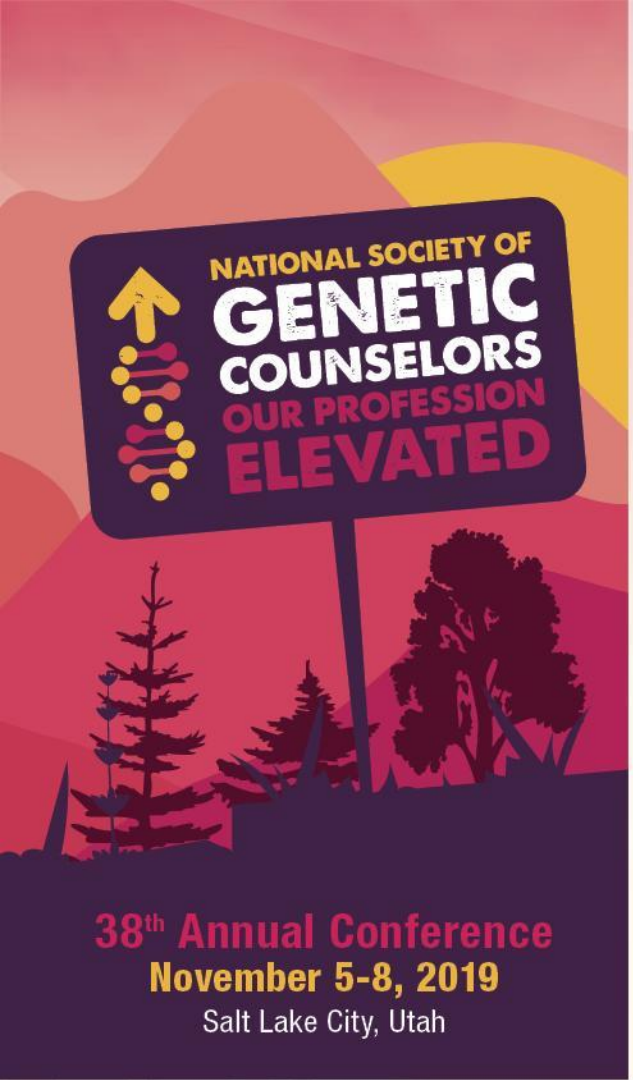

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Improving genetic counselor efficiency while maintaining high patient satisfaction

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GeneMatters, LLC

Speaker disclosure

- I am an employee of GeneMatters.

Introduction

- Improving efficiency is essential to meet the growing demand for genetic counseling and enables genetic counselors to practice at the top of their scope.

- We sought to increase the efficiency of genetic counseling consults through technology and GCA support.

Background

- GeneMatters provides telehealth genetic counseling.
- Partner with hospitals/networks, clinics, academic centers and genetic testing labs.
- Platform & service developed to deliver genetic counseling efficiently and cost-effectively; allowing genetic counselors to focus on direct patient care.

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METHODS

Data Collection

- January 2018 through March 2019
- Data collected on a subset of consults
  - Oncology consults (N=950)
  - Reproductive health (N=977)
- Tracked direct (in consult) and indirect (outside of consult) time
- Patients surveyed to ensure quality

Patient survey methodology

- Email survey following telehealth genetic counseling session
- Patients rated
  - time in session
  - support of counselor
  - understanding of information
  - willingness to recommend for services

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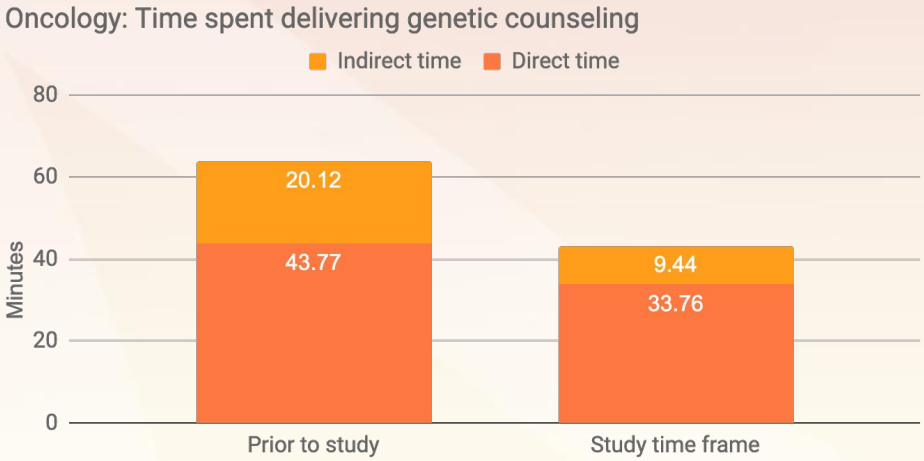
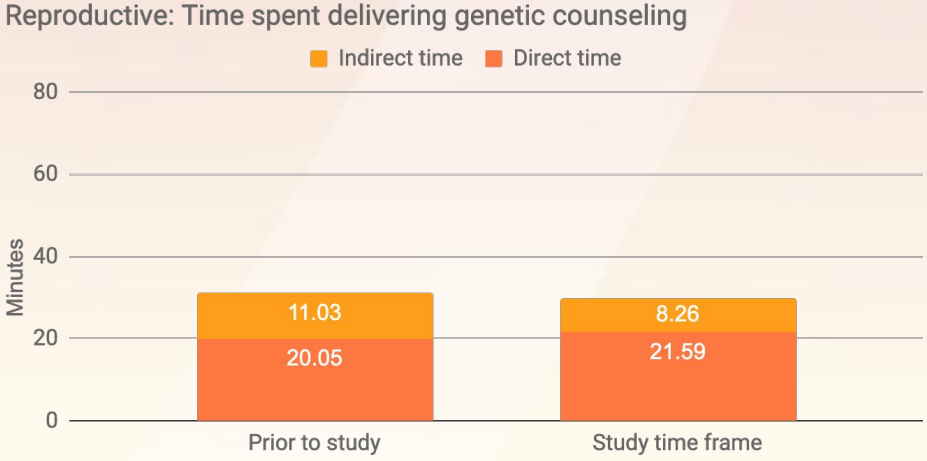
STUDY RESULTS

Reduction in indirect time: prep and follow-up





Indirect time for oncology consults decreased by 53%

Indirect time for reproductive consults decreased by 25%

Means to reducing indirect consult time

Automation tools and support

- Report templates, auto-filled with patient data
- Centralized SOPs and clinical resources
- Automated communications and notifications
- Online sharing of records

Means to reduce indirect time – GCA

GCA responsibilities:

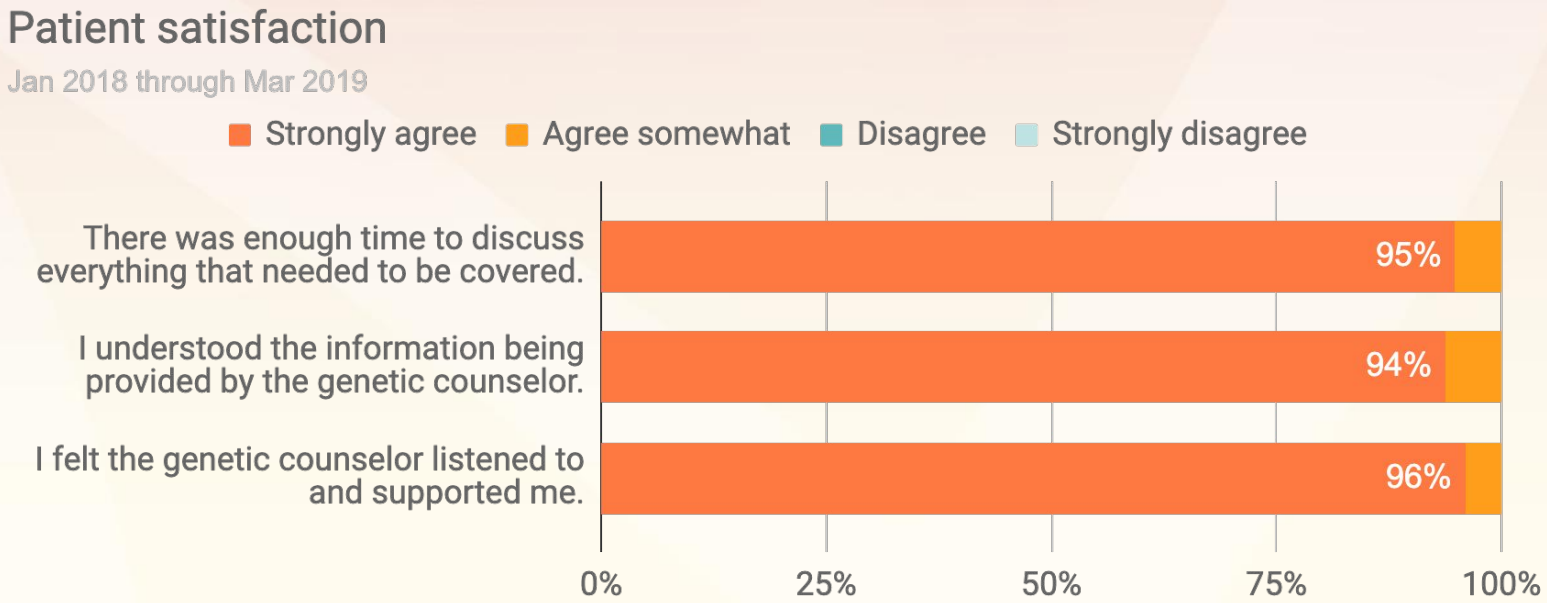
- Schedule patients
- Collect records, create pedigrees
- Prepare clinic notes with templates and macros for GC to edit
- Complete insurance documents
- Other administrative tasks as needed

Direct consult time differences

- While direct consult time in the reproductive setting stayed similar, there was a 23% decrease in direct time spent with patients in the oncology setting during study period.
- Implemented gathering additional records and pedigrees in advance of consults, which likely contributed to decreased time spent during the session.

Patient satisfaction consistently high

Overall: 96% would recommend GeneMatters to a friend or family member



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DISCUSSION

- The addition of GCA support and technology automation was successful in improving genetic counseling efficiency while maintaining high patient satisfaction.

- Our findings demonstrate that strategies to reduce genetic counselor time spent on indirect activities may have the greatest impact on improving efficiency, thus allowing more hours for direct care time for GCs.

Limitations & suggestions for future study

- Exploration of alternative technologies or delivery methods may be needed to improve efficiencies in direct time spent with patients.
- This was based on one time period, with one telehealth platform/model. This will need continual evaluation ongoing.

Acknowledgements

- Genetic Counselors
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QUESTIONS?