**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 a little about what kinds of VA facilities you have visited before?**  I’ll be totally honest, while enlisted I was the type of person to skip sick call. we called it skating in the day. While I was at moody and getting older I went more but not as much as I should have. It was skating in the day. I was pretty dedicated. As I said I should have went more, it would have made my second phase in life better. I had to go back and get things taken care of. if I had to rate the facility it wouldn’t be a good rating but I won’t give up because I believe in them wholly. I am not going to a civilian doctor; I am taking the heart of it because it is what was promised and I believe in the va but the bureaucracy I could go without.
* **Experience:** Some what hit or miss. I’ll get the initial appointments and I may not always get follow ups. It is hard personally for me to go to the va as a women vet. People can just be rude but that is random. Some don’t believe women actually served. I’ll have a normal appointment then need labs. The I go to the rest room and see a sign of a male one restroom. Come on va you can do better. I may need to share a bathroom with a male, can just have separate bathrooms or they call next man in line. I don’t have to have the hat but I will wear it every day. I may see my doctor once; it may not be much. I am not coming out of my house due to the pandemic. I have a long list of medical issues. I was just cleaning my house and taking care of my area. I say a book on the move program. I have the information here I just have to start over. I would like someone to call and be here with me but that’s not how it works. Yesterday I did a next whole health introduction, told them what I was interested in and sent forms back but no comments back. I could get on the phone but I am a mental health patient. I don’t just get on the phone. I don’t work well typing and in 81 there wasn’t internet. Being on the internet, like zoom, I got ready trying to show up. I am very update. I have a lot of insurance. I have Tricare, Medicare, everything is a problem but I gave it all up for the VA and now they give us an out to take the other street. I am staying with the va. I need them to circle back 2-3 times I am getting older.

**Card sort 1**

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| **SERVICES** | **PARTICIPANT NOTES** |
| Medical records | Primary care. SO your doctor can be readily informed. I had a bad experience where the doctor didn’t look at my records because they didn’t want to be at the va. I had to hover over him when he recommended what worked and what didn’t. |
| Wheelchair and mobility | Specialty care. |
| Whole health | Social programs. The whole health should probably be specialty care, it is very important to me but it is emphasized the way I want it to be. I want more emphasis on that. Within whole health theres 7 different areas. It would be a great program is we and the personnel to run it correctly. |
| Women Veteran care | Primary care. Because it is important, not to say anything isnt but specialty care is an assistive area. |
| Workshops and classes | Social programs. |
| Billing and insurance | Administrative |
| Chaplain service | Prepare you for your visit. Well I just think it is a direction. Do you need pray. It is always calming to see a chaplain. |
| Library services | Administrative |
| Radiology | Primary care |
| Advice nurse | Primary care. |
| LGBTQ+ Veteran care | Mental health care. That’s a subject we can talk about today but in my era we couldn’t. you could have gotten kicked out so it is very sensitive |
| Military sexual trauma care | Mental health. |
| Minority Veteran care | Primary care. |
| Social work | Social programs. No put that under mental health please. That’s a whole other issue I could talk for days. Because as a minority you deal with things that after your mental health. There was segregation in some of the offices I worked in. it was difficult and I think women need to be uplifting. If I were a different race I wouldn’t have half the problems I have. |
| Caregiver support | Specialty care |
| Registry exams | What is registry exams. I would put that under administrative |
| Returning service member care | Primary care. If someone had a discharge and wanted to go from active duty to inactive maybe. Let’s put that in administrative. |
| Smoking and tobacco cessation | Primary care |
| Substance abuse care | Prepare for the visit. Because it is an honesty thing, if you are self-medicating it makes a difference for the doctor. |

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

Those are fine for the moment.

**Anything seem it could be in more than one category:** No, I don’t want to put it together. For bureaucracy I want it to remain separate.

**Card Sort 2**

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| **SERVICES** | **PARTICIPANT NOTES** |
| Grief and bereavement counseling | Oh my gosh that is so important, specialty care. |
| MOVE! weight management | I would say social programs because it would eb nice to connect. Before COVID it was more of a social program. If you can connect with fellow veterans and compete instead of being in a single program. |
| My HealtheVet coordinator | I would say prepare for visit because right now I am so confused but the first time at the library showed me. they took my hand to help me to do my password. I didn’t think I needed that but I did. Now I can’t get in and if you do you get locked out. I officially don’t care anymore. |
| Nutrition, food, and dietary care | Specialty care. |
| Patient advocates | Prepare for your visit., Always waited until after the complaint then tried to find them. Why not having someone come in and let us know which paths there are. I was mentally ill without knowing it. So you need someone to take the extra time. All I every knew was that I had to put my boots on when you don’t. sometimes you have invisible illnesses. I got the help at the end.  Patient advocates, I would like that to be under mental health care.  I would like it to be more focused and individual driven. I would like the member to get individual care to make sure they are healthy and don’t need help. Sometimes you look like you don’t need help but really need a lot of help. |
| Recreation and creative arts therapy | I love this right here, social programs. Where you can compete and everything. I did art therapy and it made my life so happy. |
| Applying for health care | Prepare for visit. |
| Travel reimbursement | Administrative |
| Veteran connections | Explain please. Okay. social programs. I got all this at the end and not at the beginning. Well you know I have been in quarantine. |
| Vocational rehabilitation and employment programs | Specialty care. Well I think it would be a small population that would actually use it, most people are retiring. |
| Employment verification | Administrative. |
| Freedom of Information Act requests | Administrative. |
| Privacy office | Administrative. I have no idea what that means to me. interesting okay. |
| Make an appointment | Primary care. I mean it seems simple if you can just call the office and they direct you to the team. |

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

**Closing [5 minutes]**

**Post-research follow-up questions**

* I would rate the va at 65 but I am always waiting on them to improve themselves. I believe in the va.
* Most important area va needs: I guess sometimes it depends on the provider you get. I wish the follow up care was more consistent. I have kind of given up. Triage, if it is an emergency maybe they’ll take care of it but 6 months down the road you will go at it alone.
* Greater presence from healthcare over long term to get in contact: right. Right now I am not okay, I am pretending. I have been physically ill, then got depressed and PTSD started to flare up. I was in the crisis mode and I got the initial call but I had to pick myself up and cry my tears alone.