**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.

**Warm-up [5 minutes]**

* **Can you tell me about your service history?**
* **Experience:** a 9. Only reason its not a 10 is well I am a women and I get called mister and even one time I went to have a procedure and my name is [removed] I look like a women and theres no mistaken that I am a women and the nurse when going over what is expected they sat next to my husband and went over it with him. He said you should talk to my wife; people assume I am a caregiver. The whole thing of being a female and being invisible at the va is really. I served for 26 years and I am on female pages and it’s a common thing. How the women are treated so poorly at the va.
* **Have you ever participated in a VA research study before?**
  + Are you familiar with what a card sort is?
* **In order to help us out today, you will need to share your screen - are you comfortable doing that today?**
* In myHealtheVet when you can message the providers you currently see, it has without me requesting it. it has LQBQ which I am not. I requested it be removed but it hasn’t. Why is that automatic. I don’t mean to sound insensitivity but tis not a provider or in my wheelhouse. Its about perception.

**Card sort 1**

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| **SERVICES** | **PARTICIPANT NOTES** |
| Medical records | Administrative and they do a great job. Anytime I have gone there and requested anything they were quick. |
| Wheelchair and mobility | I’ll go with primary care because folks need to get a referral to get the equipment needed. |
| Whole health | Lets go with mental health because they are the cheerleaders of the va. I know someone that is the whole health coach she can’t tell me everything but when I am waiting to see my gyn and the other side is mental health. I see her getting the patients and she just talks to them about life and maybe about the returning service member care. That’s where she would come in to help coach them what they are going through. |
| Women Veteran care | Specialty care because the new thing. I am postmenopausal. With that if I talk with primary care about my issues they don’t know how to help so I am lucky. When the va changed where I can do your women’s care or you can go to women’s care for primary care. I am glad I made that choice because other women that talk to primary care they are clueless and the doctor doesn’t want to do it. I don’t blame them its almost like they are forced to do it. my GYN is great, she is the best I have ever had. Yeah. |
| Workshops and classes | Social programs because it’s a service and optional. |
| Billing and insurance | Administrative. If you get to talk to them which is rare they are mad that you called and inquired about a bill. The number isnt available and when you get it burn it afterwards. |
| Chaplain service | Social programs. If someone needs to talk to them instead of a therapist. And they know about programs and I would hope they can refer people for certain issues such as drugs, marriage issues etc. |
| Library services | Administrative because if someone goes to the library they can help people sign up for my HealtheVet and teach them to use va.gov and get passwords. |
| Radiology | Specialty care because it is a specialty. |
| Advice nurse | They never give you advice when you call they just have you come in. Lets go for prepare for visit because they say come see the doctor. Each time I call they have me come in. |
| LGBTQ+ Veteran care | Lets go with social programs and services because it’s a small group and it’s a wide thing with changing sex, getting married and the whole thing. I am sure theres family members that don’t accept it and a hard time working. They could eb a great person but decided to do that. Services, there might be groups that have employers that struggle like that. |
| Military sexual trauma care | Mental health care because a therapist would understand a patient, male or female when they talk about stuff and the triggers how it affects others and how they can best help the patient. |
| Minority Veteran care | Social programs. Theres unique things that affect them, like sickle cell and diabetes. Things like that I am sure theres study groups. My mother and sister had breast cancer so my doctor placed me in the category of higher risk groups so it may require more testing. It could be helpful to some to extend their lives. |
| Social work | Mental health because they work under mental health. If a doctor might think their patient or spouse is being mental or physically abused they will do a home visit. If there are children involved, theres all sorts of things. I wouldn’t want that job, its protecting and helping people. Just like caregiver support, the caregiver can say I am having a hard time and need help. The social worker I would hope would do a home visit to assess needs and let them know about programs like a nurse. |
| Caregiver support | Social programs. Well that’s a tough one, I am torn between that and administrative. My sister was her husband’s caregiver and didn’t know they could get extra stipend. Let’s go with Social programs because I imagine it as a service. |
| Registry exams | What is a registry exam. Maybe a vso would do that because they can see the medical records showing exposure to burn pits and stuff. Let’s go with social programs because they need to see a VSO not primary care. |
| Returning service member care | What does that mean. Say transition service member instead. A lot of people get that. Lets go with mental health. I am a huge fan of mental health. The reason why is when you get out of the military you have to change how you speak, carry yourself, behavior when you meet someone, its normally where were you stationed or do you know so and so. Civilian you are kind of clueless what to talk about it, it took years and I still sometimes struggle. Theres not an easy, because we aren’t allowed to say bad things about the government and president where civilians can its like anils on the blackboard. I don’t know I am still a bit lost.  Employment is social programs, I was a recruiter for 14 years and I still couldn’t get a job, I still have only been able to get part time employment. Now I am retired. When they see military they think that we shoot guns and drink beer and would not acknowledge the administrative work I did. The transition service member care maybe have resume workshops and how to interview where you can explain what you did. If you sue military words, especially as a women, every single person they are shocked then don’t know what to say. It’s weird. |
| Smoking and tobacco cessation | It is a service, not a requirement its option. So it would be a service. Social programs. |
| Substance abuse care | Mental health. So based on my life experience when folk have substance abuse issues it tends to go hand in hand with depression and PTSD |

**Preferred method of contact:** my HealtheVet. The only time theres an issue. The nurse reads it and then puts it in the doctors box and the doctor refused to respond. I even went in person to leave a note and it was almost like begging. Finally I had to complain to the higher va individual. Then suddenly he did his job after 6-7 contact attempts. Then a doctor who was at the women’s clinic, same thing. Or if she called it was 8pm and I am in bed. She is no longer at the va because she did it to many individuals so I am glad the va got a replacement and she is amazing. 90% of the time my HealtheVet is great or communication and test results.

When I see returning service member is that from active duty, have no idea

Any others that would be renames: For the MST, I wouldn’t use the word care because then it adds a negative spin. Its bad enough when you need to go talk to someone. Maybe Military sexual trauma counseling instead of care. Then registry exams because I wouldn’t know what that was. Maybe chemical exposure exams because that could be almost anything.

**Card Sort 2**

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| **SERVICES** | **PARTICIPANT NOTES** |
| Grief and bereavement counseling | Mental health, I am actually going through that right now because my brother died. |
| MOVE! weight management | Primary care because you need referred to it. |
| My HealtheVet coordinator | Administrative because it’s a computer database. |
| Nutrition, food, and dietary care | Primary care because I have had doctors ask what I eat in a day and they want to know. |
| Patient advocates | Administrative because they work in HR. |
| Recreation and creative arts therapy | Social programs, it is option. |
| Applying for health care | Administrative. Its just filling out the paperwork and having your DD214. |
| Travel reimbursement | Administrative. I noticed they went back to the paper which is good because the database created for it was bad. It was hard to navigate and missing a lot of clinics. 75 percent of what I tried to do they wouldn’t let me because the database wasn’t updated with all clinics. I know it wasn’t really done proper or the people creating it wasn’t given the correct information to make a good database. |
| Veteran connections | What is veteran connections. Oh like outsourcing you. Um lets go with primary care. Wait a minute let me think of that. Lets go with specialty care because I know when you try to make an appointment and its more than 30 days out you can request to be seen else where and they put in the request. I am actually having that done this week. |
| Vocational rehabilitation and employment programs | Social programs because it is a service. |
| Employment verification | On the DD214 it ahs your employment so what exactly is employment verification. SO it is for va employment? Why would they need to do that. Lets go with administrative. |
| Freedom of Information Act requests | Administrative, that’s like an HR thing. |
| Privacy office | Administrative, I don’t know what they do there. |
| Make an appointment | Prepare for visit. |

**Would you change any of these:** The nutrition, food, and dietary care I guess its okay. if it was just dietary care they would think it’s a diet. I would change veteran connections because it doesn’t make sense. You told me what it was and I forget. It just needs to be reworded. Veteran connections sounds like a coffee clutch. It is outsourcing for jobs. Oh just community recourses. Employment verifications because it doesn’t make sense. Two ways to look at it. I am confused, let’s say I am trying to get a job at FEDEX, they will verify my prior employment. If the va does it they may not accept it. I worked as a HR for recruiting. If someone else provided me the verification it wouldn’t be used. Maybe employment services and when clicked it would have everything they do.

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| **CATEGORIES** | **PARTICIPANT NOTES** |
| Prepare for your visit | I guess that would have directions to the va, room number. Here’s the thing for some reason the va changed maybe a year ago. instead of a letter for a reminder with the floor and room number, phone number. Now it just says you have an appointment and that’s it. Sure theres the red shirts but you have a lot of people looking around trying to figure out where they are going. I know its harder for the older individuals to open the new letters. So it is hard to open even for me. they should go back to envelopes it was great. Easy to open and read. That’s my two cents there. |

**Closing [5 minutes]**

* **Questions for me or anything you’d like to talk about:** no I thought it was good you did this and the va is trying to do employments. Your company working with eh va is great to improve the systems and listening to the vets. When changes are made you can tell if the people that use it have looked at it. it is great that you talk to the veterans.