**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 live in Georgia, born and raised besides the military, I was a 95A and I went in right out of high school.

## **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.

**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 think I was going through Myhealthevet for travel reimbursement.

**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? Prescriptions and checking out my appointments and everything. I write them all down. And I do travel. It was easy to navigate.

**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? I think it is because we do so much on the computer this is easy. I just think the older Veterans may not be able to get to these as quickly.
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 was a little bit easier. That one is like a 2. The others were like a 10, those were more challenging.
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? That one was pretty easy, but I think that may be per individual. A lot of people are not computer savvy. That would be the key right there. It was fairly easy like the previous one. It depends on the person on how they view what the question is or where they need to go to. Older Veterans are not computer savvy.
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? No, just like the other one you have to go through so much to get to it. I didn’t get frustrated , but some may get frustrated if they need to get to it quickly. No, I didn’t know you could be seen by mental health and not be enrolled in 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? That was pretty easy.
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? Yes, definitely. Yes, this one was pretty easy.
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 had to send my records but all I had to do was fill out a paper. I just call it a civilian person. Normally VA will send your records to the provider, so I don’t have to do anything. Yeah, I knew I could, but I only send the outside doctors if the VA sends me out to a civilian doctor otherwise, I just go to the VA.
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 never had to do that, but I got through it easily.
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? I think I went through it because I have done it in the past. I have done it plenty of times even though it looks different than MyHealtheVet. When you log onto it everything is right there. It has a list right there.
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? That was pretty easy. Yes, I have sent messages to my providers in MHV before.
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’ve had to do this before too. This one is different. I have never done that before. Usually, I call the clinic and make an appointment or go to Urgent Clinic. I did know you could schedule an outside appointment online.
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? I am thinking I may need help here. I think there is a better place to put it because you have to go through a lot to get to it. And when you don’t know where to go, you’ll get frustrated trying to find it. I think placing it on the main screen is better

## **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? The first two questions.
* Was there anything good or bad that stood out? I think the first two were difficult, but the rest of them were fairly easy. I think it was because I was getting use to another system.
* Did the menu options and content seem organized in a way that made sense to you? The labels were good. It really depends on the person on what something means. For me it was specific. You know you go to My Health for anything health related.
* **[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? Yes. Anything health related, so that would be a good thing. I think it was organized great how it was all broken down. That was pretty good.

## **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!