email
- If time allows: What does the term "Health Supplies" mean to you?
  - for diabetics: needle syringes, blood glucose monitors, soft casts, Hearing aids would be helpful - durable medical supplies.

Gastrointestinal, other prosthetics.

MORE chronic care specific

EVEN GLASSES would be great.

- *(After participant answers, tell them you can order hearing aid and prosthetic socks here.)*
- Is there a better name for "health supplies"?
  - could be more specific with diabetic supplies……think of chronic conditions….. splinting and soft casts.
  - *Observer note: essentially tie into conditions the patient is suffering from and list available supplies*

End questions

- If you had a magic wand, what would you add to this page or change about it?
  - I like this page, because for years we were looking for something that could connect all services providers so a patient to view their full exp. Add graph for YOY health stats - helpful for patient education. Hope for a more connected health care record.

- For moderator: Check Slack for follow-up questions from other observers.
- Do you have any questions for us?
  - No