## Problem Statements

**Problem**: Patients have difficulty finding information about digital tools available to them in improving their health and wellbeing

**Matters**: These tools make care more accessible

Veterans are missing out on available resources, so they are not getting the care they have earned/need

There will be multiple tools to accomplish the same thing so Veterans will not know what to trust if there is inconsistent info.

There will be multiple tools to accomplish the same things, so Veterans will not know who/what to trust or where to start

Veterans have to navigate to different portals & tools to accomplish the same tasks; this introduces confusion, which can be a barrier to care & wellbeing

The types of care offred by VA (incl. CC) is not easy to find, understand, or take action on, which means that Veterans only use what they can most easily find. (missed opportunity to deliver faster, better care)

Veterans are receiving multiple tools that may have inconsistent information, potentially creating risks when comprehending and sharing data

Veterans and providers are unaware of and confused by the digital tools available to them. This means they are not getting the benefit of using the tools.

Veterans and Caregivers don’t understand the types of care they can receive because VA does not communicate the same info in the same place, leading to confusion and a lack of confidence on the VA.

Info available online is scattered, isolated, incomplete and sometimes misleading, resulting in Veterans abandoning resources, giving up or making phone calls.

Veterans do not have a consolidated and personalized approach for accessing care. This creates missed opportunities for Veterans to engage in how they receive care and promote self care

## Questions/Ideas to look into with Veterans

* Do you go to a doctor for a specific need or because you automatically received an appointment at discharge?
* Clinically supported transactional care (motivation?)
  + E.g. when given a protocol through Annie, what motivation level do Veterans have to interact with transactional app.
* Would you prefer multiple options recommended to you by a providore or the VA or just one and then you explore to find others?
* Do you know how to find all of the Care options offered by VA?
* Do you know about the digital tools VA provides for your use?
* Talk me through your thought process when you need to go to the VA to get care? How do you decide what type of care you need?
* Are you open to VA suggesting alternatives, potentially faster ways to access care than what you set out to get? (Example: a telehealth appt. Vs in person or a chat w/ pharmacist vs in person)
* Confidence in ability to successfully complete action when electronically engaged with VA?
* What would make a compelling case to make Veterans comfortable with new sources of care?
* How long would it take you to get in touch w/ the VA?
* What moment in you digital experience getting care would be the appropriate time to make alternate recommendations?
* Veterans spend a lot of time in health history in MHV. What are people looking for in health history?
* Is it important to see results of my PGD data?
* What kind of trust to Veterans have across different modes of getting care?
* What or who do you trust most to inform you about health tools available to you at VA? (Doc, VA.gov, MHV, call center, etc.)
* How are Veterans framing their tasks? (care, scheduling, help...)
* Do you trust (or are you open to trusting) digital health tools such as chat or telehealth if they could help you meet your needs faster than if you had to wait for an appointment?
* What does it mean to Veterans to ‘meet their needs’?
* Does financial incentive of no co-pay for some of these interactions have value for Veterans?