**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 Army for 8 years, I was in the Reserves and I served overseas for 8 months. I recently moved to Florida from California.

## **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 do.

**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? Yes.

**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? I have gone in to do my claims, MHV, and change my address recently.

**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? Here eligibility, Veteran eligibility and again depending on your disability rating it will tell you if you qualify.
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? I would go back to my health. I would go to eligibility first. I know there are certain guidelines, so here is where it would tell me if I could get it or not.
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 guess I would go back to eligibility or go to health benefits. I guess I would have to go back to eligibility because I know dental care is not available to everyone. I think you have to be 100% disabled.
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 would go to healthcare. I would go to get healthcare benefits. I guess I would go to about VA healthcare. I would go to services that are covered, and mental health. Here I would get a list of services from mental health. It seemed there were a few options to get that information. I am not sure if the other links would take me to the same information. No, I didn’t know you could get mental healthcare without being enrolled. I knew I could get mental healthcare, but I am enrolled.
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 guess I would go back to eligibility. I am assuming Veteran eligibility would give me a breakdown of what the cost would be. I think that is where I would go, I don’t remember what the other options were to be honest.
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? I would say disability. What would I find under more resources, I would think it would tell me what my pay would be depending on my percentage is.
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 don’t think I ever done that. Medical records, blue button report I don’t know what that is. I think I would go to manage your electronic record sharing option would tell me how to send my records, either that or medical images and reports.
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 would go back to healthcare, my health, and copay bills and travel pay. This is a little bit confusing. It doesn’t specifically say that I want to see how much I owe. I would assume I could see my bill activity would show my previous bills and how much I paid. I guess I would go see bill activity and maybe it would tell me how much my bill is.
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 would go to my health, and I do with MHV is go into my prescription history and I can click on what I need to get refilled. I would assume that is what it would do here. I am familiar with doing this online.
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? Messages and compose a message. I do this often so this would allow me to compose a message. There is a drop-down box to pick out my provider, type in subject and message, and then send my message.
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 would find that here. What does that mean? You want to know if the VA would cover the expenses, what information would you think to see under VA healthcare care copay rates? I would think I would find what kind of provider I am looking for.
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 thought it was for mileage, but I know I saw this earlier. Here copay bills and travel pay. Get travel pay, in the real system you put in your starting and end locations and submit. I am thinking it would be the same here.

## **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? I guess it would be guessing what tab to click on or what information it would give me when clicking on that tab.
* Were there any tabs that seem more confusing? Yes, there were because the tab was just a general statement. That is the only thing that was confusing.
* 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? For the most part it was pretty easy to understand, there were some that I was not too sure about. Maybe having a little question mark that you could click on to get more details. Overall, it was pretty easy to navigate. After several times I already knew where to navigate to.
* **[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 knew that it had to do with my health. I knew that most things would have to be there. If you are familiar with VA.gov or MHV you already know where things are.
* **[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?
* **Are you saying that the VA.gov is being rebranded? MHV and VA.gov are combining once all the MHV tools are placed on VA.gov in the future. That is what we are working towards.**

## **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!