

CASE STUDY

Dignity Health

How CancerIQ Grew the Impact of a Cancer Genetics Program with a Single Genetic Counselor

Phoenix-based Dignity Health Cancer Institute wanted to expand access to cancer genetic testing and counseling with telegenetics, but was limited to the bandwidth of a single genetic counselor. Dignity Health turned to CancerIQ to automate administrative processes, create more capacity for high-risk patients, and demonstrate program value. In the first year with CancerIQ, Dignity Health saw a two-fold increase in patient volume, increased retention of high-risk patients and secured long-term funding for continued growth of the program.



Setting: Public, nonprofit health system

Parent System: CommonSpirit Health

Geographic Setting: Arizona, California & Nevada

Accreditation: CoC

THE CHALLENGE

Administrative backlog

Genetic counseling wait times extended 5-6 months, limiting bandwidth to patients newly diagnosed with cancer.

Patient leakage

Unaffected, high-risk patients were referred off-site, representing a missed opportunity to build patient loyalty and capture preventive care revenue.

Unknown program potential

The Cancer Institute had no way to demonstrate downstream revenue and make the case for expanding genetic support.

THE CANCER IQ SOLUTION

Workflow design services

Dignity Health turned to CancerIQ for automated pedigree generation, risk assessment and documentation tools to reduce administrative work and free up time for patient care.

High-risk patient management

CancerIQ's patient identification and engagement tools made it easy for the genetics team to proactively screen for patients at high risk of cancer and manage preventive care. Now 40% of patients served are unaffected, which means the cancer institute is reducing leakage and building loyalty to the Dignity Health brand.

Program performance services

CancerIQ captured downstream revenue metrics that helped secure long-term funding to grow the program and hire more genetic counselors.

THE RESULTS

2X increase in patient volume capacity for genetic counselors assessed for cancer risk genetic tests completed

27% of patients identified as eligible for a change in medical management

\$1.3M in preventive downstream revenue for every 10k risk assessments completed

Jumpstart service line growth today.

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