**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 am retired Air Force, I retired at 13 years because I was blown up.

## **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 am enrolled in HealtheVet. Technically I am enrolled in healthcare, but I do not go because of sexual harassment. It is just not a very welcoming place.

**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 don’t think so. I avoid the VA healthcare because of the bad experiences which sucks because I have earned those benefits and I just don’t use 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 have used the GI Bill so I have pulled my DD-214 and got a house last year so I had to get my COE off there.

**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? Get healthcare benefits, eligibility, and then Veteran eligibility. I saw that one before, so I remembered that one.
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? The same list again and get healthcare benefits. If I am a veteran and I already know I am eligible just to double check. I also may click how to apply to make sure I have all the paperwork, and then I would click on apply now.
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? Healthcare, I am trying to pick between health resources and get health care benefits, I will go to healthcare benefits, eligibility, and then Veteran eligibility to ensure I qualify.
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? Healthcare, health resources, getting connected to mental health at the VA, and then I am hoping if I couldn’t get what I needed at the VA they would give me additional options on the outside of the VA. I didn’t know that is really helpful because that is a big issue for a lot of Veterans because we don’t know where to start. I think it is a decent place but with mental health you could put it on a banner because some people go to the page, but they don’t dig. Put it everywhere. Just scream it from the roof tops. To me when it comes to mental health there is no such thing as too much.
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? Healthcare, get healthcare benefits, go to healthcare copay rates again, and then all the cost would be there.
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 am just looking through all the options, I would probably click healthcare, healthcare benefits, maybe the copay rates, yeah that is what I am going to say. Hopefully that would be where I would pay if I saw my primary provider. If there is any kind of specialty care that I needed. Any kind of differing or prescription charge. If there was a in and out of VA charge rates.
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 and then medical records, and then manage your electronic sharing option, and I would be expecting whatever release form I would need to fill out on the next page.
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? Definitely the healthcare list, no not there, my health. This has a visible record, everything you need to manage your help. You can own it up front instead of waiting for something to come in the mail. I prefer it this way to keep track of everything. One stop shop. I like having it all in one place. Copay bills, how to pay my bill, and I think that is where I would go.
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? Back to the same large drop-down, pharmacy, and refill prescriptions. Once you see the list it sticks with you.
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? Healthcare, my health, messages, compose, and hopefully it would take me to an email draft to 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? Get healthcare benefits, and now I am just looking over all the topics. I am going back and forth between about health benefits and more Veteran health services, but I am going to go to health services definitely now. Go back to VA health benefits and I would about care and hope it would get me there.
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 bills and travel pay, get travel pay, and hopefully there is where I would find all that. I am kind of on the fence about combining them because on of them is where I am paying the VA and one is where I am getting paid. So, the money is going in opposite directions. I get it, but at the same time it does seem a little wonky that those two are together.

## **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 think there is the one if the VA would pay for me or not. When it comes to things specific to me, I could figure it out, but when it comes to general information search, I think there is some many aspects of those search boxes would take you there quicker. I do like the tree that you have started, but I do worry that if there is so many options in there it could be overwhelming in someone who is not tech savvy.
* Are there any healthcare terms that could be changed? Even the stuff that is not related to healthcare, like message, you could put message your doctor. Maybe like spelling it out more for those who wouldn’t understand what just message means. Don’t make it too long, but maybe like 3 words.
* 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 like it. I don’t envy you guys putting that together because there is so many categories. To be honest having worked in healthcare I understand where somethings could be as some people may not. Healthcare is not black and white and cut and dry.
* **[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!