**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]**

**Can you tell me a little about what kinds of VA facilities you have visited before?**

Most of my VA experience has been at a regional VA center near where I live. I have visited a variety of outsourced locations as well.

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

\*Yes\*

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

Whole health is the entirety of care – everything from vitamins to the flu to diagnosing things. Related to primary care.

Advice nurse – similar to telehealth, messaging nurses. Prefers secured messaging.

Caregiver support is outside of the Vet, so it belongs in social programs and services.

Social work to me means mental health, but it can go beyond that. Social work is too broad of a category to be fully under mental health, but that’s where I would put it. Social work should be broken down into its sub-parts that then go in different categories.

Wheelchair and mobility care is not universal, so it belongs in specialty care, same with tobacco and substance abuse care.

I’m thinking that registry exams are where my information is being housed. It sounds like a synonym for medical records. It is where my lab results and X-Rays are. \*Put in administrative group\* If I were to move it anywhere else, I would move it to specialty care – it is registration paperwork, so it belongs in administrative.

Minority, women, and LGBTQ+ falls into specialty care because it does not apply to everyone.

I don’t know what returning service member care means. I would put it in a different group. Every Veteran has to go through it. The distinction between that and the admin group is that the admin group is paperwork. I think this item is more hands-on and a prerequisite.

* + - 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?

“Make an appointment” could fall under primary health or administrative.

Applying for health insurance should be under administrative because it has to happen before you can get primary care.

Recreation and creative arts therapy could be in mental health, but I will put it under specialty care because I do not know who benefits from it and I am not sure what it entails.

Patient advocate and privacy office go hand-in-hand.

The MOVE! program is an educational program, so it belongs in social services and programs – but the nutrition, food, and dietary care belongs under specialty care because it is more intrusive and relates to your health.

MHV coordinator helps Vets with MHV, which is a VA system – so it belongs under admin.

* + - 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?

There is probably a way to breakdown the administrative groups. You could almost break the admin list from the first and second card sort into a few sub-groups.

* 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?