Patient and counselor perceptions of a telehealth genetic counseling model. Can high efficiency co-exist with high satisfaction?

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Presenter disclosure: Employee of GeneMatters

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Research goal

Growth in demand for genetic counseling requires improved efficiencies, but not at the expense of patient care or genetic counselor job satisfaction.

We sought to understand the impact of a highly efficient telegenetics platform and delivery model (GeneMatters) on patient and genetic counselor satisfaction.

Methods

Survey methodology

Patients

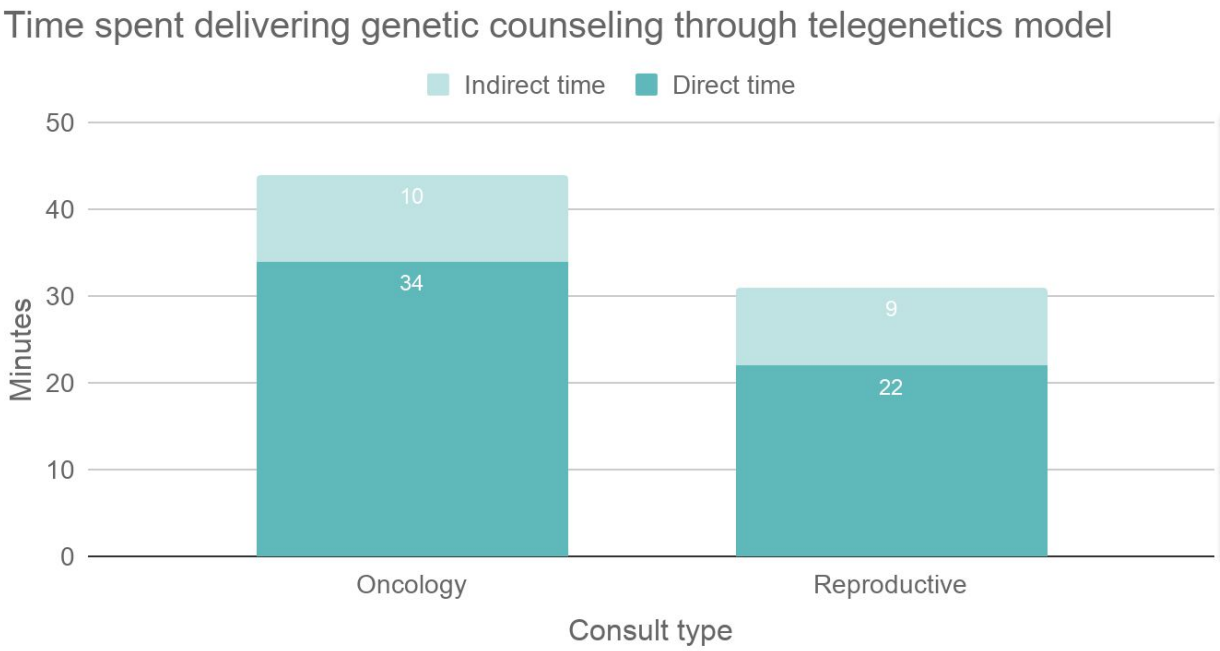
- Email survey following telehealth genetic counseling session
- Study group included subset of patients:
  - Provided an email
  - Completed the survey (N=245)
- 2/2018 - 7/2019
- Rated: time, support, understanding, willingness to recommend

Genetic counselors

- Email survey (N = 8)
- Used language/rating scale from 2018 NSGC Professional Status Survey[1-2] for industry benchmark
- 4/2019
- Rated: role, patient interaction and work environment

[1]*NSGC Professional Status Survey 2018: Service Delivery & Access to Care. National Society of Genetic Counselors. 2018.*
[2]*NSGC Professional Status Survey 2018: Professional Overview and Satisfaction. National Society of Genetic Counselors. 2018.*

Efficiency Baseline: Time spent-indirect and direct



Caseload capacity per GC

- GeneMatters potential:
  32 to 50 patients/week
- Industry average[1]:
  17 patients/week

[1]*NSGC Professional Status Survey 2018: Service Delivery & Access to Care. National Society of Genetic Counselors. 2018.*

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Means to Reducing Indirect Time

Automation tools and support
Report templates, auto-filled with patient data
Dynamic worklists for prep/review of cases
Automated communications and notifications
Provider- or patient-initiated scheduling
Online sharing of records

Means to reduce indirect time

GCA Background

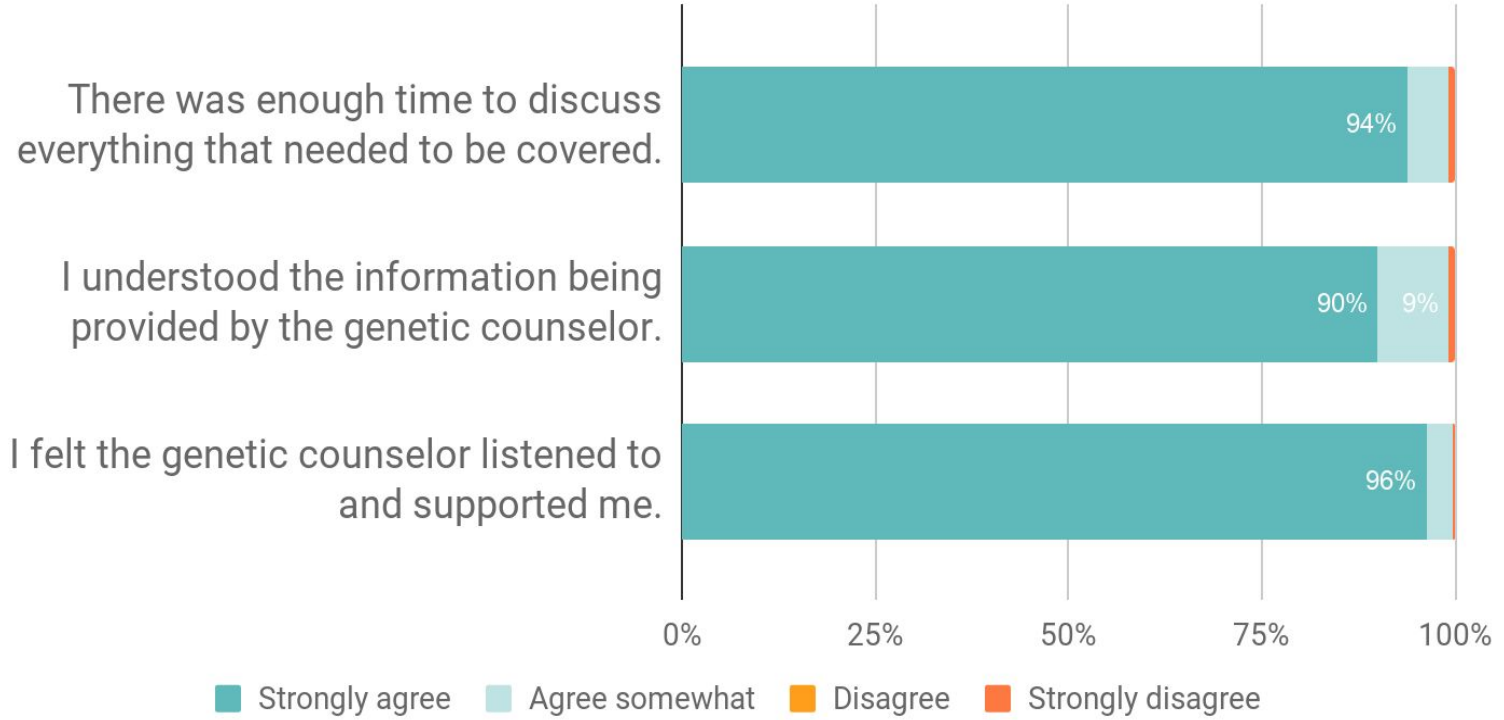
- 4 year degree biology/sciences
- Demonstrated interest in becoming a GC

GCA duties

- Schedule patients
- Collect records, create pedigrees
- Prepare clinic notes with templates and macros for GC to edit
- Complete insurance documents
- Other administrative tasks as needed

Study results

Patient satisfaction ratings



Overall:

95% would recommend GeneMatters to a friend or colleague

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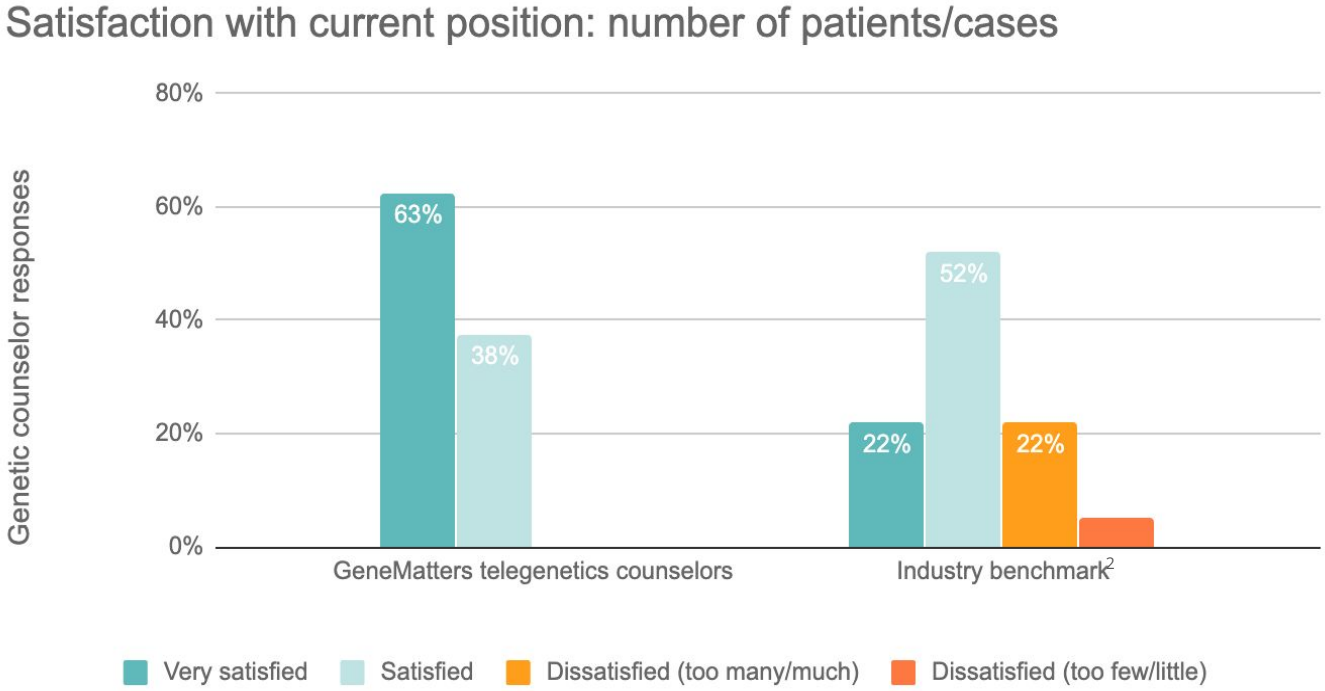
Genetic counselor job satisfaction with caseload



[2]*NSGC Professional Status Survey 2018: Professional Overview and Satisfaction. National Society of Genetic Counselors. 2018.*

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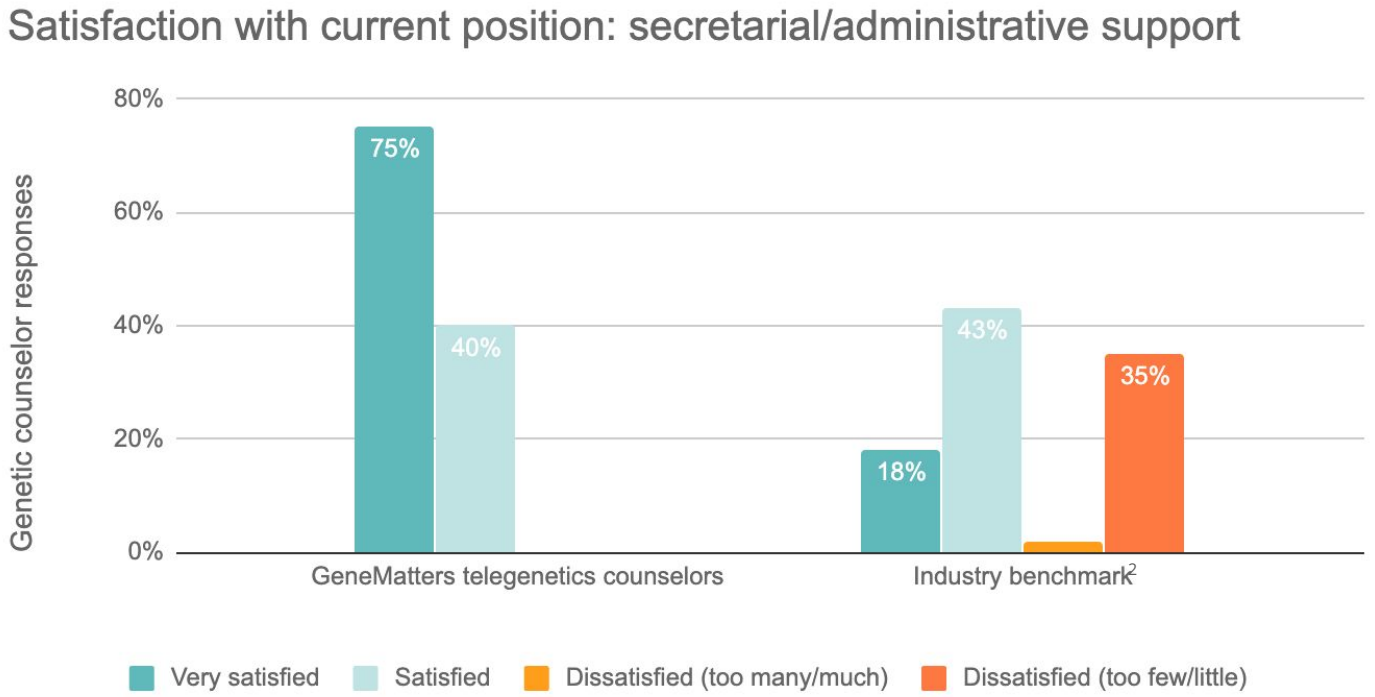
Genetic counselor job satisfaction with admin support



[2]*NSGC Professional Status Survey 2018: Professional Overview and Satisfaction. National Society of Genetic Counselors. 2018.*

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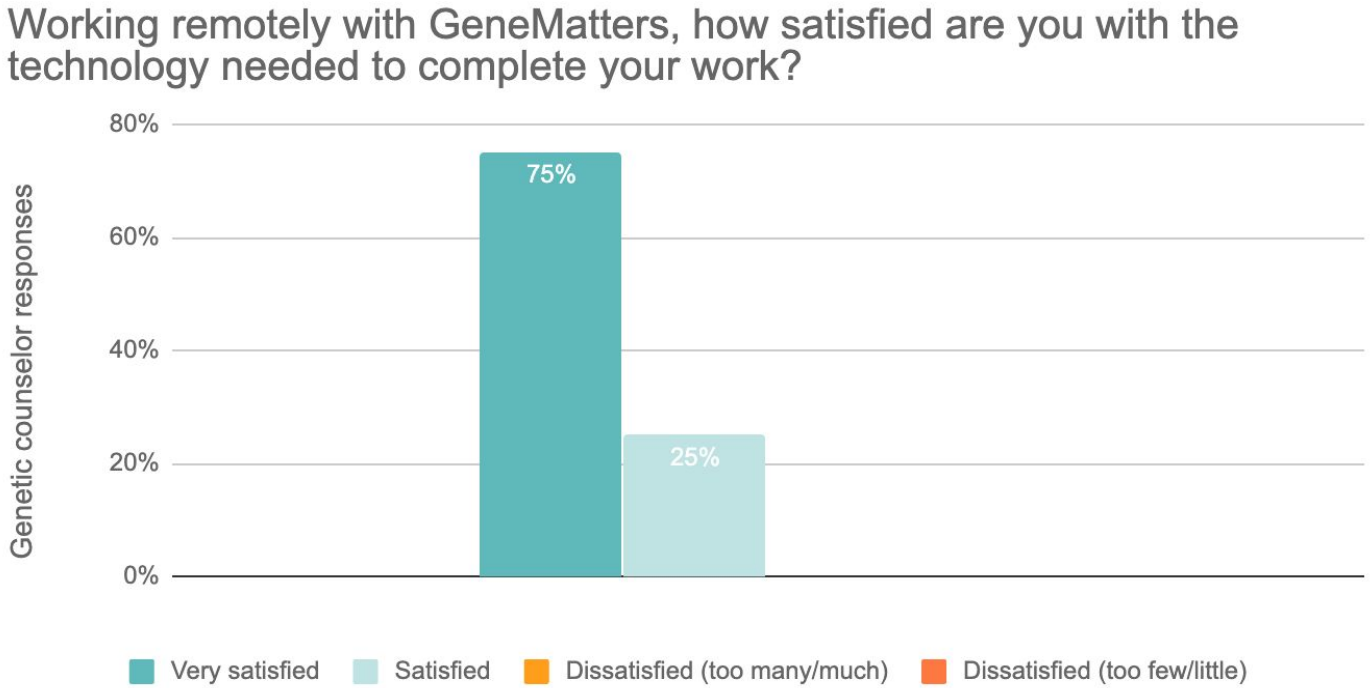
Genetic counselor job satisfaction with technology



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Conclusions

High efficiency **CAN** co-exist with high satisfaction

Providing administrative and technological support allows GCs to:

- maximize time spent with patients
- reduce indirect time
- Practice at the top of their scope

Leads to high genetic counselor and patient satisfaction.

Our results demonstrate support for a telehealth genetic counseling delivery model and platform to increase capacity for patient care.

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Limitations & suggestions for future study

- Evaluate patient understanding of information post their GC visit in addition to their perceptions
- This was based on one time period, will need continual evaluation ongoing
- Extend research to other telehealth groups
- Include opportunities for additional models including chatbots for patient scheduling, education or results release

Questions?

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