

RX Refill User Research Planning, 08/2022

Jul 29, 2022

Questions to Answer/Goals

- Are users able to easily find/access the refill modal?
- Do users understand where requested refills go/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?

Research Plan for VA Mobile Team, Pharmacy, 08/2022

Background

The VA Mobile App aims to make it easier and faster for users already engaged with the VA to complete small transactions related to their existing account. In June of 2022, we completed a round of usability testing on the first version of the pharmacy feature in the Mobile 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 organizational changes to how pharmacy information is displayed. We will be conducting a second round of usability testing to ensure that the organizational changes are intuitive and design still meet Veteran needs.

OCTO Objectives

This work supports the following objectives:

OBJECTIVE	OBJECTIVE DESCRIPTIONS
Objective 2	Veterans can manage their health services online
Objective 5	Veterans and their families can find a single, authoritative source of information
Objective 6	Logged-in users have a personalized experience, with relevant and time-saving features
Objective 7	Veterans and their families trust the security accuracy and relevancy of VA.gov

Measures to increase:

- Usage of digital, self-service tools
- Completion rate of online transactions
- Veteran satisfaction with VA.gov

Measures to decrease:

- Call center volume, wait time, and time to resolution
- Time from online benefit discovery to benefit delivery
- Time to successfully complete and submit online transactions

Veteran Journey

[Veteran Journey Map](#)

PHASE	LIFE STAGE	MOMENT
Phase 1: Serving and Separating from the Military	Starting Up	Attending to health needs
Phase 2: Living Civilian Life	Taking care of myself	1. Recognizing and addressing mental health needs 2. Managing primary care and chronic health issues 3. Seeking support for an acute health event 4. Maintaining my health
Phase 3: Retiring and Aging	1. Retiring 2. Aging	1. Taking care of my health 2. Managing my declining health

Research Goals

The goals of this research are to:

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

Outcome

The results of this research will help us:

- Determine if there are any big usability concerns that Veterans experience with the designs
- Inform if the currently implemented designs can be released to production or if additional refinements are needed

Research Questions

This research will help us answer:

- 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?

Hypothesis

- 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

Method

We will be conducting a remote moderated usability study with Veterans using a high fidelity Figma prototype.

Location

This research will be remote via Zoom.

Resource Materials

[Conversation guide link]

[Figma prototype link](#)

Project-Specific Setup

1. Participant's should have the Zoom application downloaded on their mobile device (tablet or phone)
 - a. [Apple App Store Zoom app](#)
 - b. [Google Play store link to the Zoom app](#)
2. A link to the prototype
 - a. [Figma prototype](#)

Recruitment

Recruitment Approach

The intended audience for this research are Veterans and caregivers who refill prescriptions at the VA. We will be recruiting participants through Perigean.

We aim to be inclusive in our research and will be using the lean representative strategy to recruit participants.

[Recruitment Checker Table](#)

Recruitment Criteria

We want to recruit 15 Veterans for the expected completion of 10-12 studies.

Primary Criteria

- Can join via a mobile device (tablet or phone)
- Veterans and caregivers with experience managing VA prescriptions using MHV or the Rx refill app
 - Managing prescriptions is defined as:
 - Refilling a VA prescription,

- Viewing VA prescription history
 - Tracking a VA prescription package
 - Renewing a VA prescription
- Diverse participants in age, gender, race/ethnicity, cognitive ability, and use of assistive technology
- For inclusivity, it would be nice to have:
 - 8 participants 55-64+
 - 8 participants with cognitive disabilities
 - 4 participants from rural areas
 - 4 participants without a degree
 - At least 4 participants that identify as women
 - At least 4 participants that identity as non-Caucasian
 - At least 2 participants that use assistive technology
 - Due to tool constraints, we can ONLY accommodate users who use: amplified telephone, hearing aid, cochlear implant, cane, walker, guide animal, or other walking aid, wheelchair, prosthetics
 - Do NOT recruit for users who use: high contrast mode, font resizing/larger, speech input text, screen readers, sighted keyboards, switch devices, or braille readers

Timeline

Prepare

Pilot participant email: [TBD]

Date and time of pilot session: [TBD]

Research Sessions

We plan to run sessions from August 17th - August 26th, 2022

Length of Sessions

1-hour sessions with 30-minute breaks between sessions and no more than 4 sessions per day.

Availability

Moderator is on Pacific Time, please schedule after 11 am ET to accommodate.

SESSION DATE	AVAILABILITY
8/17/22	11am-3:30pm ET 5pm-7pm ET
8/18/22	11am-12pm ET 3pm-7pm ET

8/19/22	12pm-6pm ET
8/22/22	12pm-7pm ET
8/23/22	11am-12pm ET 2:30pm-7pm ET
8/24/22 (if needed)	12pm-7pm ET
8/25/22 (if needed)	11am-12pm ET 2:30pm-7pm ET
8/26/22 (if needed)	12pm-6pm ET

Team Roles

Moderator

Esther Kitavi - esther@digitalfoundry.com

Research guide writing and task development

Esther Kitavi - esther@digitalfoundry.com

Participant recruiting & screening

Perigean

Project point of contact

Chris Johnston - christopher.johnston2@va.gov

Participant(s) for pilot test

[TBD]

Note-takers

Perigean

Observers

- Alex Taylor - alex@adhocteam.us
- Brenda Rocha - brenda@digitalfoundry.com

Conversation Guide

[Figma prototype link](#)

Moderator Logistics

Session Checklist

- Use #feedback-backchannel in Slack for real-time feedback from observers.
- Mute your Slack notifications
- Before the session, send out the observer instructions to your observers (Slackbot will do this for you if you type "observer instructions" into #feedback-backchannel).
- In the Attendees section, make sure everyone except the participant is on mute.
- In the Audio section, click the drop-down arrow and make sure "Play Entry/Exit Chimes" is unchecked
- Check your [screensharing setup] and share permissions for participants.
- Ensure participant has the link to the Figma prototype
- When the participant is ready, begin the session with the intro provided

Project-Specific Setup

3. Participant's should have the Zoom application downloaded on their mobile device (tablet or phone)
 - a. [Apple App Store Zoom app](#)
 - b. [Google Play store link to the Zoom app](#)
4. A link to the prototype
 - a. [Figma prototype](#)

Research Goals

1. Determine if the current concept of refilling a prescription matches Veteran expectations and understanding
2. Identify major usability or content issues with the current concept of viewing prescription history and tracking prescriptions

Introduction - 5 minutes

Thanks for joining us today! My name is Esther and I have a few people on the team who are interested in listening in to our session as observers. They're in the virtual waiting room right now. It's completely fine if you choose to have the session without observers, so let me know what you'd prefer.

- If yes: *Let observers join with their video on. Each observer can come off mute and introduce themselves, and then go back on mute with video off*

Today we're going to talk about managing prescriptions with the VA mobile app. Our team is working to improve the app and and this is one of the the things we're hoping to add in the future. We'll have a short discussion first, and then I'll have you take a look at a simulation of what this might look like. Do you have any questions at this point?

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

- **This entire session should take about an hour.** 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 Veteran's needs. There's no right or wrong answers and I will not be offended by any opinions you express. I welcome any and all feedback that you have.
- **You'll be interacting with a prototype.** A prototype is like a simulation of what the app might look like in the future. It's a guess we have before we build anything, which is why we're talking with Veterans like you to get your thoughts so we can improve it. Since it's a prototype some areas will be clickable, and some will not. I'll guide you if you get stuck in any of those areas.
- **Please know you are in the driver's seat.** Since we will be talking about managing medications, you don't need to provide the names of actual medications if you don't want to. Feel free to share the information you're comfortable with.
- **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.

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

Section 1: Warm-up Questions - 5 minutes

Before we look at the prototype, I'd like to start with a few warm-up questions:

- Over the last month, how have you used VA.gov, MyHealthEvet or any other VA apps to manage your healthcare or benefits with the VA?
 - If yes: Which of these sites or apps did you go to most frequently? Why?
 - If no: Move to next question
- Do you have the VA Health and Benefits mobile app?
 - If yes:

- When did you first start using it?
 - What are the main reasons you use it?
 - How frequently do you go into the app? Daily? Weekly? Monthly?
 - What do you like best? What do you wish you could change?
- If no; Move to next question
- Do you currently use any digital services such as VA.gov, MHV, or the Rx refill app to view and manage your prescriptions?
 - If yes: What is your experience like using these tools?
 - If no: How do you currently view and manage your prescriptions?

Thank you for sharing that. Now, we're going to take a look at a few things in the simulation, or prototype that we're working on for managing prescriptions in the VA mobile app. Before we get to that though, are you comfortable with sharing your screen with us today? Sharing your screen helps us see how you interact with the prototype and gives us a better sense of what you're looking at.

- If yes: Great, take some time now to mute your notifications and close out any apps or tabs that have sensitive information. Feel free to take your time, and let me know when you're ready to share your screen.
- If no: No problem, I can have you verbally walk us through what you're seeing and clicking as you interact with the prototype.

Before I send you the link to the prototype in the chat, imagine that you are using the VA mobile app and you're already logged in. What you'll be seeing is all of your prescriptions. Now, I'm going to send you the link in the chat, go ahead and open it up.

[Figma prototype](#)

Section 2: All Tab - 5 minutes

Before we select anything or navigate anywhere else I'd like to pause on this screen and have you look around and speak to what you're seeing and thinking. Feel free to scroll up and down, but don't click on anything just yet. As you go, please talk out loud. It's really helpful to hear your thoughts on how things are coming across to you, or if things don't make sense.

Task

- What do you think you'd be able to do here?
- What do you think about the information you're seeing?

Things to watch for:

- What do they think they'd be able to do?

Section 3: Refill Modal - 10 minutes

Task

- Imagine a scenario where you need to refill a prescription for Advil, how would you go about doing that? Remember to speak out loud as you go through the process.
 - *If they have issues finding the refill button, pivot to questioning about what would make it easier and how they would expect to refill*
- Where do you expect to find the prescription you just requested a refill of?

Things to watch for

- Are Veterans successfully able to open the refill modal and refill a prescription? How do they go about doing that?
- Where do they expect to find requested refills? Why there?
- Are there any pain points?

Section 4: Processing Tab- 10 minutes

Task

- If you wanted to see prescriptions that you've requested a refill for, how would you go about doing that?
- What kind of prescriptions would you expect to find in this list or tab?

Things to watch for

- Do Veterans understand that the processing tab contains their submitted and in process prescriptions?

Section 5: Shipped Tab- 10 minutes

Task

- If you wanted to see tracked prescriptions (prescriptions that are on the way to you), how would you go about doing that?
- If you wanted to view tracking details for your Motrin prescription, how would you go about doing that?

Things to watch for

- Do Veterans understand that the shipped tab contains their tracked prescriptions?
- Are Veterans successfully able to navigate to the tracking details modal? What are they selecting to get there?

Section 6: Landing Screen Discovery - 10 minutes (Optional)

Go through this section if there is extra time at the end

Task

- When you think about all the things you need to do right now to manage your prescriptions, what would you say are the top 3-4 items you need to do to stay on top of it? Were any of those things missing from what you saw today?
- Do you have prescriptions you manage that aren't through the VA? How do you manage these?
- How do you get your prescriptions renewed?

Things to watch for

- What do users find valuable for a pharmacy landing page?

Post-Task Interview - 2 minutes

- What did you find difficult about the things we asked you to help us test today? Why?
- What did you find useful about the things we asked you to help us test today? Why?
- Do you have any questions for me?

Thank You & Closing - 2 minutes

We really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on the site and make sure it really works for Veterans.

Thank you so much again, and enjoy the rest of your day!

Emergency Exit Strategy

We will be using the out-of-question exit strategy if an emergency arises:

- Exit strategy: We have covered all the questions I have for you today. Thank you so much for your time and feedback.