

Case Study: Genetic Counseling Practice and CancerIQ

Improving Genetic Counseling and Testing Efficiency at a Bay Area Health System

A Bay Area Health System opened a high-risk clinic at the Breast Health Center in 2013 to tackle high breast cancer incidence rates in the county.

For three years, high-risk patients identified by mammo tech staff were encouraged to schedule appointments with their on-site genetic counselor, Rachel.

The Problem

Like many genetic counselors, Rachel wears many hats and has limited help. She counsels high-risk patients from all over the hospital— leaving her with a lot of work outside of patient care. **From collecting family history, drawing pedigrees, ordering tests and dictating notes, Rachel was struggling to get everything done.** “I knew there was a better way to do things, but I didn’t know how.” Her genetic counseling appointments would often run over an hour, not including the extra administrative work post-encounter.

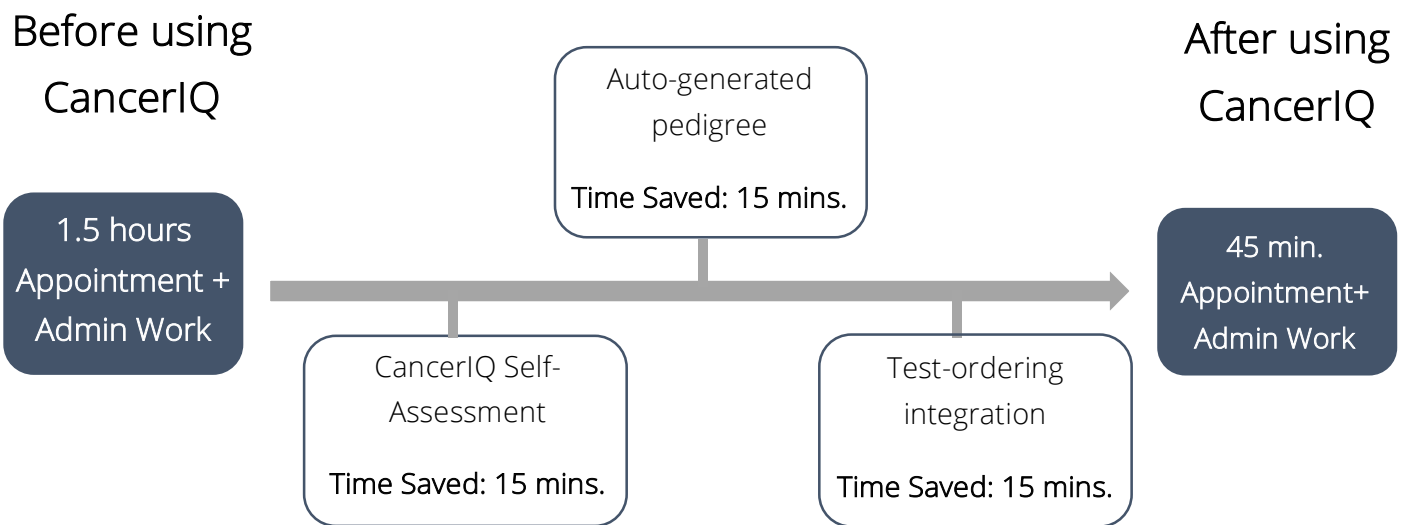
“I knew there was a better way to do things, but I didn’t know how”- Rachel

The Solution

Rachel assessed multiple pedigree-drawing software options but found that many were too labor intensive and in the end, wouldn’t save her time. After seeing a demo of CancerIQ, she knew it was different. By using the CancerIQ Specialist application, Rachel could complete her most time-intensive tasks in a single platform, rather than filling in gaps with additional software. Below we highlight three major CancerIQ features that have cut Rachel’s appointment time to 40 minutes and her admin time to 10 minutes.

- **Patient Self-Assessment:** By having patients complete the CancerIQ Self-Assessment prior to the appointment, Rachel saves 15-20 minutes during the appointment and the information is more accurate than before. Before CancerIQ, Rachel would collect the patient’s medical and family history by hand in the appointment. Sometimes she would call patients the night before their appointment to remind them to collect information from their family. However, on most days, she simply didn’t have time to call. With CancerIQ, every patient who books an appointment with Rachel receives an email invite to the CancerIQ Self-Assessment, which includes all the questions needed to assess hereditary cancer risk. CancerIQ also sends email reminders to help patients finish the assessment at home before the appointment, without any extra work for Rachel.

- **Auto-Generated Pedigree:** CancerIQ’s pedigree saves Rachel about 15 minutes and has become an important part of her counseling sessions. Previously, Rachel would hand draw every patient’s pedigree. However, this would take up a significant portion of the appointment, and the information was often not as detailed as she preferred. With data from the patient’s Self-Assessment, CancerIQ auto-generates a four-generation pedigree that’s ready to use in the appointment. Rather than gathering information by hand, Rachel can simply review and edit family history details with the patient. “The CancerIQ pedigree really helps the patient visualize how family history impacts their risk and their care,” she said. “I really enjoy using it with each patient.”
- **Test-Ordering Integration:** The testing integration saves Rachel an additional 15 minutes, post-appointment that she used to spend on paperwork. Rachel regularly orders from one of our lab partners and has one word for CancerIQ’s integration: “Amazing.” Using CancerIQ, the test requisition form and insurance pre-authorization paperwork is filled out and ready to add to the testing kit.



Genetic Counseling Efficiency Today

With her productivity at an all-time high, Rachel is finally able to add more patients to her schedule without sacrificing quality of care. As a next step, CancerIQ is working with the Breast Health Center to efficiently capture more high-risk patients with the Screening Toolkit and Navigator. “I’m excited to see more patients coming in from imaging so from start-to-finish – we are helping more patients get the care they need,” said Rachel.