

## Project Team

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## The Need

The Veterans Health Administration (VHA) launched in 2003 an innovative personal health record called My HealtheVet (MHV). MHV is a nationwide initiative intended to improve the overall health of veterans and promote better communication between VHA patients and their providers. MHV is a secure web-based portal that offers patients access to trusted health information. The objective of this study is to understand which features of MHV do patients use/prefer/not prefer and to identify the barriers and facilitators of optimal use by patients. A usability test will identify the preferred features veterans find most useful. The overall study is a 6-month effort and located at the Roudebush VAMC.

## The Research Questions

- How often do you use MyHealtheVet?
- Are there factors that prevent you from using MyHealtheVet more frequently?
- What type of things do you use MyHealtheVet for?
- Have you ever experienced frustration in finding information in MyHealtheVet?
- Are there specific functions in MyHealtheVet that you find difficult to use?
- Are there specific things that you would like to see MyHealtheVet be able to do that it cannot currently do?

## Systems-Research Tools

We will first perform semi-structured interviews with 6-8 patients who have previously used MHV. These interviews will identify barriers and facilitators of use (i.e., functions and features of MHV that the participants particularly benefited from and those that they had the most impediments). Data collected from these interviews will be used for the usability testing. Data will be analyzed using constant comparison and thematic analysis and will be coded line-by-line. Members of the research team will discuss their interpretations and identified themes. These themes will subsequently be organized into categories that participants identified as important to their MHV use.

## Project Overview

A total of 24 subjects will be recruited for the MyHealtheVet Project. Sixteen (16) participants who will take part in a usability test for this research project with eight (8) taking part in initial interviews. They will be introduced to MyHealtheVet software being tested. They will be asked to complete several scenarios using MyHealtheVet. For example, scenarios may involve the following tasks using MyHealtheVet: (1) Graph health readings, (2) Record past medical history, (3) Record family's medical history, (4) Track blood pressure, (5) Watch cholesterol, (6) Watch diet, (7) Track exercise and activities, and (8) Fill prescriptions. The usability test will be video recorded to help us gather data on the usability of MyHealtheVet. After completing each set of scenarios, they will be given a questionnaire on paper to rate their satisfaction with using the software.

## The Impact on Veterans

This research will be instrumental in re-designing and modifying the MyHealtheVet website. We expect this research to accelerate the penetration and usability of the MyHealtheVet program. It is anticipated that findings from this program will enable the program leaders to use and access the MyHealtheVet program more effectively and in an efficient manner.

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### Department of Veterans Affairs

VA Center of Excellence for Implementation of Evidence-based Practice  
<http://www.ciebp.research.va.gov/>  
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#### Affiliated Centers:

Indiana University-Purdue University at Indianapolis  
Center for Health Services & Outcomes Research  
<http://www.indyhealthservicesresearch.org/>

National Stroke QuERI Coordinating Center  
<http://www1.va.gov/stroke-QuERI/>

Assertive Community Treatment (ACT) Center of Indiana  
[www.psych.iupui.edu/ACTCenter](http://www.psych.iupui.edu/ACTCenter)

Center for Assessment Mechanisms and Management of Pain (CAMMP)



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