**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 48 years old. I am a US Army Veteran, I was active duty and then I moved to Reserves. I am a licensed mental health specialist.

## **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 am currently enrolled, and I use the healthcare.

**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? There was one that dealt with mental health that I played with but that is really it.

**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? The website is pretty good. It is easy to navigate. You can see your test results, appointments, and prescriptions.

**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? I am just reading all the choices and pick which one would be that task. I am starting with VA healthcare because it will tell me if I qualify or not.
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? Yeah, because I messed up earlier, I knew where to go this time. You only have to mess up really big one time before you know where to go the next time.
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? I am lost on this one. I know I saw dental somewhere. A 10. That one was more challenging. I knew I had saw it, but it was not named as dental care, but I could not remember where it was. Dental and Mental health should have their own tab under My health.
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? Probably a 9 or a 10 because I was confused. I was looking for something that said mental health. Having to try and find that was hard. I had to go back and forth to find that button. I did not know to be honest because I have gotten my mental health through outside providers. \*You mentioned seeing mental health as its own tab, is there a way to make it more visible?\* On the home tab I would like to see the services that are available. The services should be listed because I wouldn’t know you are listing them together from looking at this.
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? That is never going to happen. I worked for the VA for years and you will never know the cost of the healthcare prior to going into the appointment. Under long term care you would find out what the VA would cover if you had cancer. The answer is not where it would be. I would think it would be under the My health tab and find it somewhere under there. It has more information there than any other tabs. Because it says my health, I would think it would be about my health.
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? Difficulty was a 2 because it had more information because it had complete sentences. I know that disability would be pension.
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? I am wondering after pressing home which option applies to me because there are no other options. I would think it is VA benefits and health care. I wish there were additional instructions to tell me that. There are just no directions. I don’t know I am here, but where is here. It needs more instructions. What was confusing it didn’t tell you if you need to pick one or which do you want to see. It just doesn’t explain what would be available if you picked that option.
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?
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? It was. I have experience filling prescriptions on MHV.
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? Yeah, this was pretty easy. If you want to communicate with your doctors the best way is online. I have used it plenty of times and they reply quicker on MHV than calling them in their offices.
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? How would I know to go back? If you click back at home, you can go back to the main screen. That should be added because I wouldn’t know that clicking that would take me back. That was probably a 4. It was not where I thought it would be. I would have to go back to the beginning to see where it should be. I just scrambled to find it.
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? That was a 5 because I had to talk myself through the logic sense of where the travel pay would be.

## **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? Yeah, good once you clicked the labels it was easy to read. Once you thought about where certain things would be at you could find it.
* Did the menu options and content seem organized in a way that made sense to you? The labels were not my favorite. The drop-down menu, some of them, were detailed enough for me to find where I needed to go. That is because I have experience with MHV. If I was new, I would be confused. It just wasn’t detailed enough. There wasn’t anything telling me why I was picking this option. There just wasn’t enough information just a bunch of labels. They would just need to be grouped in order, and when you clicked the box, you could have more details. The My health button was like the golden egg.
* Do you think we should add eligibility tab under there? No that wouldn’t make sense.
* Under service member tab, what would you expect to be there? All the benefits you would receive as a Veterans. Anything you could receive as a Veteran, generally.
* Going back to the first task you selected message; how would you complete that task? You could message the record department to fill out the paperwork to have your records shared.
* **[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?
* **Are they trying to combine all the sites into one? Yes, that is what we are looking into doing so your feedback is important.**

## **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!