**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 don’t know what do you want to know? I was in the Marine Corps for a short time before I got injured. I work part time.

## **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 currently see someone through the VA.

**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? Yeah, I have used them.

**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 check my claim status. When I went to the VA hospital I would use it for the appointments, and to message my providers.

**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? I think the website was alright.

## **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? My health, VA health care benefits, coverages, care and services VA covers, it is not under that one, apply for VA healthcare, apply now, and it is there. It depends on what you are looking for. Either you are applying for the first time or if they cover a certain thing that you want to get done. I would say that was pretty easy, a 1.
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? My health, VA health care benefits, goes back it is not there, health resources, getting started with VA healthcare. That is okay it doesn’t seem as logical to me. It seems like it should be under VA healthcare benefits. It wasn’t that hard to find so a 5 or 6 because it was the easiest neither.
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? My health, healthcare benefits, I would have thought that is where it would, goes back to health resources, not under there neither. This one is tricky. Coverage, this one is getting tricky. Starts over again. My health, health resources, I saw it somewhere earlier today. I do remember seeing it somewhere. My health, I am starting all over. Service member benefits, well that is a tricky one. Starts over. My health, VA healthcare benefits, coverage, oh boy, care and services VA covers, I FOUND IT! That one was not fun. When you go under my health why not just have dental right there, that seems more logical to me. I don’t even know if I could find it again. That is way too much. That is too much clicking. I think it should just be right there. I know if you are 100% you get dental.
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 health care benefits but then you have health resources, but I would go under benefits, I guess it is not there going to resources, getting connected to mental health, and I would find it there. When it says health resources, I would think it would be other locations not mental health. I guess it makes sense, but I would not have looked there first.
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, VA health care benefits, it is not under that, we will try copays but that doesn’t seem right, view VA copay rates, and I would find it here. That one was, it was not hard, but not as obvious. I don’t know if it would have been. I think there should be separate.
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? My health, Copays bills and travel pay I would assume it would be under that, view VA copays rates, but I feel like it should be under benefits because you just received a new rating so that is part of your benefits. That should just be under 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? My health, medical records, and manage electronic sharing. That was pretty easy, I have never shared them before.
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 because I would assume since it is my bill it would be there, copays and travel pay, see copay bill activity, and I would find it here. I think it was fairly easy to find you just have to make some assumptions.
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 was straight forward.
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, messages, compose, and I would find it here. I have done that online before. That one was pretty easy.
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, health resources, getting care outside the VA, and that one makes sense. I was aware they source things out. I am far enough away from the VA so they would source things out local which is nice. I would have known what community care was.
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, copays bills and travel pay, get travel pay, and I would find it here. That one is pretty easy. I have gotten travel pay before when I used to go to the VA in person. I never did it online.

## **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 most of the first tasks were standard and easy to do. Dental was kind of hidden, but overall, it is not that hard as long as you are used to using the computer. Some may not want to click because they are unaware, they could click back.
* IS healthcare a little different than the other benefits for you? No because I go on there to find other things as well. I go to VA.gov for other stuff.
* Did the menu options and content seem organized in a way that made sense to you? I think most of it makes sense besides a few placements of some. I guess with some hunting you can find them. Dental and how to apply could be higher up.
* **[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? If it says my health I am going to assume it pertains to my health or my appointments, my personal information I would not want other information under that.
* **[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!