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| **Client Experience Categories** | **Description** | **Example measures** |
| aSatisfaction with logistics and overall experience | * Turn around times were reasonable to the client. * Clients or co-workers report no adverse events * Incidents that result in a complaint or customer service escalation * Provider would recommend laboratory to others |  |
| bMeeting client needs & expectations | * Clients’ or co-workers’ perception that expectations are met, needs are addressed, questions are answered etc. |  |
| Client recall and perceptions of provider communication | * Client reports GC communicated well. * Client recalls what was discussed accurately |  |
| aPerceptions of working relationship [2–4] | * Client trusts the lab report and information provided by GC * Provider prefers talking with GC * Positive relationships and trust are built with the lab genetic counselors and other GCs or medical professionals |  |
| aPerceptions of information | * Client or co-workers report information is clear, appropriate, easy to understand, etc. * Client trusts reported results and results interpretation |  |
| Other | * Client (either provider or patient) feels having GC check point is valuable * Client feels supported, but maintains control of the ordering process * Patients are not charged for unnecessary tests * Patients don’t need blood redrawn for another test * Potential clients feel they benefit from the research and knowledge that labs share * Potential clients (GCs and future GCs) feel positive about the lab and fact that the lab counselors are giving back to the genetic counseling profession * Genetic counselors working for the lab feel that the company values and supports the GC profession and their own professional goals |  |

a Although more specific, these categories may encompass some aspects of what people have referred to as “client satisfaction”.