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| **Client Change Categories** | **Description** | **Example measures** |
| Knowledge | Objective knowledge  Accurate interpretation of the test and/or test result or report  Client 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 information  Client 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 tests  Provider completes test order form and it is correct  Provider is more likely to be a repeat customer  Provider performs fewer unnecessary repeat blood draws  Provider 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/lab  Tasks 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 laboratory  Genetic counselors working for the lab gain a sense of professional fulfillment  GCs stay loyal to the company and stay with the company  GCs at lab get CEUs |  |
| Diagnosis | Provider has an accurate diagnosis for their patient |  |