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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
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| bMeeting client needs & expectations  | * Clients’ or co-workers’ perception that expectations are met, needs are addressed, questions are answered etc.
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| Client recall and perceptions of provider communication  | * Client reports GC communicated well.
* Client recalls what was discussed accurately
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| 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
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| 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
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a Although more specific, these categories may encompass some aspects of what people have referred to as “client satisfaction”.