**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.

## **Warm-up**

Could you tell me a little bit about yourself? (If stuck ask about location, occupation, military service history) I am 66, I work as a professor at Boston University, prior I was working Sony, I have two adult children and two teenagers.

## **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? Not at the moment.

**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? I believe I have, but it has been a few years now.

**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 here I am. That was easy. I’d give it a 2. That is a primary question you would want to find out.
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, and apply now. I would give it a 2. I think it so. No additional feedback.
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, more Veteran VA healthcare services, and clicking on VA Dental Insurance Program. The only feedback is that it is an awful amount of step to get there. They are logical steps I felt. Placement makes sense. It belongs in healthcare. Often people include dental with healthcare, or maybe an indicator a little further up that healthcare and dental are one tab. Yes, I was aware you could 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, health resources, and getting connected to mental healthcare at VA. I think it was okay. I think somewhere if the title could be physical and mental health resources. Given it a separate category and even own its own category. Maybe a 3.
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 healthcare benefits, and I am finding costs of care right here. Yeah, that was easy to find. That was a 5 because you still have 5 or 6 steps to get there. I am just trying to think of in terms that don’t work on an online platform. I don’t recall if there is an option to search. I think that would eliminate a lot of what I am saying. I think a copay is an amount you have to pay and not the cost of a service.
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, get benefits, that is not where I need to be, manage benefits, view your VA disability ratings, and that is it. I think it makes sense. I would give it a 4, once you are familiar with the system it makes sense.
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? Records, get records, I guess it would be get medical records, and I am not sure it gave me the option to send to an outside provider. I would think. If I was able to go to the next step to see what I could do with the medical records that would be helpful.
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 again, my health again, that was not a good choice, back to healthcare, health resources, that wasn’t right, back to VA benefits and healthcare, this one is a difficult one, goes back to home, VA benefits and healthcare, healthcare, and you have stumped me on this one. Since we are talking about a medical visit, I would expect it to be under healthcare. I could click under appointments and that didn’t do anything for me. I guess this is where it is under pay your bill. That was really difficult. I think it is under the right section, but change it to pay bill, copay, and travel pay. Not all the time is copay and paying bill the same. It is just a long way to go for this. I think pay bills should be more direct. On the real site you have a search button that is what I would do because I would get tired of searching. Yes, I have done this before. It was almost front of mind. Either in a list like this or a button that directs you to paying your bills because that is one major functions.
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? Reading the list, try healthcare, try my health, pharmacy, and click on refill prescriptions. When I look at the VA benefits and healthcare that is quite broad and there were descriptions there that I was not expecting there. Perhaps one step above my health because I think pharmacy is different than healthcare and such. That is my only remark. It was moderate. I would give it a 4.
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 try my health, messages, and compose. I would assume I would put in my doctor’s name or select it. It makes senses to go under my health. I have not done this before on another website.
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, abut healthcare benefits to see what is there, what services are covered, these don’t tell me about outside benefits. Goes back to healthcare, health resources, getting care outside of VA, and I would select that. I had to do a bit of moling to find it, but it was not impossible, and I knew I would find it somewhere in there. Once you get familiar with the system you would be able to find it. It makes sense the more I think about it. The only other thing inside the VA and outside the VA, but that is not necessary. I was not aware you could get care outside the VA and beneficial.
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 I guess, health resources maybe, that doesn’t do it, my health, copay bills and travel pay, and get travel pay. You have to go through quite a few steps before you are given that as an option. I think it does belong under healthcare for sure because I couldn’t imagine where else it would go in this because this area is pretty broad. That makes sense, I guess. I don’t know if it makes sense to put with copay, but I don’t know where else you would put it. I would give it a 6 because it took some detective work to find that one. Unless you are familiar already, I would go to travel pay FAQs prior to getting travel pay.

## **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? I just think the site is pretty vague. I think someone with limited experience or other challenges it would be a bit difficult. I think it could be simpler and more direct.
* Did the menu options and content seem organized in a way that made sense to you? I find the organization system the major categories are quite broad. Almost like a kitchen sink of what you may find there. I think it takes a little longer than it should. It is all thing, but it takes quite a lot of moling to get there. Maybe functions for payment should be their own buttons. Keep it separate from the more medical functions.
* **[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? I think so because it helped separate things that were personal for me and general information. It is a very clinical site that I would expect from the VA and government in general. It wasn’t the most warm and fuzzy site I have been on.
* **What kind of bells and whistles would you want? I would like a help option, an online assistance, I think that would go a long way.**

## **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!