**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]**

* **Rating:** no issues, rarely an issues with the VA.
* **Have you ever participated in a VA research study before?** Yes. Doesn’t remember what it was about.

**Usability tasks [~ 40 minutes]**

**Card sort 1**

|  |  |
| --- | --- |
| **SERVICES** | **PARTICIPANT NOTES** |
| Medical records | Administrative. |
| Wheelchair and mobility | Specialty care. |
| Whole health | Specialty care. |
| Women Veteran care | Primary care. |
| Workshops and classes | Specialty care. |
| Billing and insurance | Administrative |
| Chaplain service | Social programs. |
| Library services | Social programs |
| Radiology | Specialty care. |
| Advice nurse | Primary care or prepare for visit. I would leave it under primary care for now. It seems to be one of those like on my HealtheVet I can email in and a nurse will send information back if I need it. |
| LGBTQ+ Veteran care | This could be specialty or primary but I would tend to pout it under primary care because that’s where it started then if needed anything further because of conditions or situations that person would be referred to a specialty care person or mental health. That would be a specialty one I guess. |
| Military sexual trauma care | Mental health. |
| Minority Veteran care | Primary care. |
| Social work | Social programs. I would need to find where they are, they have a lot of social workers but hide them in offices. I worked at the va for 2 years and its someone that needs more help outside of medical. They would call a social worker to assist getting them into a hotel or gas coupon if they couldn’t get home. |
| Caregiver support | That could be specialty care or social programs and services. Lets go social programs. That is to help the caretaker, I forget the name of the program but if the caretaker needs support. to take time off and they bring someone in to help with the veteran so they can have a breather. Also other information that is available for them |
| Registry exams | That seems like it would be administrative. That would be because it is all of the paperwork for a procedure like a mammogram to get it set up for the appointment. Oh I was totally off on that one. I guess it would be prepare for visit. I don’t know. Registry exams I would registry exams under prepare for visit. |
| Returning service member care | Is that for someone just getting off of active duty. Social programs and services. |
| Smoking and tobacco cessation | Social programs |
| Substance abuse care | Specialty care. |

**Anything need reworded:** No. I wouldn’t.

**Category that needs reworded:** No.

**Card Sort 2**

|  |  |
| --- | --- |
| **SERVICES** | **PARTICIPANT NOTES** |
| Grief and bereavement counseling | Mental health care. |
| MOVE! weight management | Specialty care. |
| My HealtheVet coordinator | Administrative. |
| Nutrition, food, and dietary care | Specialty care. |
| Patient advocates | That could be administrative or social programs. Many people go there to complain, I would put it under administrative. It mainly starts there, in my experience as a prior VA worker, I knew serval of them and when someone was bitching about something it was due to records not being given to them, travel or something like that . its seems more administrative. |
| Recreation and creative arts therapy | That one is kind of specialty care, I think it goes with CLC community center when working there. That’s where I would really see it. That’s where I would see it. |
| Applying for health care | Prepare for visit. |
| Travel reimbursement | Administrative. |
| Veteran connections | What do they mean about veteran connections. Social programs and services. |
| Vocational rehabilitation and employment programs | I love VR&E I just finished mine. I wouldn’t put that in social programs, its more administrative. Actually I would personally put it in its own category. It would be called VR&E. Most of the stuff is MHV but that is VRE side. |
| Employment verification | Administrative. |
| Freedom of Information Act requests | Administrative. |
| Privacy office | Administrative. |
| Make an appointment | Prepare for visit |

**Anything need reworded:** No.

**Why Voc rehab gets its own category:** the amount of effort in a VR&E program. you have to apply and anyone that asks me, I am a federal employee and I have referred serval coworkers to my advisor. They have changed the program since covid and she use to handle our area. I was talking to a coworker and he got in contact with her and he got information and applied. Then he was assigned someone. It is about dialing in, no meeting someone personally. They work from home. All of the effort that gets put into that program it deserves it own category. It is administrative but not as in medical. I don’t see it as social programs and services. It is a good program.

**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?
* Anything else you’d like to point out: are they doing another updated on va.gov. I can understand this for older veteran so maybe someone is helping and this would help out also to make sense of the page.