[See Airtable for index of all Round 3 research docs](https://airtable.com/tbli6in0b351ww5k7/)

# VA.gov CMS: Facilities Veteran Usability Testing, Round 3

**Research plan**

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| Project Name: | Facilities Veteran Usability Testing, Round 3 |
| Date: | June 25-27, 2019 |
| Plan: | [Moderator Guide (gDoc)](https://docs.google.com/document/d/1xQdxm46IFAmLFFfm4jfTa4ybXF_Eb39kdmZvUb6qp5k/edit#heading=h.jsfi0s40zlba) |

# Goals

* Overall goals:
  + Evaluate overall usability of region/facility pages and health services pages (staging.va.gov/pittsburgh-health-care)
  + Assess utility of key pieces of health services content on Veteran decision making
  + Evaluate general comprehension of labels and global navigation
* Feature-level goals:
  + Evaluate user perception/understanding of facility access data
  + Evaluate facility location information component
  + Investigate gaps in content and usability for the Make an appt & Become a patient loop.
  + Investigate gaps in content and usability in the regional services page and local services pages
  + Evaluate refined grouping structure for health services content and quality of content within service accordions
* Background:
  + The VA.gov CMS team is researching the new IA, content strategy, and copy for the Veteran-facing facility site on VA.gov.
  + VA medical centers (a.k.a. facilities) are the most meaningful entry points where Veterans to connect to benefits.
  + Ideally, the CMS template will be re-used for VBA regional office pages, NCA national cemeteries, and Veteran Centers.
  + Development teams have deployed a version of these websites with increasingly more connection to the Drupal CMS.
* How does the information about health services influence their decisions for making appointments?
  + What information seems to be lacking, if any?
  + How do participants interpret patient access score and wait time data?
    - If and How does this information affect how participants make decisions about making an appointment?
  + How often do participants correctly access the new navigation to find what they are looking for?
  + If and how does the crosslinking between the regional and the facility pages affect participant navigation?
  + What content help participants determine if the page might answer their questions?
  + How well does the content help explain to participants the difference between becoming a patient and the act of making an appointment?
    - Potentially out of scope…. How well does the content guide participants towards the enrollment process or a task? (Benefits > Become a Patient)
* Research hypotheses:
  + Information about appointment access and wait times will be useful for Veterans and caregivers in making decisions about their health care.
  + Veterans will be able to understand the content nuance between region and facility-level health service pages
  + Services are categorized in a way that helps Veterans better find information they need.

# Method

* In-person, moderated, task-based usability testing
* This method allows researchers deeper context to Veteran sentiment (via body language) and reduces communication barriers that are more prevalent with remote methods.
* Participants will use a researcher-provided laptop for testing purposes.
* Zoom.us for screen and audio recording

# Participants and Recruitment

* Recruitment will be done via the stakeholders in Pittsburgh, Shelley Nulph and Heather Steele.
* A contingency for this recruitment is onsite facility lobby intercept.

Participant same split (sent to Pittsburgh stakeholders)

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| **Actor (defining char)** | **Justification** | **Priority** |
| **Veterans and families** | | |
| Veteran (patients seeking care at outpatient practices) | Represents users who might be seeking info for return visits. | Priority: **high**  Speak to 6 people |
| Veteran (inpatient) | User group who might not yet be active users online. Could inform pre-aware use, continued use, and users who might need info for return visits. | Priority: **high**  Speak to 5 people |
| Veteran (inactive) | Eligible Veterans who don’t use VA services; those who have other health benefits | Priority: **medium**  Speak to 3 people |
| Eligibility staff | Handles intake for new Veteran patients. Might be able to abstract a common viewpoint for naive users. | Priority: **medium**  Speak to 3 people |
| Patient advocates (can be VA employees, volunteers, or people at VSO) | Can help with Veteran user needs, may be able to speak for Veterans who were previously homeless, women, LGBT folks. | Priority: **medium**  Reach out to all available (3 at PGH) |
| Care coordinators (specific role at VA) | Can help with Veteran user needs, may be able to speak for Veterans who were previously homeless, women, LGBT folks.  How does a care coordinator point Veterans to help / resources that help them navigate. | Priority: **medium**  Reach out to all available (5) |
| Caregiver (non-VA employee) | Spouses and caregivers are critical user groups for guiding Veterans through their VA experiences. | Priority: **medium**  Speak to 3 people |

# When?

* June 25-27, 2019
* The research materials
  + Conversation guide (Eric Chiu)
* Sessions will be 45 to 55 minutes each
* Sessions may be scheduled between 8:30AM - 5:00PM
* Pilot interview can be conducted on either June 21 or June 24

# Team Roles

Please list the people who will be serving in each role. Include the primary phone number for moderator and the emails for moderator, notetaker, and observers.

* Moderator: Eric Chiu <[eric@navapbc.com](mailto:eric@navapbc.com)>, (706) 951-2110
* Research guide writing and task development (usually but not always same as moderator): Eric Chiu
* Participant recruiting & screening: Shelley Nulph <[Shelley.Nulph@va.gov](mailto:Shelley.Nulph@va.gov)> and Heather Steele <[Heather.Steele@va.gov](mailto:Heather.Steele@va.gov)>
* Project point of contact: Jeff Brauer <[jeff.brauer@agile6.com](mailto:jeff.brauer@agile6.com)>
* VA intern collaborator:
  + Anna Mechling, 412-360-1480 for University Drive campus interviews
  + Rachel Ebig, 412-822-3520 for Heinz campus interviews
* Note-takers: Kate Saul <[kate.saul@civicactions.com](mailto:kate.saul@civicactions.com)>
  + and/or: Jane Newman <[jane.newman.va@gmail.com](mailto:jane.newman.va@gmail.com)>, Meghana Khandekar <[megahana@navapbc.com](mailto:megahana@navapbc.com)>, Ryan Sibley <[ryan@navapbc.com](mailto:ryan@navapbc.com)>