

# RX Refill User Research Planning, 06/2022

May 4, 2022

## Questions to Answer/Goals

### Refill

- Are users able to navigate to the refill modal?
- Are users able to successfully refill a prescription?
- What information do users need to determine if they would like to refill a prescription?
- Do users understand the “Non-refillable” tab and what prescriptions can be included in that tab?
- Do users know to select the prescription status tag to view what the status means?

### Prescription history

- Can users successfully filter and/or sort their prescription history?
- How do users find a prescription they’re looking for? By searching or applying filters?
- Are the filter and sort discoverable?
- What are the default filter and sort selections users would like to have? What is the common filter and sort selections?
- Do users know that filters can also be accessed by scrolling horizontally?
- Do users like that the filters and sort can be hidden and shown?
- What high-level information do users need to see when viewing their prescription history?

### Tracking

- Are users able to successfully view the tracking details of a prescription?
- What information about a prescription do users need when looking at the tracking details?
- Do they notice the prescriptions are listed as packages and not individually?

### Renewal

- How do users typically renew their VA prescriptions?
- What do users expect to happen after sending a secure message to renew?

## Research Plan for VA Mobile Team, Pharmacy, [Date TBD]

### 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 an effort to expand the number of transactions that can be accomplished in the app and meet Veteran needs, we developed a prototype of what the first version of the pharmacy feature in the Mobile App could look like. We will be focused on testing the refill, prescription history, and tracking parts of that feature in this research.

### 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 successful 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 is to:

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

### Outcome

The results of this research will help us:

- Determine if there are any big usability concerns that Veterans experience with the designs
- Inform later iterations of the designs as we consider MVP and post-MVP features

### Research Questions

This research will help us answer:

- Do Veterans understand the difference between refillable and non-refillable prescriptions in the refill modal?
- Will Veterans be able to accomplish the main pharmacy tasks:
  - Refilling a prescription?

- Viewing their prescription history and prescription details?
  - Viewing tracking details of a prescription?
- What high-level prescription information do Veterans need to know?

## Hypothesis

- Veterans will be able to accomplish the pharmacy tasks designed in the prototype, and will articulate what the refillable and non-refillable categories mean.
- Veterans will have different high-level prescription information that they need to know depending on the context of the prescription

## Method

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

## Location

This research will be remote via Zoom.

## Resource Materials

[Conversation guide link]

[Figma prototype link](#)

## 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 an expected completion of 10-12 studies.

### Primary Criteria (must-haves)

- 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

### **Secondary Criteria (nice-to-haves)**

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
- 2 participants that identify as women
- At least 4 participants that identify as non-Caucasian
- At least 2 participants that use assistive technology
  - Due to tool constraints, recruit for hearing aids and magnification/zoom

## Timeline

### **Prepare**

Pilot participant email: TBD

Date and time of pilot session: TBD

### **Research Sessions**

We plan to run sessions from June 6th - June 15th, 2022.

### **Length of Sessions**

1 hour sessions with 15 minute breaks between sessions and no more than 3 sessions per day.

### **Availability**

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

SESSION DATE	AVAILABILITY
6/6/22	11am-12pm ET 2pm-7pm ET
6/7/22	11am-12pm ET 3pm-7pm ET
6/8/22	12pm-7pm ET
6/9/22	11am-12pm ET 3:30pm-7pm ET

6/10/22	12pm-7pm ET
6/13/22	11am-12pm ET 2pm-7pm ET
6/14/22	11am-12pm ET 3pm-7pm ET
6/15/22	12pm-7pm 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**

Leanna Miller - leanna.miller@va.gov

### **Participant(s) for pilot test**

TBD

### **Note-takers**

Perigean

### **Observers**

- Alex Taylor - alex@adhocteam.us
- Brenda Rocha - brenda@digitalfoundry.com
- Jen Ecker - jen.ecker@adhocteam.us
- Leanna Miller - leanna.miller@va.gov
- Liz Straghalis - liz.straghalis@adhocteam.us
- Travis Newby - travis.newby@va.gov

## Conversation Guide

[Figma prototype](#)

## 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

## Research Goals

1. Determine if the current concept of refilling a prescription matches Veteran's 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 there are a few of my teammates who would like to watch this session. Would it be OK with you if I invited them to join us?

- If yes: Admit from waiting room

Today we're going to talk about accessing and managing prescriptions with the VA Mobile App. 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.
- **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?

## 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?

## Prescription Mental Model - 5 minutes

Thank you for sharing that. It helps me understand your experience across a range of VA related products. Now I'm going to ask you a few questions about your experience with managing your prescriptions.

### **Task**

- In terms of managing your prescriptions, do you think about or organize them in any way? Ones you're currently taking? Ones that need to be refilled soon? Ones that need to be renewed soon?

### **Things to watch for:**



- Do they group prescriptions in a certain way? Why or why not?

## Pharmacy Landing Screen - 5 minutes

Thank you for sharing that. Now, we're going to take a look at a few things in a prototype that we're developing for the VA Mobile App. If you have the prototype link handy, feel free to pull that up now and share your screen. If you don't have the link I can send it in the chat as well.

[Figma prototype](#)

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 just remain on this screen

### Task

- What stands out to you first when looking at this screen?
- What do you think you can do here?

### Things to watch for:

- What do they notice first on this screen? What stands out to them?

## Refill Modal - 15 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.
- Where do you expect to find the prescription you just requested a refill of?
- How do you expect to receive your requested refills?
- *If they're no longer in the modal: I'd like for you to go back to the screen where you selected the Advil prescription for refill.*
  - Refillable tab: What information do you need to determine if you would like to refill a prescription?
  - Non-refillable tab: What do you think these prescriptions are?
  - Non-refillable tab: You don't understand the meaning of a status, how would you go about finding out that meaning?

### Things to watch for:

- Do they understand that this is not their complete list of VA prescriptions?
- Do they understand the difference between refillable and non-refillable prescriptions?
- Are Veterans successfully able to refill a prescription? How do they go about doing that?

## Prescription History Screen - 10 minutes

### Task

- If you wanted to view your prescription history, how would you go about doing that? Remember to speak out loud as you go through the process.
- What prescription information do you need to know when looking at this list?
- If you wanted to only see prescriptions that were active, how would you go about doing that?

### Things to watch for:

- Do they understand that this is just a list of their VA prescriptions and not a plan of care?
- Do they understand that they can horizontally scroll through the filters?
- Are Veterans successfully able to navigate to the prescription history page? How do they go about doing that?

## Prescription Details Screen - 5 minutes

### Task

- If you wanted to view more details about your Sudafed prescription, how would you go about doing that?
- What do you think about the prescription information presented here? What about the grouping?

### Things to watch for:

- Do they understand that they can select the prescription to view more details?
- Are Veterans successfully able to navigate to the prescription details page? How do they go about doing that?

## Prescription Tracking Screen - 5 minutes

### Task

- If you wanted to view tracking details for your Motrin prescription, how would you go about doing that?

### Things to watch for:

- Do they understand that the cards represent packages?
- Are Veterans successfully able to navigate to the prescription tracking page?
- Landing Screen: Are they aware that this is not all of their tracked prescriptions?

## Tracking Details Modal - 5 minutes

### Task

- When viewing a tracked prescription, what information would be important for you to know about that prescription?

### Things to watch for:

- Do they understand that they can click on a prescription to view more information?

## Post-Task Interview - 2 minutes

- Was there anything you found difficult or annoying about the things we asked you to help us test today?
- Was there anything you liked or found useful about the things we asked you to help us test today?
- 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.

Thanks! Lastly, do you know any other Veterans who might be willing to participate in a future user research session?

- If Yes: Thank you! I'll have our team send you an email with a little blurb that you can pass along.

Great, well 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.