**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]**

* **Feel about experience with va:** That’s a loaded question. As far as medical centers I have been very pleased, no complaints.
* **Have you ever participated in a VA research study before? Yes**
  + Are you familiar with what a card sort is? No
* **In order to help us out today, you will need to share your screen - are you comfortable doing that today?** Yupp, sure.

**Usability tasks [~ 40 minutes]**

**Task: card sort**

* **Are you comfortable performing these actions?**

\*\* **RUN CARD SORTS** \*\*

**Card sort 1**

|  |  |
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| **SERVICES** | **PARTICIPANT NOTES** |
| Medical records | Administrative. |
| Wheelchair and mobility | Is that if I were inquiring a wheelchair or going to the va and need one while there. I might put that under administrative because if I were going to the va and need one or help with mobility I may need to go there to register or if I were looking for one for everyday use I would go there ass well. Its tricky. The one I feel like could go to different places is wheelchair, social services, preparing for visit and social services. |
| Whole health | Primary care because that’s where it would go. Nothing special. Just everything together. Maybe I am not looking for something specific but you know. |
| Women Veteran care | I would put that under specially because it is different than primary care. |
| Workshops and classes | Social programs/services |
| Billing and insurance | Administrative. |
| Chaplain service | I would think that would be under social programs as well |
| Library services | I would think that would be under social programs because it doesn’t seem to deal with the other ones. The others seem more medical |
| Radiology | Specialty care |
| Advice nurse | Primary care because I have done that before to a nurse. |
| LGBTQ+ Veteran care | Specialty care. |
| Military sexual trauma care | Same thing |
| Minority Veteran care | Specialty care maybe, if I was a minority and looking for something specific it might be there. |
| Social work | If I think about it, it is more mental health care. If I were looking for a social worker maybe mental healthcare. |
| Caregiver support | Social programs care, I feel like that is just a specialized service, it doesn’t fall under primary care and I don’t think it is specialty care either because I think I would see that as a someone a caregiver would go to. |
| Registry exams | Can you explain that one. I would than put that under administrative because it ahs more to do with the va record than a specific type of care |
| Returning service member care | I am not sure about what this is, is it returning to the va or going back to the military. I would put that on the backend. |
| Smoking and tobacco cessation | Social programs |
| Substance abuse care | I feel like this could go under specialty or mental health care. Probably more specialty then mental health. |

Difference between service needed or admin use for that and these can fit into both of those parts: Correct

One or two others in different categories: caregiver support I feel like could go to prepare to visit as well. If I was a caregiver and bringing someone to the va I would look there to see what I need to do for the visit. I feel like that could go under either one.

Returning service member care, that one might go where its at under specialty or administrative if I was getting out and trying to get set up through the va. I might go there and look to find information.

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| **CATEGORIES** | **PARTICIPANT NOTES** |
| Primary care |  |
| Mental health care |  |
| Specialty care |  |
| Social programs and services |  |
| Prepare for your visit | The biggest thing would be if I weren’t familiar with the facility, where to park. Depending on the parting garage and the appointment level. The clinic may be located on the 6th floor and direct access form this parking level. That’s what comes to mind for preparing for the visit. Maybe today if masks are required, screening before you are allowed to enter. Those are the types of things I need for prepare for visit. |
| Administrative |  |

**Card Sort 2**

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| **SERVICES** | **PARTICIPANT NOTES** |
| Grief and bereavement counseling | I feel like I would put that under mental healthcare because that’s what it ahs to deal with and it’s the best place to start to look for that service. |
| MOVE! weight management | I have not heard about it but I can get the jest of what it is about. I would put that under social services/programs because I think differently about programs and services different from primary care or specialty care. Fi I got involved I might be referred to a specialist. |
| My HealtheVet coordinator | Administrative as well because I feel like it is personal to my situation and my information. |
| Nutrition, food, and dietary care | I feel like social programs, that would really go under there or specialty care. If it were just dietary care it would be specialty care but because of food and nutrition maybe I am a veteran needing help It would fall under social services. Whereas dietary care my primary care refers me out. I feel like that one is mixed. Weighing there are two words in there that have a program feel I put it under special programs. |
| Patient advocates | I would say social programs. To me it isnt clear enough, I don’t know what it is. I would assume it is sort of like the caregiver. I would assume it is similar but I am not sure what it is. Okay so I would put that under social programs because if I was looking for one or looking to see what they can provide to me. again I don’t feel like that is specific enough to be under administrative. Administrative is to me whereas social programs are the ones offered. |
| Recreation and creative arts therapy | The word therapy throws it for a loop there. I feel like the would therapy has a stigma for mental health. If it didn’t have that it would be a social program that the va offers. Just because of the word therapy I feel like it belongs under mental healthcare. |
| Applying for health care | Administrative. |
| Travel reimbursement | Administrative. |
| Veteran connections | social services/programs. To me it means two things. Different organizations or programs that if I were looking to get involved in something in the community. I feel like that’s the place to look. |
| Vocational rehabilitation and employment programs | I have experience with his so I feel like that’s more of an administrative program. when I think of social programs I don’t think of something to me but something more for tailored to my needs I would say. I think of it more of a program that the va ahs started and feel free to join this if you think it might help you in some way or shape. |
| Employment verification | Administrative |
| Freedom of Information Act requests | Administrative because I feel like that’s where you would go to get information. |
| Privacy office | Administrative. |
| Make an appointment | I feel like that is for primary care because my experience in the va system. You have to start with the primary care and then they refer to you different clinics If I needed a specialist appointment I would need to start there. |

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| Specialty care |  |
| Social programs and services |  |
| Prepare for your visit |  |
| Administrative |  |

Any category you might make: no I don’t think so I think the categories are pretty good you know. Just my personal experience prepare for your visit I might put one card in the last one but it could fall under administrative because if I had an appointment I was going to that’s where I might go look for it. the others are self-explanatory and represent a good group of where I would look for information for specific things.

Any services to be reworded: the few I mentions like Nutrition, food, and dietary care. Dietary care may not be as specific as dietary care but if my primary referred me to them or a weight management doctor then I feel like they could go under specialty care but the was MOVE is worded makes me feel like it’s a programs that the va ahs in place to give veterans information about managing their weight.

**Closing [5 minutes]**

**Post-research follow-up questions**

* Are there any additional categories you can think of that may be helpful to you? No I don’t think so.