**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? There you go.

## **Warm-up**

Could you tell me a little bit about yourself? (If stuck ask about location, occupation, military service history) I was born in Kanas City, join the army in 75. I worked for the Federal Government, I am retired now, and I love football. I love Kanas City Chiefs.

## **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 enrolled in the VA health system.

**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? On VA.gov yes on some aspects but not all things. I sometimes go online and pay my bill and I reorder all my medications through the VA health.

**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? I saw something that said eligibility. VA benefits again, healthcare, that is not it, look at get healthcare benefits, eligibility, and Veteran eligibility. It was a 3, yeah. I was looking for eligibility to stick out to me. Yes, it makes sense yeah.
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? Records, get records, get medical records, and I guess there. Part of it is because I have issues trying to find my medical records and when I do go to the VA and request my medical records, they always tell me they do not have records for that time frame. That is one of the things because some of my things have been on the outside that they have sent me to. Probably about a 7.
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? Service member benefits, that is the wrong one, healthcare, healthcare benefits, about VA healthcare benefits, what services are covered, and dental care. The labels make sense I just picked the wrong title at the beginning. I was just thinking disability because you have to be 100% to get dental care. I don’t mind going through a bunch of tabs because they offer so many services.
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? Healthcare, my health, your healthcare info and preferences, and I would think you could find it there. Yes, I do think mental health is part of regular healthcare. Yes, I did know that yes. It wasn’t hard because I took a friend of mine, and I did not know she did not have VA healthcare and I took her to the hospital and they took her straight in and that’s how I knew you didn’t have to be enrolled to get mental 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? Healthcare, get healthcare benefits, VA healthcare copay rates, and I think it would be here. I do have to pay copays for the VA. It looks like the majority is under the VA healthcare and you have to decide which one is suitable for what you are looking for. Yeah, it makes sense once you start doing a task. It was a 1.
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? Service member benefits, it is not underneath that go back please, disability, more resources, that is not it, manage benefits, nope go back to VA benefits, I don’t know what it would be under from these titles. I don’t see a place that I would look. The only other place to look is under pension. We can go to the next task.
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? About VA, huh. It doesn’t seem like any of them give you a clear choice to get your records. You would think you would think you would go to a tab that says records. Go to VA benefits and healthcare, records, get records, it doesn’t show you how to send them somewhere not how to get them yourself, and can you click get medical records because I would rather pick them up and take them myself. I would always like to hand carry something like that myself rather then send it through electronic and trust someone actually sent them. Why did you go to about VA first? I think we went under there when I was looking for records the first time. Do you think this path you took makes senses? Yes, it was pretty simple when I got it together. I’d say a 2.
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? Healthcare, get healthcare benefits, about VA health benefits, costs of care, and it is a possibility that I would find it here. I didn’t think about looking under my health. Yup, I feel the same way that billing wouldn’t go under my health. If it said finance, I would go under that tab.
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? Healthcare, my health, pharmacy, and refill prescriptions. That was easy peasy. Yes, this is in line on what I do online. That is the best thing they came up with.
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? Healthcare, my health, messages, and compose. That would be a 1, real easy. I never had any problems when I had to do that in the past. My former doctor was really good about that. She would send me messages all the time. Yes, I think it is a real good feature.
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, healthcare benefits, go back, health resources, getting care outside of VA, and I’d find it here. It was kind of in the middle because it does not tell you what to do so you still have to research some to find out what you need to do to get those resources. I think it should be a category on its own because I know a lot of doctors are sending Veterans outside due to not having specialties anymore. It should be under healthcare, but it should be titled healthcare outside of VA.
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? This one may be underneath service member benefits, nope, healthcare again, try healthcare benefits, more Veteran healthcare services, nope, go up one more, I don’t know where it would be under. Health resources see what that is, nope that’s not it, let’s try that, copay bills and travel pay I would have never thought that, and it would be travel pay questions. My health would be concerning my health not copay or gas. I mean I wouldn’t have thought it would be copay bills and travel pay under my health it doesn’t make sense. Probably under benefits, just a different category than my health. It is not healthcare. I think anything that deals with money should be separate from VA benefits and healthcare. I don’t think it should be included. It should be higher up because I wouldn’t have looked under healthcare. It could go under service member benefits because it is a service member benefits depending on how far you have to travel.

## **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? No, I really enjoyed it because it was helpful. I typically don’t look for stuff but going through it with you it made me want to go through it more. I just order my prescriptions and that is it. Now I can do more instead of going down there and ask them.
* Did the menu options and content seem organized in a way that made sense to you? Just the one about billings and finances I think that is the only thing that needs to be changed. I don’t think it should be put under healthcare because it is not a healthcare situation it is a billing situation. It shouldn’t be included under healthcare or healthcare services.
* **[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? Yes, I found it useful.
* **[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!