**Research Plan for MHV Pharmacy Page Consolidation**

**Aug 5, 2021**

**Goals**

1. **What product & team are you doing this research for?**
   * My HealtheVet – PGHD & Pharmacy
2. **Background: Briefly, what is the background on this product? What would a new person on the team need to know about this product?**
   * Our goal is to remove duplicate pages within the MHV Pharmacy site, and consolidate the format information into a single page. Upon initial review/analysis of the pharmacy pages, the following have extensive duplicate data. Duplicate pages:
     1. VA Prescription History (remove)
     2. VA Medications Summary (remove)
     3. My Medications Lists (keep and merge #1 & #2)
3. **Research questions: What question(s) do you hope to be able to answer after completing this research?**
   * Will the user understand the merge~~, and will it be better~~?
   * *Recommended change: Does the user need a visual cue or content to help them understand the change?*   
       
     Will the user need a message on the ‘removed’ pages at first or will they understand if those page links are no longer there?
   * Is the new consolidated design usable, desirable, efficient, etc.?
   * Are there other things we’re not considering with this new design?
4. **Hypothesis: What is your hypothesis for this research?**
   * We predict that the new site will have a satisfactory task completion time, success rate, and ease of use. However, we anticipate the user running into issues that we will likely need to adjust for the DXP Design.
5. **Goals:**
   * Build understanding of what users want to see on the pharmacy page redesign, including the necessity of page consolidation, how users would like to be notified of the upcoming changes, and how users interact with the Pharmacy site overall.
   * A/B test screens and features:
     1. Methods of notifying the users about the changes to the site
     2. Radio buttons vs. dropdowns above the summary table
   * Increase overall user satisfaction and understanding while meeting business requirements

**Method**

1. **What method of research are you planning?:** Remote moderated usability testing with high-fidelity prototypes.
2. **Location:** Remote
3. **Product:** High Fidelity interactive XD Prototype
4. **Tools:** Zoom, Adobe XD (XD link will be provided during call and users must share their screens)

**Participants and Recruitment**

1. Participant criteria: What are you looking for in a participant? (Mention: Number of people, ages, accessibility preferences, geographical diversity, login requirements, VA benefit requirements, familiarity with technology, etc. Keep in mind, the more requirements, the more difficult the recruit, so give ample time to ensure the right participant mix.)
   1. 5-8 participants
   2. Familiar with MHV
   3. Familiar with using the MHV Pharmacy site
   4. Wide age range between participants
   5. Wide range of ethnicities
   6. Male/Female mix
   7. Any military branch
   8. 1-2 Participants with Disabilities, esp. visual and cognitive impairments (if possible)
   9. Family member/caregiver (non-veteran), if possible.
2. What is your recruitment strategy? (If in person, describe how you will find participants. If remote, mention if you plan to draw from the existing recruiting contract or if there are other places where you would like to reach out to find participants specifically for this project. If you need help, please contact UX lead.)
   1. Perigean will manage user recruitment.

**When?**

1. Timeline: What dates do you plan to do research? (IF you are using the research recruiting contract, please submit 1 FULL week prior to the start of research for remote, 2+ weeks for in person.)
   1. Begin user testing on Monday, August 16th
2. Prepare: When will the thing you are testing be ready? (Goes without saying, but should be a few days before testing will begin.)
   1. Friday, August 11th
3. Length of Sessions: How long do you estimate each session will be? (This helps with scheduling & thank you gifts.) e.g. 30 minutes, < 1 hour, up to 2 hours, up to 4 hours)
   1. 45 minutes-1hour
4. Availability: If applicable, when would you like sessions scheduled? **Please list exact dates and times in EASTERN Standard Time**. Please request enough dates and time slots (e.g. Monday 9-1, 3-6; Tuesday 9-6, etc.). Be as flexible as possible, cognizant that many Veterans are only available before and after working times, and live across the U.S.
   1. Monday August 16th, 11:00am – 6:00pm EDT.
   2. Tuesday August 17th, 12:00pm – 6:00pm EDT.
5. Pilot: Please indicate a date before your sessions begin for piloting your research. Which member of the design team will you pilot your research with?
   1. Monday, August 9th – August 13th; Bobby Bailey, Jessica Robertson, Alexia Wunder, Arienne Walters

**Team Roles**

Please list the people who will be serving in each role. **Include the primary phone number for moderator and the emails for moderator, notetaker, and observers. If you need Perigean to take notes for you, indicate that next to Notetaker**

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| --- | --- |
| Moderators | Gavin Quinn  (651) 200-8103  [Gavin.quinn@bylight.com](mailto:Gavin.quinn@bylight.com)  [Gavin.Quinn1@va.gov](mailto:Gavin.Quinn1@va.gov)  Alexia Wunder  (209) 276-8256. [Alexia.wunder@bylight.com](mailto:Alexia.wunder@bylight.com)  [Alexia.Wunder@va.gov](mailto:Alexia.Wunder@va.gov)  Bobby Bailey  (214) 970-9501  [Robert.m.bailey@bylight.com](mailto:Robert.m.bailey@bylight.com)  [Robert.bailey1@va.gov](mailto:Robert.bailey1@va.gov) |
| Research guide writing and task development (usually but not always same as moderator): | Alexia Wunder |
| Participant recruiting & screening: | Perigean |
| Project point of contact: | Alexia Wunder, Gavin Quinn |
| Participant(s) for pilot test: | Arienne Walters, Alexia Wunder, Gavin Quinn, Bobby Bailey, Andrea Perez, Jessica Robertson |
| Note-takers: | Alexia Wunder, Bobby Bailey, Jessica Robertson and Gavin Quinn, Arienne Walters (whomever is not moderating) |
| Observers: **List email addresses for those who should attend and observe the sessions: VA Stakeholders, engineering team members, design team members, any other people who might find this research relevant to their work** | alexia.wunder@bylight.com; arienne.walters@bylight.com; andrea.perez@bylight.com; gavin.quinn@bylight.com; robert.m.bailey@bylight.com; jessica.robertson@bylight.com  \*more might be added later |