**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 comfortable with that.

## **Warm-up**

Could you tell me a little bit about yourself? (If stuck ask about location, occupation, military service history) I spent 20 years in the Army and retired in 2010. Since then, I have been working as a contractor. I have been living in Maryland for the last 6 years. I have been married to my wife for 4 years and I have two adult sons. I have been traveling and going to concerts as Covid has allows.

## **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 was for a while, and I used MHV. I did my education through it for my children and my disability and keeping track of my paperwork. I don’t go on it that often. I also got the COE for my house. Occasionally, I go and check my disability rating. I use Tricare for my healthcare. They have it laid out very well. If I didn’t find it, I would search it. Submitting paperwork is what I have an issue with.

**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?

**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? Service member benefits, active-duty service members and VA healthcare is the one I would click on because it talks about VA healthcare. I would think I would find it there. I didn’t go to my health because it has to do with benefits. That is what you hear about when you retire. I would see what benefits there are and I would start from there. I first thing of benefits because I think what benefits me after I get out. I guess it could go to health as well, but I go to benefits.
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? Service member benefits, I wouldn’t go straight to my health because I am not enrolled, I don’t see it there so I would go back, my health, VA healthcare benefits, coverage, apply for VA healthcare, apply now, and that is where I would find it. If I don’t have healthcare yet, then it wouldn’t be under my health because I am not in their system. It should be under benefits so I could apply for healthcare. My health is not the first one I would select because I am not enrolled. I think before someone applies for VA healthcare; they want to get more information. I wanted more information and from there you could apply from there. I would not go to apply now until I get an explanation on what benefits I would get, costs, if I would have to drive far, if I could get my family enrolled, I just want more information. I think there should be a more link under my health. Something more direct if you are already enrolled click here if you want more information and not enrolled click here. Either under Service member benefits or more up front under my health.
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, well I would go to my health, VA health benefits, go back to health, health resources, go back, service member benefits. I don’t know where to go to. Family member? I don’t know where I would find this one. My health, healthcare benefits, coverage, and dental care. I would say 5 I just had to look at more menu options. I don’t know how you would adjust that one to make it easier to find. If I really want to find something it doesn’t take that much energy to lift a finger or use a search bar. I didn’t think VA cover dental for Veterans. I didn’t know that was an option. Maybe up higher in the tree, maybe on the first drop down of my health. Add dental at the bottom of that menu, maybe that would be an easier way to find it.
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, health resources, and mental health. I don’t think there is another place I would go to get to that spot. I would consider health resource getting help with addiction, help with a family member (special needs), special care (cancer), more than a family provider.
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? My health, healthcare benefits, coverage, care and services VA covers, if I were to see a button that says coverage, I would hopefully see a page that would show me what I get and what I would pay. This is where I would go. Goes back your health care info would show me what I am signed up for and how much it would cost. I think under coverage is a better spot for this information. If I am trying to see what is covered and how much it would cost on the side of the levels. 6 or 7 I just don’t know if I clicked on the right one or not.
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? If you have a higher or lower disability rating, it will change the amount you pay for the healthcare. I didn’t know there was a scale. My health, healthcare benefits, coverage, goes back to main menu, disability, more resources. I am not sure where to go for this one. My health, VA healthcare benefits. I don’t know where to go for this one. I would think there would be a link under disability about the rates. Maybe that is under more resources, that would tell me more about the ratings. That one would be higher 8 or 9. I would not go to copay because that is what you pay to see the doctor not what you pay for a regular monthly coverage rate. I don’t see it fitting under there.
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? My health, medical records, manage your electronic record sharing options, and this is where I would find it. This would share with your doctor on a PDF. That is where I would go. I have used my blue button before to download all my records and you can click on individual notes. That was another option because you could download and send the records yourself.
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, I didn’t know there was going to be more branches going down, I was going between my health and benefits down at the bottom, copay bills and travel pay, how to pay your bill, and I would find it here. No, I would just say I just didn’t know which one to click on because I would associate benefits with what I owe or what they owe me. Copay label makes sense. The only thing I did for medical was the physical for my disability claim. That is my only experience with the VA.
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 prescription, and I would find it here. That one is pretty easy because there could be a few things under 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? My health, I see two things’ appointments or messages, I would pick either one of those two. If it is something easy, I would send a message if it was more difficult, I would make an appointment to talk to them. Message, compose, and that is how I would do it. It is straight forward. Tricare online has something along the same thing. It is pretty much the same thing.
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, healthcare benefits, outside providers, and I would find it here. There could have been another option under benefits as well. Benefits is always one I am wanting to go to right off the bat before going into the menu system. No, I was not aware they would pay for me to see outside providers.
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? My health, copay and travel pay, get travel pay, and that was self-explanatory. I would have taken the same path if I had not seen it before.

## **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? I think it depends on who it is because if you are doing this to improve the tree just having it better organized. I like trees but sometimes it has too much information that would confuse people.
* Did the menu options and content seem organized in a way that made sense to you? The labels used could be confusing because immediately when thinking of benefits, you could have tabs as Retired, active-duty, and go from there. A lot of things that fall under retirees’ active duty does not qualify for. Start the trees in an easier way, or maybe not have it as a tree because it could be a little more difficult.
* **[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? It was, but you may have other options under other links to take you to the same information. Multiple ways to get to the same information. If you currently get healthcare, click here or if you are looking for information have it towards the bottom to click there. If you could hover over the text for an explanation of what the button will take them.
* **[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!