**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.

## **Warm-up**

Could you tell me a little bit about yourself? (If stuck ask about location, occupation, military service history) I am a senior guy. I have 7 kids, and this is the first time I have not had an underage child under my roof. I work in the computer field. I am happy to be a part of this because online tools are important for this organization. I work with Veterans, and we try to hire Veterans. I thank you for making things better for the Veterans.

## **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? No, I do not.

**A. [IF NO]** Where do you get your healthcare from? I have worked for a company that has provided me with a lifetime of health insurance and Medicare.

Have you previously used any of the digital tools or services on the va.gov website? No, I do not think so.

**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? I don’t know I would prefer to use the website. I haven’t found the need to use the Veteran services. I do have some disability which is only 15% that doesn’t really help me with anything.

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? My health, VA healthcare benefits, I don’t know if it is coverage or not, and apply for the VA health care, and eligibility, and veteran eligibility. That is pretty good. This one here I don’t know if there is another place, I would put it. I guess if this is the first time, they are interacting with the system maybe have it higher up the tree instead of having to go through all this. If it is a first time using the system, we think about those individuals. We put in their own menu or the top of the menu because you may lose people. Make it as up front as possible.
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? This one here would probably. This one here is probably health resources doesn’t click with me. When I come to this, I would want to come to see something that says do you want to enroll, do you want more information. I would not go down the healthcare branch. I would have it after VA benefits and health care. This is where you are going to lose people. I think you want to get the Veterans that want to enroll right up front in your tree of options. I would think you would probably ask me to provide my name, if I have my DD-214, or information about my service record. Just personal information and to create a password. That is how I would sort of think about it. Once I am established in the system then you would find out what type of interaction you want with the VA.
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? My health, coverage, let me try this one right here, care and services. When I got to coverage this one right here threw me. Care and services mean to me, if it says services the VA covers. I would probably take care and out and just put services VA covers. It threw me off a little bit.
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? My health, VA healthcare benefits, coverage, care and service VA COVERS, and mental health. That makes sense to me. That is where I would put it. I did not know you could get mental health help without being enrolled in the healthcare.
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? I would probably go health care benefits; it has to be one of the healthcare info is where I would find the cost. I would probably go with healthcare info, that is where I would think to find the cost.
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, I would say it is probably manage my benefits, there is a lot of stuff here, but I would probably do view your VA disability ratings and it would tell me how much I am rated and how much I would owe a month.
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 would think it would be records, get medical records, yeah I think that is where I would find it. I would really love if there was a way to share the VA record electronically. I think if you could do it there that first time and share your medical records and never have to do it again that would be nice.
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? This one here when I am paying bills for family it is nice to have a pay bill or finance instead of having to go through a whole menu. I know the VA has a lot of things going on not just healthcare. That is probably it, how to pay your bill. How to is probably not the wording I’d use. I would just say pay your bill here and then it would tell you the different ways to pay your bill.
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? Pharmacy, this one here is just like CVS portal. It would be good when you click here, they would have the prescription listed instead of me having to find the bottle with the name, and when I can get a refill on the medication. It would be nice if you want to refill your prescription that needs to be renewed it would send a note to the doctor so they can get that done for you.
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? I would think it would be health resources, oh wait messages. I would probably find that here. It would be nice if I went to compose the message it would give a drop-down list of all your providers. When they go to the messages would it go to the provider or to the admin. It would be helpful if I was sending a message to the senior person, it would get sent to the admin as well. If it could go to both, that would be helpful.
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? I am thinking copay or something about my health. Outside providers, this one is pretty easy for me to find here. I went sort of right to it. That sort of made sense.
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? My health, healthcare benefits, probably not it, copay and travel pay. Copay and travel may want to have separately. It would have been easier to find if you were to separate them. That is what I would do that. Otherwise, I go to it pretty quickly.

## **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?
* 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? I mentioned a couple things on the labels, I did like that I could go back. I am a fast clicker, and it is nice that you could go back. I think some of the labels should be changed. I know you have a lot going on with this demo some of the lists were long for me. Too many options. I don’t know. The system looks like it is doing a lot of different things. We sort of draw the trees out to see if the tree balanced. Do you have the right number on each side. Some just look like they are pretty long. That is something else I would recommend.
* **[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? I did yes. I might take that up the tree. Once I am eligible, I don’t have to worry about that anymore. I would have it on its own, even with the copays somewhere else because that is administration stuff.
* **[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?

## **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!