**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 was in the air force for 24 years. I am originally from North Carolina, and I have a son who is starting his sophomore year in college.

## **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 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? For my healthcare 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 try to go online; the easiest thing is to refill my medications. The only difficult thing is scheduling my appointments.

**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? It was a 3 the last one could have taken someone to different options to get them to another page when they could just apply to see if they qualify or not.
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? None. 1 very easy. Healthcare, benefits, coverage, and apply.
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? There were the ones that says family so I had to say it is about me so I would click on the Veteran/my benefits. I was just talking myself through it. That is another on you hear about it, but when you call up there, they tell you that you could not be seen. I had a friend who called every single day for a month, and no one would talk to him because they were low staff. We shouldn’t have to suffer because they are low staffed. Yes, it is there but they need to ensure they can be seen or allow them to be seen through community care. Knowing this Veteran was 100% and had dental issues that were service connected it is frustrating because it is being showcased that it is available, but we are not really able to access this benefit because they can not get us in.
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 am one that there are buttons to find information about, for someone who doesn’t know I do like that you could get the information first. It was 2 very easy.
5. Were you aware that you could get mental health benefits without being enrolled in healthcare? No, I was not. It is nice to know because I could pass that information on.
6. 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? When I go to that page and the home button has 3 options. I clicked the home button because I thought it would give me more options. There was the VA benefits and healthcare and then there was the VA healthcare. It says I would find it here, but I don’t. That is odd. This does not make any sense. I would think cost would be under coverage because that would flow better. I would rate it a 6 because of the cost should be under coverage.
7. 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?
8. 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? Electronic record sharing does not say non-VA record sharing because record sharing could be any records not just medical.
9. 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 to appointments first to see if there was any kind of payments that was due. I could also see why I was seen and see what each thing is being charged, so I would not need to click back and forth to see why I was there and what I was charged. If I owed it okay great, but I want to know why I am being charged. When you are a Veteran, you really do not think you would have a co-pay. It was a 1 because it is very clear.
10. 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? Because I have used this. When I do the refills, I do get a notification message that they have received my refill.
11. You have a question for your doctor and want to communicate with them online You seem to be moving fast on this one - why? A 1 very good. Once you get into it and you see the messages. The only thing is when I would use it, I would send the message so I would not hear from the providers. I am not a glitch or if that is from the provider not responding. I wish we would get a confirmation that it was sent.
12. 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? No that was a 1. I have heard it is a community care. It seems like you have to be in the VA healthcare system to get seen outside the VA.
13. 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 did not know you could get reimbursed for travel pay. To know I can get back pay as long as it sync’s up with the information the providers input. I would like it all to connect.

## **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? Looking at the bottom there is always additional information. Those are great but I would be worried that it could really answer the question I had. I want it to be as clear as it is when you go to the in-person brief.
* Was there anything good or bad that stood out? The simplify of the drop-down menu. Instead of having 50 at once you just had the categories.
* Did the menu options and content seem organized in a way that made sense to you? I think it flows very well. Once you get into you can navigate through it easiest. I do also like how easy it is to go back with the drop-down menu.
* **[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? Absolutely because within the VA system everything are cousins but they are not all immediately related to each other so you would never get confused if they are in the right place for what they are looking for.
* **[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!