**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? I am comfortable.

## **Warm-up**

Could you tell me a little bit about yourself? (If stuck ask about location, occupation, military service history) I am a retired Marine, I came up in ranks and then became an Officers, I retired in 2018, and I became a service officer for American Legion 9. Currently I am a member of the DAV.

## **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 100% service connected, but I have Blue Cross Blue Shield because the VA charged me for the Covid shots. I am familiar with the VA.gov website due to helping other Veterans with their claims and making appointments for them.

**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?

**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, and Veteran eligibility. I think you can get rid of healthcare and get healthcare benefits. This is easy enough to find.
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? This is kind of interesting because in the clinic where I work in we have an office that would help your find out if you are eligibility. I think find a location would help. Let’s try VA benefits and healthcare, healthcare, get healthcare benefits, and I am going to say how to apply. The reason I said go straight into apply is because once you go to the office, they will tell you if you are eligible or not. I spend a portion of the day I direct people to the office down the hall to Michael so he can help them to see if they are eligible for VA healthcare benefits. Just last week I have two Korean War Veterans come in that did not know anything about their benefits. That is the path I think you would take to get enroll and it is not difficult. I think you could find it.
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, this one is a little more challenging because I do not see anything that states dental. I know there are two ways to get dental once for the first 90 days after you get out and then when you have 100%. Get healthcare benefits, eligibility, and Veteran eligibility. I am not too happy with the search on this one. This one would be an 8 or 9 because it doesn’t specifically address dental and if it does, I didn’t find it. If I am looking for something about dental after I click healthcare, it should state dental benefits to make it easier to find.
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, and getting connected with mental healthcare at VA. I looked right over that. If you have benefits and healthcare, you may be able to eliminate health resources to make it easier to find that information. Just put it under healthcare. That title is good for me. About a 4, it wasn’t that hard. Yeah, we have a clinic where I work and Veterans can come in and get help.
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, about VA benefits, what services are covered, long-term care, and I think that is where I want to find it. It is lengthy. I should have been able to answer that higher up. I would say about a 7. There are a lot of things to consider, but I would say about a 7 difficulty. I think being able to go into the first thing that should answer all the things you would have a question on. You are asking about the costs which should be under Benefits and healthcare.
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, and VA healthcare copay 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? Healthcare, records, get records, and get medical records. Still doesn’t tell me if they are going to hand them to me or if they can provide them with a non- VA provider. It is very general. I don’t know if you were allowed to get your medical records. This is not clear. Say I provide them my private doctor I shouldn’t be carrying my records to my doctor. I bet you would be able to transfer from my health to my chart. Medical records and manage your electronic record sharing options. I feel better that way then people going to get their medical records and hand carrying them. Just the lack of not seeing it. I think you could eliminate healthcare and go straight to my health and then medical records. I would take it out of the other record section. It is a little confusing having it is two places. That other area does not send it to an outside provider. I think this is a better path. The other one does not go into manage your electronic sharing. Once we got passed the initial stab at it was a 3.
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, this is going off the rails, get healthcare benefits, this is a tough one, I guess you could go to copay rates. This was as clear as mud. This needs to state billing. You could put it under my chart, my health, copay and travel pay, and how to pay your bill. I think you could eliminate healthcare. My chart sends me my bill on my chart. It should be under my health should be under travel pay because a lot of people forget about it along with your bill. I think people are going to use my health because I use my chart all the time because it also tells me when and why my next appointment is.
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, my health because of my chart that is how I do mine, pharmacy, and refills. My health is identical to my chart. Take out healthcare.
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, I am going to take a stab at this, I have something through my provider called my chart, so I want you to click my health, messages, and compose. I use something similar with my doctor and I can talk to them anytime. If it works as designed, it is a good program. I have even communicated with my doctor about my prescriptions. You could eliminate healthcare and go to 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, healthcare resources, getting care outside the VA, and that is where I would find it. I would eliminate healthcare and bring up the health resources under there. The VA had a program under the choice program where you could choose to be seen outside when the VA does not cover services. That is just an example. I have used the outside sources for the VA. You have to explain what community care is. Maybe it should start off with outside services can be provided. Especially when the VA is like 200 miles away and can not drive to get healthcare through the VA.
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, and get travel pay. Healthcare does not need to be there. Jump straight into my health. It is found because it is monies.

## **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? I think we are moving in the right direction. I know they are short staff at the VA. I know it is tough competing with private hospitals. This is hard for the people trying to get healthcare because they have to wait to a long time to get an appointment. This would help by allowing them to access My health. I have to drive 45 miles to a doctor. I paid for lifeline to get a helicopter to land in my backyard to get us to the hospital. Right now when you go to Ebenefits it jumps you to VA.gov and makes you sign back in. That is not user-friendly.
* **[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? Sure, I think all that information should be found there just like it is for My Chart. It tells me even what building and room I need to go to for my appointments and labs.
* **[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!