**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. Go right ahead.

## **Warm-up**

Could you tell me a little bit about yourself? (If stuck ask about location, occupation, military service history) I just turned 70 6 months ago. Retired from the Air Forces 20 years ago. Was an officer. Got off active duty in 86 and went into the reserves then went back to active duty in 1996 and retired in 2001. Since then, I have been in Florida since 1987.

## **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? They told me I am not. I have gone around an issue with them.

**A. [IF NO]** Where do you get your healthcare from? I get my healthcare from the Air Force base.

Have you previously used any of the digital tools or services on the va.gov website? Yeah, plus I have done some of these interviews and tests. The reason I found out I was not enrolled was when the fire pit burning evaluation and that is when I found out I was not in the healthcare program, and I couldn’t get travel pay. I thought when you filed for the benefits you get enrolled into the healthcare system.

**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? Healthcare, get healthcare benefits, eligibility, Veteran eligibility, and that was straight forward. That was a 2.
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? Again, here is where your lists are broken out until I ran into these issues with the burn pit exam, I was unaware of the fact that there are two different halves of the VA. I was not aware there was a healthcare and disability to me it was all the same. Everything should be under the VA. It is confusing. Healthcare, get healthcare benefits, eligibility, and Veteran eligibility. That is straight forward. If I didn’t know what I know I wouldn’t know which one to pick from healthcare or disability. The first contact a Veteran has with the VA is with disability, they deal with disability and not with healthcare.
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, about VA, and get dental care. That was a 1. That is cheating I just saw that one.
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, get healthcare, coverage, and if you just click it is just logical to find under services VA covers. A person who maybe needs mental health may not see it that way. A person who needs that may be more someone else finding that for them than themselves. Have another one for Caregivers to find this information. Actually, the one thing I know you do is if you have any suicide thoughts call this number. That should be on here.
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, VA healthcare copay rates, and that one was a 2.
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? Disability probably, manage benefits, probably under maybe I should go back, manage benefits, goes back, healthcare, get healthcare benefits, copay rates there we go, I would find it there. It was there but what I was thinking I was looking for disability rating. Maybe under the top line I think most people would go to find out how much they will get paid and how would that affect your cost.
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? Healthcare, records, get records, get medical records, yeah it says you’d find the answer there, but I don’t know if that is the answer to the question. I am thinking more of finding a form I would fill out at the VA hospital to get permission to send the records to an outside provider. This seems I want to get my records and hand carry them to my provider. I think there should be another option to give permission online and sent electronically.
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, benefits, copay rates, and that one was easy to find because I did the other one. I think if this was the first question, they asked me I wouldn’t have found it that easy. I think that was a 5 and think it should be one of the top lines. Payments and healthcare cost.
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, about benefits, what services are cover, that is probably not where we want to be, more Veteran VA healthcare, not there, back to healthcare, service member benefits, no that is not, healthcare, maybe under resources, no, my health, aww pharmacy, that one is hidden, refill prescriptions. I found it under healthcare, I don’t remember how I got there. It just wasn’t obvious. That was a 5.
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 because it is my problem, messages, probably under compose, and then you would send your message. What made you go to my health? It says you want to talk to your provider about your issue, so it makes sense for it to be under my health.
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? Healthcare, get healthcare benefits, lets look under benefits first, what services are covered, goes back, where to get care, you are looking for outside so it should be there. No that makes senses I just wanted to see. That was a 3 that was easy.
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? Benefits, healthcare again, I think benefits, maybe not let’s go back, this one is going to be tricky, under disability under file a claim online. I know that now, but I think there should be another line. I looked under my health, but it wasn’t there.

## **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? They were fine. A couple of them were there but you had to dig to find it. It was findable it wasn’t hidden. The only question I have you are intending for this portal to be used by individuals using a public computer? Are you allowing the same questions to show up on their own personal computer? Yes. Maybe one of the options should be how to get to my local VA clinic or how to contact your local VA clinic so they can provide you instructions on how to get to them. I know homeless may not have a way to get to the VA. Putting it in additional resources would be great to put that 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? The one thing I don’t think was under there was a place for me to update my health. Somewhere I can go in and give a status of my health, my medical history, and add my medications. I keep all that information on an app on my cellphone, but not everyone has a cellphone. Under my health would be your health. Your DOB, blood type, all your surgeries, medications, just a place to update your medical information.
* **Are you use to navigating online? Yes, after the military I spent a lot of time working in the IT field.**

## **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!