**Services Taxonomy Conversation Guide**

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

**Warm-up [5 minutes]**

I have been to VA hospitals, clinics, and medical centers.

* **Have you ever participated in a VA research study before?**
  + Are you familiar with what a card sort is?

Yes. Yes, I am familiar with card sorts. I have never done one, but I am familiar with what they are.

* **In order to help us out today, you will need to share your screen - are you comfortable doing that today?**

**Usability tasks [~ 40 minutes]**

**Task: card sort**

* **Before I send this to you, I'll give you brief demonstration of how the card sort works**
  + On the left side of your screen, there is a list of some of the services that are offered at VAMC facilities.
  + On the right side of your screen, are different ways to categorize those services.
  + You can drag items from the list of services on the left, into any category you choose, on the right.
  + You can create new categories by dragging a service into an empty space.
* **Are you comfortable performing these actions?**
  + [Yes]: Alright, I'm going to send you a link, and ask you to share your screen.
  + [No]: All right, we can continue using my screen, while I explain it to you.

\*\* **RUN CARD SORTS** \*\*

* **[Be ready with VHA services descriptions, and descriptions of "new" services]**
  + [Link to VHA services list](https://docs.google.com/spreadsheets/d/1rd7ms6umKBq71SaLH2wdaofEZLoA3F-U2wRBUgj6QNg/edit#gid=1899971175)
* **[Moderator questions to keep in mind]**
  + Validate existing categories:
    - Does this category make sense?

I did not see anything that would fit into the “Prepare for your visit” group.

* + - How else might you describe it?
  + If a service needs to be explained:
    - Does that description make sense?

\*Did not know what “registry exams” meant\*

Social work can be wide ranging. In the VA networks I have been in, social workers have done a lot of therapy which is why I put them in specialty care.

Advice nurse could be telehealth that can refer you to whatever else you need.

Returning service member care fits into primary care most broadly, but it could be under mental health care too. It is for the Vets who are returning from service.

I am not sure what all is involved in minority care.

Wheelchair and mobility could be partly under administrative. Social work could be under mental health care or social programs. A few of these fit into a couple of the groups here and are not as discrete as the title.

Smoking and tobacco cessation, workshops and classes, and caregiver support each hit on so many different areas that it is hard to put them into any one category.

Women Vet care could also fit into mental health care and primary care, but I put it in specialty care because there are a lot of aspects that do not apply to the male Veterans. Women’s Veteran care could be its own group.

* + - Based on your experience, what is a better way to describe it?

**CARD SORT #2**

* **[Be ready with VHA services descriptions, and descriptions of "new" services]**
  + [Link to VHA services list](https://docs.google.com/spreadsheets/d/1rd7ms6umKBq71SaLH2wdaofEZLoA3F-U2wRBUgj6QNg/edit#gid=1899971175)
* **[Moderator questions to keep in mind]**
  + Validate existing categories:
    - Does this category make sense?
    - How else might you describe it?
  + If a service needs to be explained:
    - Does that description make sense?

I have no idea what Veteran connections …\*after explanation I, moved from administrative group to social programs and services.

I would assume that Privacy office is for making sure inappropriate people/groups do not get access to VA records. You would go there to get authorization for releasing / transferring your records.

I’m not sure what a MHV coordinator does, so they may belong in administrative or social programs and services.

* + - Based on your experience, what is a better way to describe it?

**Closing [5 minutes]**

**Post-research follow-up questions**

* Do these categories make sense to you?
* Are there any additional categories you can think of that may be helpful to you?
* Could we describe any of these services or categories more clearly?