**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?**
* **Have you ever participated in a VA research study before?** I don’t think so but I don’t remember.
  + 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 | I guess that would be under specialty care. That’s an area onto itself. You have a referral from primary then you see them. |
| Whole health | I would put that under social programs, they have entire program on whole health and that’s the easiest place it fits into. |
| Women Veteran care | I would think that would be in primary and specialty. I would go with primary care. Well we all start out with primary care. |
| Workshops and classes | Specialty care because you wouldn’t go to the primary for that they would refer you to it like sleep disorder. |
| Billing and insurance | Administrative |
| Chaplain service | Social programs and services. |
| Library services | Social programs and services. |
| Radiology | Specialty care. |
| Advice nurse | I would say prepare for visit. The way I have accessed it was calling into the va system and spoke with a nurse and they provide the information needed. |
| LGBTQ+ Veteran care | Primary care because we put women there and this is another group. |
| Military sexual trauma care | I would put it under mental health. |
| Minority Veteran care | Primary care. |
| Social work | Social programs and services. |
| Caregiver support | Social programs and services. |
| Registry exams | I am not sure what that is. I guess I would look at that under specialty care. |
| Returning service member care | I would put that under primary care because that’s where everything starts. To me it is people still in the military that have come where they were and need services their base doesn’t provide. |
| Smoking and tobacco cessation | Mental health care. Well typically I fine that you need help to stop smoking and a lot of it has to due to mental health. |
| Substance abuse care | Mental health |

**Anything need reworded**: I don’t personally think so.

**Categories:** they look fine to me.

**Card Sort 2**

|  |  |
| --- | --- |
| **SERVICES** | **PARTICIPANT NOTES** |
| Grief and bereavement counseling | Social programs and services. I guess because I don’t see it fitting else and I don’t know which other would be better. |
| MOVE! weight management | I would put under specialty care. |
| My HealtheVet coordinator | Social programs and services. |
| Nutrition, food, and dietary care | Social programs and services. Again that is an entire other area and typically you go see a different person. |
| Patient advocates | Administrative |
| Recreation and creative arts therapy | I guess that would be under mental health care. |
| Applying for health care | Prepare for visit |
| Travel reimbursement | Administrative |
| Veteran connections | I am not sure what that means. I would put that under social programs. |
| Vocational rehabilitation and employment programs | Social programs. |
| Employment verification | I would put prepare for visit. |
| Freedom of Information Act requests | Administrative |
| Privacy office | I am not sure what that means. I guess I would put that under administrative |
| Make an appointment | Prepare for visit |

**Anything need reworded**: I don’t think so.

**Anything unclear**: no they have where I would look for them.

**Closing [5 minutes]**

**Post-research follow-up questions**

* Most recent trip to the va, have you been to the va.gov site: Yes
* Rate experience: Very good, I have always been able to find what I needed.
* Do these categories make sense to you?
* Anything you would like to bring up about va.gov: I am thinking what is on the site.
* Any questions for me: Nope. Let me make a comment though, what veteran doesn’t have access to a computer. To me that’s what jumped out to me
* Preferred method to contact va health team: for example if I am running out of medication I go to secure messaging. I haven’t tried to make an appointment on myHealtheVet yet. I can get my medical history form myhealthevet. I can refill prescriptions; I think that’s all I use it for. Calling the va is useless because you have to wait then they don’t have the answer and send you elsewhere. I am to old for that.