**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?" Yes I am.

**Warm-up [5 minutes]**

* **Have you ever participated in a VA research study before?** Yeah, I have done these a few times now.
  + Are you familiar with what a card sort is?

**Usability tasks [~ 40 minutes]**

**Card sort 1**

|  |  |
| --- | --- |
| **SERVICES** | **PARTICIPANT NOTES** |
| Medical records | Administrative. |
| Wheelchair and mobility | Specialty care. |
| Whole health | Primary care. |
| Women Veteran care | Primary care. |
| Workshops and classes | Social programs. |
| Billing and insurance | Administrative. |
| Chaplain service | That could go specialty care or mental health but I will say specialty care. |
| Library services | Social programs. Like archives and infomration. |
| Radiology | Specialty care. |
| Advice nurse | Primary care for advice nurse. Well they will give you the primary care then direct you to the doctor and give the best advice through primary care. |
| LGBTQ+ Veteran care | I am tossed up between Specialty care, primary care, and mental health. I would say primary care for that one.  Well LGBTQ+ think they have special needs but they don’t. they are either male or female and don’t really need special care. Mental health, some of them can be a little out there but that’s up to primary care to figure out. |
| Military sexual trauma care | Mental health. |
| Minority Veteran care | Primary care. |
| Social work | Mental health.  Well any time someone needs a social worker it has to deal with a mental health status. someone to talk to tell them the right places to go. |
| Caregiver support | Specialty care. Caregiver support may be moved to social programs and support because you are working with a program to help with your support problems. So someone there would be able to help with caregiver support. |
| Registry exams | It would probably be prep for visit. You are registering for your exam so you are preparing for it. |
| Returning service member care | Basically person like me, wasn’t able to sue the va and moved then had to redo the stuff with a different va. that’s another think ya’ll need to link the VA’s together. Maybe social programs and services on that one. |
| Smoking and tobacco cessation | Specialty care. |
| Substance abuse care | Specialty care. |

**Reword any to make clear or describe differently:** No

**Categories renames:** no I think it works that way.

**Card Sort 2**

|  |  |
| --- | --- |
| **SERVICES** | **PARTICIPANT NOTES** |
| Grief and bereavement counseling | Social programs. Mental health I’m sorry. |
| MOVE! weight management | Specialty care. |
| My HealtheVet coordinator | Administrative. |
| Nutrition, food, and dietary care | Specialty care. |
| Patient advocates | Administrative |
| Recreation and creative arts therapy | Social programs. |
| Applying for health care | Administrative because it is them helping |
| Travel reimbursement | Administrative |
| Veteran connections | Social programs on that one. Veterans looking to connect with other veterans. |
| Vocational rehabilitation and employment programs | Social programs. |
| Employment verification | Administrative because admin people will take care of that. |
| Freedom of Information Act requests | Administrative |
| Privacy office | Administrative. Like HIPPA and everything else. |
| Make an appointment | Prepare for visit. |

**Reword or make any changes:** No it all looks pretty good to me.

**Can you think of any category of services that you would add to a va services pages:** disability assistance.

**That would be helpful:** Definity.

**If general services, which would it be in for the existing ones here:** I guess it would go under social programs and services

**Feel like it is important to get own category:** yes I feel it would be.

**Post-research follow-up questions**

* Remember what it was about in the research: No its been awhile. I know I missed the last one because I had times mixed up. I think the one before had to do with rearranging the websites as well.
* Other questions for me: No Sir.