**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 served in the Marine Corps for 28 years. I moved from North Carolina to New York. After retiring I moved back to North Carolina.

## **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.

**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 believed for disability.

**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 think my logical choice would be service member benefits, I am going to back out of this and go to my health again, VA healthcare benefits, coverage, care and services VA covers, that is not getting me what I want, I am going back to my health, VA healthcare benefits to see if I missed it, your healthcare info, and I am getting tripped up on your healthcare. There is nothing that says Veteran healthcare. It could use some better labeling. By using the third person labeling would help with people getting confused because it may not be the Veteran looking at their profile. I was just a bunch of this websites this morning, so I know how you can get toggled through the website so I would say I would give it a 4.
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? Under benefits and healthcare, I am looking for enrollment and I don’t see that, I am going to go to service members benefits, back out of that and go to my health, VA healthcare benefits, I might try coverage, I see apply for VA healthcare, and how to apply. That is a lot of steps, a lot of toggles. That should be right up front. That took about 4 steps to find this one. I would give this a 3 because it was tough.
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, reading through those, base on the list that is provided I am going to click back, my health, health resources, program health and wellness because I am trying to find dental benefits, and it says I would find it right here. Because service member benefits I was thinking dental benefits would be a benefit I was entitled to. I would break out some sub-categories that is available to the Veteran. Navigating to the dental was a little challenging.
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, and your healthcare info. Here is an area where I think we have so many Veterans dealing with mental health issues. It would be beneficial to have a mental health toggle. It should even be under my health, that would be a good place to put it. I would put that out there earlier. Again, the titling of that is a little confusing, I would it rather be called Healthcare benefits, a list of benefits, departments, how to contact, and eligibility. Depending on how I am logging into the system is depending on if it is going to tailor to me. If I signed on I want more personal information to me. I would say a 5, it feels a little challenging for some of the callouts.
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? Service member benefits, I would go here to find costs of services, I will go to my trusty my health, copay bills and travel here, I don’t actually see what I am looking for, and I will go to copay FAQs. That was a guess on my part. I tend to avoid the websites FAQs until I give up and want to find my information. It could go under the Copay bills and travel pay as costs of care. It may be better served under benefits and healthcare. Much further up. That is something I want to know.
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, manage benefits, I don’t see what I would be looking for here about costs, so I am going to back out of that. More resources, there it is. I thought I was going to have to go back to copay topic, but it is under more resources. That is kind of tricky. I don’t know if I have a good recommendation because I am focusing on the task. More resources feels like it is another FAQs. Maybe another toggle that states disability benefits based off rating. You already went through great lengths to have more details under other toggles. Under disability you would have benefits. More resources just tripped me up. If I didn’t find it here, I would go all the way back to copay, but going under disability is just the logical choice. I would still go to disability and looking for something that states the impact of my disability. Rating benefits or something along those lines. I like the idea of disability rating benefits.
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, and get medical records. That was pretty straight forward. That is pretty well done. When I saw records, this is a good example of how many toggles you have to go through to get what you want. I hit 3 and boom I am there. That is not frustrating, and it was obvious. That works pretty good. For housekeeping keep it under 5 toggles.
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, see copay bill activity, and yeah. I think we could bring up copay up higher and separate the travel. I want to go to service member benefits, but I am not sure why I want to do that because you have it labeled correctly. I would say it would fall about a 5 or 6 because some of them are easy to find, 4 that were okay, and 4 that were Indiana Jones.
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 that was fairly easy. Pretty straight forward. I think what I offered up calling it my health.
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? At this point I am going to my health I’ve learned my lessons, messages, and compose. This is very similar to my chart. I like the sequencing of this. This is a good example. I like how you have the help tools. I think this is well done. Yes, this makes more sense of what should be under my health because I am dealing with my own personal information and dealing with my doctor.
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? My health, the word my trips me up, but if it says healthcare and then my health with something under it. My health, VA benefits, and outside providers. I like that as an option, and I think that is an obvious option to pick. It makes sense after my health. The one I don’t see there is pharmacy but maybe that would show up after I clicked on coverage. I don’t know where I would find that. That is one to add in this section. I think pharmacy support would be important information for Veterans. I have only heard of that because my son has been using that and he has called me with frustration about it.
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? Service member benefits, I don’t see what I would be looking for, so I am backing out, going to again to my health, copay bills and travel pay that is fair, and get travel pay. Pretty good. I would come back to prioritizing what the average Veteran is doing. Rename it travel reimbursement. I think a lot of Veterans would be looking for travel pay first, financial assistance, and then copay information under. There is just a lot of copay information on this tab. Yes, it would make sense to break way travel pay from copay bills. I like that idea. They push you to another website and you have to have another login to get onto the website. It is just a tunnel. Travel reimbursement could go under VA benefits and healthcare. I would sequence these in an order that makes sense. I would click on family member benefits before clicking on burials. I am not sure if that is helpful. I clicked 3 more times to get back to the point I am trying to get to. It just needs easy access.

## **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 think the idea to have a toggle for mental health, I think you should break away Veteran health and my health. My health would be after I login and Veteran health would be just general information without signing in.
* **[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!