# Introduction 3 min

<<moderator intro - explanations added as appropriate>>

***Before session: Start OBS Studio.***

Good morning, [participant name]. My name is [your name] and I will be the study facilitator for today. I am a VA contractor working with the Human Factors Engineering Division. I’d like to start by thanking you for participating in this study. We rely on volunteers like you to make the VA’s systems better for Veterans and we are grateful for the time you are taking to speak with us.

We may also have a couple of additional project team members on the phone and viewing us via remote technology, [insert names of observers, note takers, if applicable]. They will be observing today, taking notes and helping with the technology.

I am going to read this introduction to you because we want to be sure that we don’t miss anything. Feel free to stop me with questions at any time.

I am working with HFE to develop a website, titled User Experience Guide (UXG) that will offer support in integrating human-centered design (UCD) in VAMCs. UCD is an approach that incorporates the human perspective in all steps of the problem-solving process and is commonly used in design and management frameworks.

This website may provide training, work aids, “How To” guides, and methods, and is intended to meet the needs of staff in VAMCs by offering assistance with user-centered design activities.

You have been invited today to discuss areas in VAMC operations that could benefit from incorporating UCD into their work. This is an opportunity to identify areas that should be prioritized and give the development team input on what would make the website more useful.

Please be open and honest with your comments. Everything you say, positive or negative, will help us to understand how to improve in order to meet your needs.

Your participation is completely voluntary and you may withdraw at any time.This session will be audio recorded.

Do you have any questions before we begin?

# Understand mission and role

To start, describe your role, and the mission of your team in the VAMC.

|  |  |
| --- | --- |
| Participant Role |  |
| CHIO Team mission |  |
| What types of projects are you responsible for? |  |
| How are these projects identified? |  |
| What measures do you use for success? |  |
| Tell me the other roles that your staff work with to complete their work. |  |

# UCD, UCD Defined

Let’s start with what a User Experience Guide website would mean to you? What do you expect it to include, what is your understanding of the area?

If participant is not clear, read this paragraph:

**Human Centered Design (UCD) is an approach developed to help organizations produce products, services, and processes focused on the needs of those who will use them and benefit from them. Simply put, people are better served when their needs are aligned with the application and purpose of the products and services they use.**

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| **Probe** | **Response** |
| How would you describe user experience? What does it involve? If they do not know this terminology, try “user-centered design” or other similar terms. If they still haven’t heard of it, maybe define UX and ask them if they know of something similar under a different name. |  |
| Does your staff use any UX methods currently? What are they? If they do not do this, ask if other VAMC staff does and what methods they use. Or get a contact to speak with in the future. |  |
| Would you like to see more UX methods implemented by your staff? Where would be the most important areas to focus? |  |

# how will chio determine and measure uxg success

Now, thinking about how your staff uses UX, can you think of anything that would be useful to include in our User Experience Guide website?

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| --- | --- |
| **Probe** | **Response** |
| Are there any materials or tools that you know about that would be useful for your staff? |  |
| Moderator continue to probe until participant says that there are no others. |  |
| How would you evaluate the success of the UXG, if your staff were to utilize the site? |  |
| Specific measures that would apply to successful evaluation? |  |
| What kind of format would be most useful for your staff? (video, written, checklists, tutorials, training or ?) Barriers to use? |  |
| How would you measure the success of the UX Guide in terms of its effect on the operations of your Medical Center? I.e. are there business objectives that might be addressed over and above your department? | VAMC Metrics > CHIO department |

# Elicit chio views on how staff might use Ucd

Thinking about how the CHIO staff might use UX, can you think of other areas in VAMC operations that would benefit from incorporating UX into their work?

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| **Probe** | **Response** |
| What are those areas? How would UX be incorporated? |  |
| How do you think incorporating UX would be useful? |  |
| Are there any areas that do already use UX? Please describe what has worked or not worked in that instance. Support needs? |  |
| What kind of barriers do you foresee to using the User Experience Guide? |  |

# Interest in further evaluation of ux guide

Thinking about all that we have talked about:

1. Would you be interested in assessing the UXG content that we have developed so far? This would require an additional session at your convenience.
2. Who else do you think might be interested in being interviewed?
3. We are looking to partner with several Medical Centers to pilot the utility of the UX Guide. Would you be interested in discussing this further? It would involve working with one or more of your staff (CACs) to trial the UX Guide site materials, and utilize them on a new work request such as a new reminder. This pilot might take place in September/October.

Thank you for your time, we appreciate your input. Your feedback will be combined with the input from others to inform the development team.