**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 am a retired Army Colonel, I have two children who are active duty. Both who went to the Naval Academy, I was a nurse for 45 years, and live in North Carolina.

## **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 used my retired benefits.

**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? No.

**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? My health, VA healthcare benefits, it is a toss up between your healthcare info coverage, care and services VA covers, okay so you know they cover those things, but it does not tell you if you are eligible. Could you go up one screen please. You could apply for VA healthcare, eligibility, and Veteran eligibility. When I was wrong, I knew I had to go back, so that seem the most logical to look under coverage. What would appeal to me would be “Am I eligible?” I would like to see it under VA healthcare and benefits because why would you want to read through everything if you are not eligible? Maybe a 7, but I think it is because I am bias due to my background. I am not the typical person who would be looking for this stuff.
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?
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, I don’t see what I am looking for, I could look under my health, I would look under VA healthcare benefits, learn how to upgrade your healthcare, go back and look under your healthcare information, go back coverage, Care and services VA covers, and dental care. Obviously, I tried something different as my first pick. I think it could be made clearer. Why did you not pick my health? That to me seems like you have already seen someone and that is going to take you to where your results would be. My health seems more personalized information. Maybe a 4. I just had to click a couple screens. I did not know you could get dental care through the VA.
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 getting connected with mental health at VA. Not so sure that everyone would get that on the first click. Health resources covers a bunch of things, but I don’t think it would be hard to find. I would just put mental health because it is such an important category that I would want to be easy to find. Under my health or health resources/mental health. I think it is fine, I see what you guys are doing. I did not know that. That is a good question, I am going to say it is part of your whole health. Being an Army nurse for 30 years I am not sure everyone sees it that way.
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 healthcare benefits, coverage, care and services VA covers, I would click on any of those, long-term care, and I don’t know if I picked the right thing because I do not see costs. It may be on that page; I would click on long-term care. I was looking under VA benefits care, and I went to my health because I wanted to find out the cost for me. Under coverage I should be able to see some costs or what would be covered or not covered for me. It was what I would expect.
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 would go to disability, maybe that was not the right one, go to manage benefits, this is helpful to me, view your VA disability rating, and I am not sure if the cost would be there. If it is a higher percentage, you would pay less. I don’t know if it would be here. It would tell you that your percentage is 50% but I don’t know if it would tell you how much you are going to pay. That is my feeling. I think it might be there. I do get military, after I retired, I go breast cancer, and I am sure I would be eligible to get a disability rating increase. I used to live in Nevada when they did the above ground testing so I could see myself going into this section.
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 your electronic record sharing option is what I would choose. That seemed very straight forward.
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? I will go to my health, copay bills and travel pay, then see copay bill activity, well there is a box under that said how to pay your bill, and you could go to copay FAQs. I would hope you find it there, but if you could not find it in the other one, I selected I would go here. I would see my activity because that will tell me how much I owed then I would go to how to pay your bill. I would think you don’t need those two categories, if you see your activity, you should be able to pay your bill as well. I understand what a copay was, it was not confusing.
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, fast learner, pharmacy, and refill. It was easy once I knew what my health was.
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 I would think there would be other categories that would give me a list of doctors. This made sense, and I have done this before.
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 think my health, I am tossing around VA healthcare benefits or health resources, lets try health resources, and getting care outside of VA I would pick. Yes, I was aware you could get healthcare outside the VA. It was pretty easy because health resources for the average person would only know when they clicked on it. What do you think should be under health resources? I pretty comfortable coming here to health resources. Things like testing, results, procedures, I am trying to collect my thoughts, home health, mental health, you know those kinds of things.
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 I would find it here. I could have clicked on a couple of them because I would want to see how much they would reimbursement for gas. I could even go to Travel pay FAQs.

## **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?
* **[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!