**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) Air Force Veteran of 11 years. Right now, I am just taking it easy on disability. Spending my time volunteering every now and then. I am in Georgia.

## **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 in the healthcare system in the VA.

**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? Yeah, I use their app and the VA.gov website as well.

**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? VA.gov it is alright. \*Audio issues\* I check my appointments. I use the website more than the app. I use the telehealth app as well.

**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, wait a minute, go to service member benefits, active duty and VA healthcare, and I would find it here. I had to think about that one. I guess if I was looking for healthcare it wouldn’t be under there yet. The way I am looking at my health is if I am already enrolled. That was fine. I just had to think about what I was doing.
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? Service member benefits, I feel like we had this one before or similar. Go to active duty and VA healthcare, and I would find it here. Yeah, the same logic. I wouldn’t look under my health because you would be under my health. That wouldn’t be an option if you were not enrolled.
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, active duty and VA healthcare, and I would find it here. That one is similar to the other question. I just want to see if I can get a benefit beforehand. If I was already enrolled in healthcare, I would go to my health instead.
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 to mental health. I would find it there. I didn’t know that was even an option that is why it took me so long to find it. I didn’t know that was an option on the VA drop-down menu. I would think you would call the number to the VA. Yes, I thought it was only certain issues you had in the military I didn’t know that was for everyone. That was a 2 because I was not familiar with that. I was thinking it would be under my health because not everyone is going to have health insurance would not have mental health insurance through the VA.
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? About VA, learn about the VA, no it is not under there, go back home, benefits and healthcare, I didn’t think it would be under there, service member benefits, lets do the active duty and VA healthcare. I guess that is where I would find it. Well, if I had insurance through the VA I would expect to find it under my health, but if you don’t have insurance you would find it under about VA. I think you should have it in both places because you are dealing with both type of people.
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? VA benefits and healthcare, disability, manage benefits, it is not under there go back, one more up, my health, health care benefits, click on coverage, none of that will tell me, and click on apply for VA healthcare. I am in the wrong spot none of that is telling me what I need to know. Go back to Veteran eligibility, I don’t know if I like that one because that was not a clear path. Just not this path why would I find it under my health. Maybe I am reading into this question too much. Okay I would have never thought to go there for that question. Yeah, I would find it here. I am not sure I would have to think on that one.
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? \*Audio issues\* Medical records, there are two ways I think I can do it. The first way I have done it in the past is the VA Blue Button, print the records, and then send it to the non-VA provider. I think I can also do it by managing your electronic records. I have shared my records before. It was a 1 it wasn’t hard. I have a question, when you click on the share your records how long does that last if you did that? Is that something you have to do all the time, or will that be something that will stayed clicked until I change it? I would only want to share my records for about 3-4 months, not all the time. I want a time frame.
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? My health, copay bills and travel pay, and how to pay your bill. Yes, I will find it here. That was fine I would give it a 1. It was fine. No, I have never had a co-pay. That is the first time I have ever done that or looked for a bill. That is just medical language, I think copay is fine.
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, pharmacy, refill prescriptions, and I would find it here. That was straight forward and simple.
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? My health, messages, and compose. I would find it here. I have done that 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? My health, go to health resources, care outside of the VA, and I will find it here. I don’t know if that is really valid because if you are getting healthcare outside the VA, it goes through community care which someone has to put in the referral for you to be seen. I would not go through that path because I am not sure if it would be approved. If I need someone outside of the VA, I would see my provider to put in that referral. If I am just looking for information that would make sense.
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? You won’t get paid back for the cost of gas they pay for mileage so you might want to change that. My health, it is not under there, oh I am sorry copay bills and travel pay, get travel pay, and I would find it here. That was simple enough, but I do not like copays and travel pay under the same umbrella. It should be separated. It should still be under my health it should just be its own tab. They are not associated because not everyone will be paying a copay and not everyone would be qualified to get travel pay. I have done mine on paper. I don’t like on doing my travel pay online. If your appointment is not generated in the system or it is a community care appointment there is not a way to put an address, it just gives you a bunch of options to click on. It is not user friendly.

## **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? No everything was a work in progress, so I thought everything was cool.
* Did the menu options and content seem organized in a way that made sense to you? Everything was fine besides the ones we previously discussed.
* **[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? When you say my health, I am assuming that person has health insurance so outside of that I wouldn’t look there. If it was healthcare or VA healthcare because seeing my means myself.
* **[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!