**Health Hub Moderated Tree Tests: Conversation Guide**

I have started recording. I'd like to confirm: Are you comfortable if I record my screen and the audio as we talk today? Yes, I am comfortable.

## **Warm-up**

Could you tell me a little bit about yourself? (If stuck ask about location, occupation, military service history) I am married, I have 1 daughter, I am retired from the Air Force and the government, and I am a member of the DAV. I live in Georgia.

## **Interview**

**MODERATOR:** To start, I'd like to ask you a few questions about your usage of VA benefits and digital services.

Are you currently enrolled in the VA healthcare system and use any of those benefits? Yes, I am.

**A. [IF NO]** Where do you get your healthcare from?

Have you previously used any of the digital tools or services on the va.gov website? I order prescriptions, I check my claims through there. Yeah, I do go online and look at stuff.

**A. [IF YES]** Could you tell me an example or two of the things you've done on the website, and what your experience has been?

**B. [IF NO]** How do you prefer to interact with the VA, if not on the website?

Part of what we'll be focusing on today is how you get and manage healthcare from the VA, and how we might improve that. Are you familiar with MyHealtheVet?

**A. [IF YES]** Tell me about some of the things that you've used it for. Was it easy to navigate?

## **Transition to Tree Test**

**MODERATOR:** Our team has been tasked with thinking through how we might best integrate MyHealtheVet into the VA.gov website and improve the navigation experience for those trying to get and manage their healthcare. In a moment I'll bring up a demo tool to show you what that navigation menu might look like and ask you to complete a few tasks. We'll go over it together to get your feedback. Does that sound good?

**MODERATOR:** As I mentioned, you'll be interacting with a demo tool. It will not look the site that you may be used to interacting with, but will mimic the information topics that you might click to navigate to pages from the top menu. This tool will mimic the top navigation of VA.gov. iIt's still a work in progress, there might be a few mistake or it may not function exactly the way you expect. That's okay! Since it's a demo, none of your actions will affect your actual VA information or benefits.

**MODERATOR:** As part of this study, you’ll be asked to complete certain tasks on screen. As you attempt to complete these tasks, I’m going to ask that you try something called "thinking aloud.” I want you to try narrating what you see in front of you and what you might do. An example I like to give, is if someone gave me a task of calling a friend and asked me to think aloud while I do it.

"I'm pulling out my cell phone from my pocket. I see the time on the screen and I swipe up to unlock it. I'm looking for the cell phone icon and then select that. Now I see my contact list and I scroll to my friend's name. I select that, I now see the call button and click that to make a call." I'm going to send you a link in the zoom chat. Please open it up in a web browser, and then let me know once you see it.

[Pause for confirmation]

Okay, now I'm going to ask you to share your screen on Zoom so that we can look at the prototype together.

Zoom Share Screen Directions

## **Tree Test Tasks**

**MODERATOR:** Please read the directions, think aloud and walk me through your thought process as you complete each task. Between tasks, or as you speak, I may stop to ask questions. Please begin.

**Moderated Tree Test Tasks (Bullet questions are suggested follow-ups to help the moderator engage with the respondent if there are additional questions not answered while reading aloud)**

1. You want to know if you can get VA health care It looks like you’re thinking… did you have something in mind that you’re not seeing here? Was the answer where you expected it to be or would there be a better place to put this information? On a scale of 1-10, how would you rate the difficulty of finding this information? Why? Healthcare, get healthcare benefits, eligibility, Veteran eligibility. Wait click on VA priority groups. I don’t know. Does that mean some group is more of a priority. Go back to eligibility and start the process.
2. You want to enroll in VA health care It looks like you’re thinking… did you have something in mind that you’re not seeing here? Was the answer where you expected it to be or would there be a better place to put this information? On a scale of 1-10, how would you rate the difficulty of finding this information? Why? Healthcare, my health, healthcare info, and I would find it here. I would think it would be about the healthcare I could receive, I guess.
3. You want to know if you can get dental benefits through VA Were you aware that VA covered dental benefits before today? Was the answer where you expected it to be or would there be a better place to put this information? Healthcare, I would go back to resources now to see what is available. Go back to healthcare, get healthcare benefits, I would go to eligibility, Veteran eligibility, nope I would not find it there go back. Get healthcare benefits, more Veteran health services, VA dental insurance program, and I would find it here. It is not where I thought it would be. When it says healthcare benefits it should had dental and mental health there instead of having to dig for it.
4. You want to know what types of services and support you can get for your mental health needs Was the answer where you expected it to be or would there be a better place to put this information? Did you know that you could receive Mental Health services from the VA, even without being enrolled in health care? Service member benefits, this is not where you would find out. When it says service member does that mean active duty? This is not where I would find it. Healthcare, get healthcare benefits, more Veteran VA health services, that is not it either go back to healthcare. Goes back home. It has to be healthcare, health resources duh, getting connected to mental health, I guess I just had to keep looking. Yes, I think I am getting to know the navigation more. I am glad I took this survey because it is more helpful than I thought. I did not know you could get mental healthcare without being enrolled in the VA. It shouldn’t be so buried. I didn’t know it was there. I probably would have called in. It should be moved closer.
5. You want to find out the costs for VA health care services Was the answer where you expected it to be or would there be a better place to put this information? We did this already, healthcare, my health, copay bills, get travel pay, and I would find it here. Oh no I wouldn’t find it here, go back to healthcare. Health resources, getting started with VA healthcare. I would guess that is where you would find it. I am not sure. I thought you would find that under eligibility, but why is this tab here? I don’t know I don’t have an answer. I would think it is here. I think the cost should be here.
6. You just received your new disability rating. You want to find out how this could affect how much you would have to pay for VA health care. On a scale of 1-10, how would you rate the difficulty of finding this information? Why? Disability, it is confusing. When I clicked on that orange tab, I would assume I would see some information on what my pay would be. More resources, and I would find it here. I think I would find more information on benefits and healthcare. Anything other than VA hospital stuff. That is not I thought I would find. I would skip this task because this is not what I thought I would find.
7. You want to see your VA health records to a non-VA provider Was the answer where you expected it to be or would there be a better place to put this information? I have never done this online. Records, get records, why is COE in there that doesn’t even make sense, request military records, and that is where I would request them through here. Once I get the records I would take them myself.
8. You want to check how much you owe for your last medical visit and pay your bill Was the answer where you expected it to be or would there be a better place to put this information? I want to say healthcare, my health, copay bills and travel pay, how to pay your bill, and I didn’t know that was there. Great. I didn’t know that was available to me. That was simple.
9. You need to request a refill for a prescription you get from VA by mail You seem to be moving fast on this one - why? About VA, VA organizations, Veterans health administration, and what I expect to find here would be the different departments of the VA. I would find the head offices there. I don’t think I would be able to refill prescription here. Healthcare, my health, pharmacy, refill, and this is where I would find it. I go to get inserts and they tell me they are only limited to give me new inserts. I have to give them back to them and be without my inserts so they can repair them instead of giving me two pairs. Prescriptions is easy and if I need anything different, I just call my provider.
10. You have a question for your doctor and want to communicate with them online You seem to be moving fast on this one - why? Find a VA location, Vet centers, what is a Vet center? I am curious on what that is here. I would not be able to communicate with my provider here. I would do that on the phone or go to the clinic. Again, go to healthcare, get healthcare benefits, I guess not. I have never contacted them online. I am not sure. It is not on this page, go back. My health, messages, compose, and I would start composing an email and send it to my provider. It was simple once I started my brain.
11. You want to know if VA will pay for you to get health care outside of the VA Was the answer where you expected it to be or would there be a better place to put this information On a scale of 1-10, how would you rate the difficulty of finding this information? Why? Healthcare, health resources, getting healthcare outside the VA, and I would find it there. I have never done this before. I have heard others talking about the VA paying for them to go to outside providers, but I have never done it before.
12. You drove to your VA primary care appointment and want to get paid back for the cost of gas Before today, were you aware that you could get travel pay? Was the answer where you expected it to be or would there be a better place to put this information? Healthcare, I am not sure where to go with that one, I healthcare benefits, I don’t know I would click on one of them, more about VA healthcare services, go back because I am not sure how to do that. Go back to healthcare, my health if it is in there I would be surprised, copay and travel pay that does not even make sense, I would never think to get travel pay under my health, get travel pay, and that is where I would get it.

## **Post Tree Test Follow-up Questions**

**MODERATOR:** Now that you’ve completed all of the tasks, I’d like to ask you just a couple of quick follow-up questions.

* What was the most challenging part about completing the tasks? Why? Finding the answer in a place I don’t think it should be. So, of the things don’t make sense.
* Was there anything good or bad that stood out?
* Did the menu options and content seem organized in a way that made sense to you? Most of the VA Veterans are little bit older and things are not as simple as it would be for younger Veterans. It is not as simple as you think. I think it should be clearer.
* **[H0 only]** Did you find it helpful that all health care related topics were under “My Health” in the navigation? Did it make sense to include eligibility information and how to apply under this navigation labor or do you think that makes sense to live somewhere else?
* **[H1 only]** Did you find it helpful having the label “My Health” under Health Care? When you read that, what was your immediate thought of what kind of things would be under that label? Did you feel that this was a good organization of this information or would there have been a better way in your opinion? When it says my health, it is talking about me. What would be helpful to me or the benefits I have used. My benefits that I am eligibility. Don’t label it my health if it is not about me. Make my health a shortcut to all my things.

## **Thank-You and Closing**

We really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on the site and make sure it really works for Veterans.

Do you have any questions or other comments for me before we sign off?

Great, well thank you so much again, and enjoy the rest of your day!