**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.

## **Warm-up**

Could you tell me a little bit about yourself? (If stuck ask about location, occupation, military service history) I originally come from New York, but I have been all over the United States. Spent 8 years in the Army just before Vietnam fell. I watched it fall from Korea.

## **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? I am enrolled, but I barely use any of the benefits because my qualification is so low.

**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 have used some of the digital tools.

**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? Looking up my benefits or finding a VA center. Plus, I was part of the Million Vet program 4-5 years ago. It was a program they brought in as many Veterans as they could to test and look us overall. Basically, a huge survey.

**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? My health, VA healthcare and benefits, learn to upgrade your healthcare, I am looking for my healthcare benefits and I would have thought it would be there on top. Coverage, it could be at apply for VA healthcare, it is there eligibility, and Veteran eligibility. I guess on that one there were a lot of tabs I could have clicked on. The fact that I can go back made it easier. I like being able to click through and being able to go back to the previous branch rather than having to go all the way back to the beginning because it makes it harder for me.
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? VA healthcare benefits, goes back to my health, again this is where did I see that, health resources, getting started with VA healthcare, but I don’t think that is going to be it. I thought I saw apply for healthcare. Goes back to my health. VA healthcare benefits, goes back, health resources, I want to see the language apply for healthcare, and selects getting started with VA healthcare. I imagine it would be a list of conditions, eligibility, and maybe the application. That is how I applied when I first applied. That is a 5.
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? I saw this, but again if I can remember where it is. What I am doing now is basically just looking for the tree that I found before. What words are you looking for? Healthcare benefits, I thought I looked under healthcare benefits, coverage, oh look apply for VA healthcare that was the last one. What I do like about it is that the tree I can jump back to the top of the tree really quick. I keep getting drawn back to VA healthcare benefits. Aww there it is. Does that make sense now that you see it? Yeah, it makes sense, but it was difficult to find. That was a 5 or 6.
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? I know exactly where this is. Health resources, see what I told you about my memory, under VA healthcare benefits, coverage, care and services VA covers, and mental health. Once you play with it enough you get familiar with it. If you only go once or twice a month you will forget things. I think it is well designed.
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? My health, VA health care benefits, this one is a little bit more difficult. When I am looking for healthcare and cost, I would be looking for FAQs or something like that. What does my health mean to you? My health would be my medical or anything pertaining to my health. Yeah, I would think to find out services and cost under that tab. Maybe coverage, maybe care and services VA covers, how do I go back. What would you be looking for here? Benefits that are available, this is all my benefits that are available. I would think that would be under my health. I would definitely think it would be VA healthcare and benefits. I am giving this one a little bit more difficult. Your healthcare info would be more my status and that type of thing. Maybe coverage, care and services VA covers, and that takes me back to where I was. I am kind of stumped on this one. Just clicks dental care to be done. It didn’t look like there were other things I would select. Usually, I would just click through until I would find something. If I was on a real site, I would go to FAQs. That one was a 8 or 9 at least.
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. What are you looking for? I am still looking for my healthcare. Again, that should be under VA healthcare, it could be under healthcare benefits or copays and bills. You have Copay FAQs, this is where I always go, so that is where I would say it would be.
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? Records, get records, goes back to my health. What are you looking for? There was a link to outside providers that I had seen that I thought was under health resources. Medical records, manage your electronic record options. That was a little bit difficult, but I would make that a 5. It never got to the place where I gave up on it. Probably not, I don’t know where you would put that besides records. That seems like the perfect place to put it. It is just hard to find.
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? My health, copay bills and travel pay, see copay bill activity, and I would find it here. That is self-explanatory and easy to do. I would give that a 1.
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? My health, pharmacy, refill prescriptions, and I would find it there. That was pretty easy and self-explanatory. It wasn’t hard at all. It would definitely be a 1.
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? My health, messages, compose, and I’d find it there. Yeah, it makes sense because I have been in a technical field for the last 40 years of my life. It all makes sense.
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? VA healthcare, outside providers, and see that one makes sense I didn’t even fumble around. I would say 2.
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? As you go through this you remember where other things are. That helps. My health, copay pay and travel pay, and get travel pay. Yeah, everything with billing and finance should be together. I would say call it financial but that may confuse people more. That was a 1 or 2.

## **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? Probably just trying to figure out which tab the information was in. Sometimes the wording just didn’t apply the way it would apply. Other than that, I think it works pretty well. This is just a model. The easier you can make for Veterans to find things the better especially mental health because that is something that is a big need.
* Was there anything good or bad that stood out? I love being able to go back and forth on the tree with ease. I can’t tell because it is a model. I don’t know how fast it is going to be when you click a certain branch on the tree. My health made sense to me because I knew everything, I needed was going to be under VA health. The one question about disability was a little bit confusing because it was also asking about cost which would be under healthcare.
* Did the menu options and content seem organized in a way that made sense to you?
* **[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?

## **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!