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| **Measuring Processesa** | **Description** |  |
| Communication tasks | List of skills employed or processes that are checked if completed.Samples of processes that could be on a checklist include: 1. Number of incoming client inquiries addressed/resolved by GCs
2. Number of providers educated by GCs
3. Number of calls answered live
4. Amount of time spent on calls with clients
5. Number of other departments GCs interact with to complete projects
6. Number of hours spent in meetings with other depts that utilizes genetic counseling expertise
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| Sample coordination, results interpretation [8] | * GC involvement may increase the likelihood that the right test was ordered the first time
* Test results were interpreted accurately
* Number or proportion where classification is corrected
* Number of variants that require GC review prior to reporting
* Number of family studies with GC involvement to get family or clinical history info
* Numbers and types of changes in variant reclassification procedures implemented by GCs
* Number of test requisitions checked by GC to ensure accuracy of testing
* Number of tests altered based on input from GC
* Number of tests sent to most appropriate lab [NOTE: Must further define “most appropriate”: best value, covered by patient insurance, same lab for family members, appropriate test methodology]
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| Appropriateness and quantity of written informational content | * Information provided or informational materials developed by GCs was up to date, accurate, and of appropriate reading level
* Number of patient friendly materials developed by GCs (consent forms, other materials)
* Number of reports written (individualized vs. canned comments).
* Reports written are accurate/correct
* Readability of reports (e.g., grade level)
* Number or proportion of reports requiring amendments or edits by GC
* Report meets ACMG guidelines
* Number and types of changes in reporting implemented by GCs
* Number/proportion of reports following annotation rules
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| Education and outreach | * Number of classes taught
* Number of students rotating with GC
* Number hours for student involvement
* Number of presentations created Number of organizations GCs who are involved in outside organizations
* Average time spent on work for outside organizations
* Number of industry presentations at meetings
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| Resolution of issues that arise | * Number of additional people who need to get involved to resolve issue once GC is involved
* Number of incoming client inquiries addressed/resolved by GCs
* Number of high level genetic issues escalated to GCs (e.g. one offs, special projects, unusual case calls, pieces of collateral damage)
* Time to resolve issues
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1. Communication process measures, in general, reflect the healthcare services provided to a client (including what occurred during the communication process and whether strategies were implemented as originally prescribed or intended). Several process measures are expected to influence client experience and may contribute to other changes.
2. Types of process measures include: checklists, chart reviews, observer coding documenting use of communication strategies, and adherence to professional guidelines. Measures can be based on coding by a third party observer.