**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]**

* **Interaction:** great. You know I am a fan of the VA. they seem to do good work and I have had good doctors/medical care. You know I have frustrating medical conditions but that’s not the VA fault. I have leg issues they can’t identify but I think they have done as much as they can. Less contact for the 1.5 years because of covid but I went out and got the flu shot and eye checked. I got my covid shots through then as well. I am pretty happy with them
* **Have you ever participated in a VA research study before?** Yeah I have. It just dawned on me I have a va loan on my house as well so I have had va financing contact. I forgot to mention that.
  + Are you familiar with what a card sort is? No I have not.

**Usability tasks [~ 40 minutes]**

**Task: card sort**

**Card sort 1**

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| **SERVICES** | **PARTICIPANT NOTES** |
| Medical records | Administrative |
| Wheelchair and mobility | Specialty care. |
| Whole health | Primary care, it means mental, physical, you know. |
| Women Veteran care | Primary care. |
| Workshops and classes | I would put that under social programs. |
| Billing and insurance | Administrative |
| Chaplain service | Social programs and services. |
| Library services | Administrative. Because it doesn’t seem like care facility, I suppose it could go under social programs but I think of the library as getting a library card. I would look for it there. That would be my first choice my second would be social programs. |
| Radiology | Specialty care |
| Advice nurse | That would be under primary care. |
| LGBTQ+ Veteran care | Man I would put that in specialty care or mental health. That’s a tough one. I would put that again starting with primary care because they need a referral to somewhere else. |
| Military sexual trauma care | I would probably pout that under specialty care but from my experience with the VA they would want you to see the primary care people first then refer you to mental health or some sort of specialty care. If I were looking for it I would look under specialty care. |
| Minority Veteran care | I would put that under primary care. Like sickle cell, it may need specialty care at some point but again it starts with primary care. I see a pedologist but I only go when primary care tells me I have to go. |
| Social work | It would be under social programs. You know if your doctor thought you could benefit from some sort of counseling or something like that, that’s what I think of social work.  Difference from mental health and the name of the service: yeah probably. There are probably social work specific and when I look at it, it could be like mentoring new vets. It could be something where a vet volunteers to help another out and give advice and help them find jobs but on the other hand it could eb someone working there helping someone find a job or a place to live. |
| Caregiver support | Social programs and services. |
| Registry exams | Beats the heck out of me. maybe those are exams to register claims or something like that.  So like the desert storm cohort.  That would be administrative to register but then the care would come from either primary care or specialty care so something. |
| Returning service member care | Primary care |
| Smoking and tobacco cessation | I never took up the habit but I would think that would be either primary care or social programs. In other word you probably go to primary care and you don’t want to get lung cancer and then they send you to a social program for a class on how to stop smoking.  Fits more under social programs, its where they would go to do the work but they may need to be referred my primary care. |
| Substance abuse care | Specialty care. |

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| **CATEGORIES** | **PARTICIPANT NOTES** |
| Primary care |  |
| Mental health care | Now a number of those things like substance abuse and LGBQ+ could be mental health but when you start out you will go to primary care. |
| Specialty care |  |
| Social programs and services |  |
| Prepare for your visit | Maybe medical record, registry exams. I don’t know. Exams would be later but the registry may be part of preparing for the visit. Maps, phone numbers, hours of operations. That sort of information under prepare for visit. Maybe before an appointment they want you to get blood pressure pills and others they don’t. blood work may be one. |
| Administrative |  |

When it comes to websites it is one of the work ways to communicate with the primary care, the best way is to call or visit them. If I need to see a podiatrist I would go to the website, I would call my primary care clinic and say can I get a refer to them without coming in and if not then I need to come in to see my doctor for a referral. The website would be the last place I would go.

**Have you looked at the site before:** I have. If you could easily make appointments like if I could make an appointment on the website I would do it but I cant really do that. Some facilities you can but if I can do it for Martinsburg I haven’t yet figured out how to do it so if I went to the website I would get the number and call during their operating hours and tell them who I need to see.

**Secure messaging:** I can tell you an interesting story about that. Two of my siblings died of pancreatic cancer with makes me likely to die form it as well. We went to see the specialist after referral. They needed the medical records of my siblings and I told them I would email them by secure messaging. They said I couldn’t do it but they said it could be hand types (87 pages) or you can attach them or print them out but cannot send them through secure messaging. I asked to send it to their home email but they can only use secure messaging. As a result no one ahs gotten the history that they asked for because no one can figure out how to get it into the system. I have messaged my primary care doctor to ask them to refill the prescription or for a referral and that worked. I haven’t scheduled that way because you can only talk to certain people and it seems like a waste of the doctors time for them to schedule so I just call. to help the doctors out when i spent a week in the hospital, Martinsburg couldn’t look at the medical records because they aren’t connected.

**VA facility:** yes and so is DC. My doctor here cant see any of that they can only see what my time since I have been to Martinsburg. You would think with the SSN and name they could be able to see all of the records but that’s not the case.

**Card Sort 2**

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| **SERVICES** | **PARTICIPANT NOTES** |
| Grief and bereavement counseling | Social programs and services. |
| MOVE! weight management | They insisted I do that and I would say social programs and services or specialty care. I was referred by primary care who said I have to take it if I want cured of diabetes. Specialty care. |
| My HealtheVet coordinator | Again that’s administrative but it could be preparing for the visit. It could eb someone that helps you sign up for my HealtheVet so you can find the number to make an appointment so I would put that under prepare for visit. |
| Nutrition, food, and dietary care | Specialty care. |
| Patient advocates | I would say that it administrative you have to register as an advocate or it’s a program. It is someone that argues for the patient. Like MRI instead of an Xray. |
| Recreation and creative arts therapy | Social programs and services but if its therapy it could go under specialty care but I would start with social programs. |
| Applying for health care | When you first apply you have to have physicals but I would but that as administrative. Once you are done then it would be primary care. |
| Travel reimbursement | Administrative. I have never used it because I live to close. It only takes an hour and 15 minutes to get there. |
| Veteran connections | I have no idea what that means. Do you mean other veterans your connected to. Social programs and services. |
| Vocational rehabilitation and employment programs | I would think that would go under specialty care but employment under social programs. In other words if you have Voc rehab it is an arm ripped off so you need to learn how to type without an arm. I see that as specialty care but employment with one arm would be social services. I would spilt that in two otherwise it would go under specialty care. |
| Employment verification | I have never encountered that but I would think it is administrative. |
| Freedom of Information Act requests | Administrative. |
| Privacy office | I would guess again administrative where you go in and try to you know the office protects your privacy of recorrects from someone or something. |
| Make an appointment | Primary care. There are some things you don’t need to see primary care. I have sleep apnea, if I want an appointment I don’t need to go to primary care for sleep care but if I want to see an orthopedic surgeon I need to go to primary care first. |

**Any other services that could be in two places:** art therapy could be under mental health. In other words if you are a little crazy and gonna do some finger painting it could be under mental health but not everyone doing it is a mental case. Recreation I would leave there but art therapy I could put under specialty care or mental health.

**Word therapy:** sounds clinical. It is something medically mandated rather than social services being nice to vets.

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| **CATEGORIES** | **PARTICIPANT NOTES** |
| Primary care |  |
| Mental health care |  |
| Specialty care |  |
| Social programs and services |  |
| Prepare for your visit |  |
| Administrative |  |

Validate existing categories: Mental healthcare could eb under specialty care. In other words, PTSD, and that’s a special situation but then again so is only having one arm. Needing a wheelchair is specialty care that primary doesn’t do. I would put mental health under specialty care. Then almost anything labeled therapy and nutrition I can see nutrition and dietary care as specialty but food could be under social programs. If a vet isn’t getting enough chow then a social worker could get you on something like a pregnant vet on WIC. Anything therapeutic would be under specialty care. Employment programs I don’t see as a specialty care issue it’s a social program.

**Closing [5 minutes]**