|  |  |  |
| --- | --- | --- |
| **Client Change Categories**  | **Description** | **Example measures** |
| Knowledge | Objective knowledge Accurate interpretation of the test and/or test result or reportClient understands and accurately interprets the meaning of the variant (or lack of meaning in the case of a VUS) |  |
| Feeling informed  | Client/ co-worker believes they have sufficient information  |  |
| Client/co-worker Confidence  | Client/co-worker is confident in their ability to understand test result or other informationClient is confident in disclosing result to patient (or family or others) Provider feels confident & supported in ordering appropriate tests |  |
| Empowered to access resources  | Client is empowered to access & use appropriate resources |  |
| Ordering testing | Provider is less likely to order inappropriate or unnecessary testsProvider completes test order form and it is correctProvider is more likely to be a repeat customerProvider performs fewer unnecessary repeat blood drawsProvider has fewer incorrect orders (due to GC feedback)Provider changes test order when appropriate |  |
| Saved time / increased efficiency | Focus on other tasks only they can perform because certain tasks are off-loaded by the GC/labTasks removed from one person and given to someone who is more efficient Reduced number of calls from clients who don’t understand result saves time for everyone |  |
| Accessed appropriate care  | Patient receives appropriate follow-up care and/or testing.  |  |
| Activated support resources | Client or Co-worker accesses or receives desired levels of support or additional information  |  |
| Other | Potential clients see the name of the company and are more likely to think of that laboratory as a testing option (brand recognition)New GCs are more likely to want to work for the laboratoryGenetic counselors working for the lab gain a sense of professional fulfillmentGCs stay loyal to the company and stay with the companyGCs at lab get CEUs |  |
| Diagnosis | Provider has an accurate diagnosis for their patient |  |