**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, that is fine.

## **Warm-up**

Could you tell me a little bit about yourself? (If stuck ask about location, occupation, military service history) I am a Veteran. I served in the 80’s. I am a vocational specialist that works on Fort Hood. Not much to tell. I moved to Texas from New York. I enjoy what I am doing.

## **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. I recently just started using the VA September of last year before that I used Tricare from the military.

**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, I have. I also assist with other getting on the system because it can sometimes be an issue with logging in. It is not always user-friendly. I have struggled just to find a percentage from my disability. I went on the VA website to find that information because I did not receive a letter. My friend who is a VSO walked me through it, but that was a challenge. I can never get to things the previous ways I have done prior, or you have to sign in multiple times. It is just a challenge. It seems to be common.

**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 went on to look at my disability rating, help other Veterans pull up their Esummary, I go on to schedule appointments, and I order refills online.

**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? Healthcare, get healthcare benefits, goes back, Veteran eligibility, and that one was pretty easy. That was okay it just took me a little round about because I wanted to see what information that was there.
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? Healthcare, get healthcare benefits, I am going to start from the beginning so I can get the information, and how to apply. That was pretty easy. They are less buried. I think so. For the most part they are where they should be. I guess it is about how much you want to read. I don’t think it was a difficult, a 1 or 2. It is self-explanatory. I know I could have gone straight to how to apply but I wanted to read to ensure I am eligible.
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, get healthcare benefits, about VA healthcare benefits, what services are covered, and dental care. I think that was pretty easy. I would 2 or 3 it wasn’t that bad. What I don’t know is the percentage you have to be to get dental care.
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, my health, I thought I would, goes back, disability, get benefits, eligibility, that doesn’t seem like the right place, goes back, service member, disability, manage benefits, goes back, I feel slow, I don’t know. You went to my health because it was about me” what were you thinking? I figured because it says my health that it would be about me. I was just confused and didn’t know where to go. I didn’t know you could get mental health without being enrolled in healthcare through VA. Where would you expect to find it? I think it should have an area of its own because if I saw mental health I would have gone straight there. I would say 6 or 7. Yeah that was a little bit more challenging especially if someone doesn’t want to look or start to overthink, we may get tired of looking and just call.
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? About VA, nope that is not it, healthcare, get healthcare benefits, let me go back, health resources, goes back, this thing makes me feel slow, clicks on VA health copay rates. I don’t know, but I am picking it. I was thinking when I clicked on the one more about the VA and the benefits its should be in there. Just upfront that tells you about what it cost.
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? Healthcare, get healthcare benefits, VA health copay rates, and that is where I would find it. I was a little hesitate on where I would go. I was okay once I saw the copay. Because I know what copays are, that part is easy for me for someone else they may not be that familiar. I don’t know where else it could be. It made sense for me.
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 electronic records, and I’d find it here. I never done this before. This was easy.
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? Healthcare, my health, copay and bills, how to pay your bill, and here. That was easy.
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? Healthcare, get healthcare benefits, this is what I am talking about right here, I need to go back, this is what I go through every time I come here. Healthcare, my health, pharmacy, and refill my prescriptions. It is a challenging and I talk to myself every time I go online because I am fusing about it. Keep it simple, we don’t want to have to search for it. I don’t want to click 4-5 links to get to the pharmacy. It should be up front. I have Tricare through DOD and we have this figure on the screen with a breakdown on the screen that has the main topics. It is like a pie with slices, and I know where to go for everything I need. I see everything right there. I feel on MHV I have to go searching and click a bunch of links. I just want it simple. I get the same compliant from others in my workplace who come to me, and we sit here 15-20 minutes looking for different things on the website. There are too many links. I would give it a 6 or 7 because I can find it, but I want it right on my fingertips.
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, and compose. That was pretty quick. That was easy. Well, my provider gave me her VA email so I can skip going online to message her. It is just easier for me to shoot her an email. What kind of information would you not want to sign in for? I mean personal information I would have to sign in for and emails, but general information that the public could have knowledge to I don’t think you should have to sign in for that.
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 go to service member benefits for that, nope I don’t want that, nope I am going back, healthcare, health resources, getting care outside of the VA, and I would find it there. I got there fairly quickly it just wasn’t where I thought it would be. I do not know the name of the program because I have never used it. I would have clicked on community care.
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? Healthcare, my health, copay and travel pay, get travel pay, and that is it. Oh yes, I get my travel pay. I had seen it prior when looking for another tab. I have never done it online because I did not know until recently when my friend told me. When I request it in person, I got 8 or 9 checks. I would have gone to my health because it is relating to me. It could go together; I don’t know if it would make a difference as long you can see both. I just don’t know why copay doesn’t have its own pay. If we want it we will find it.

## **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?
* Did the menu options and content seem organized in a way that made sense to you? Overall, I still feel the same as when we first started. I think so could be less hidden, just keep it simple. We don’t want to have to look, just have it at our fingertips. Some with disabilities may not have the patience to keep looking for information and just give up looking.
* When you go to VA.gov would you want information such as your Tricare? Yeah, as long as I don’t have to search I would. Right now, if I click on eligibility, it would take me somewhere else where I would have to sign in again. I have a password for VA, eligibility, Tricare, DoD, but I am only getting information from Ebenefits. When I go to VA, I want to see everything for my VA. If I click on VA just give me VA information.
* **[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? Yes. Everything related to my healthcare, my doctor visits, copays, just the information that is there for me. I think that is the part you must be signed in for.

## **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!