Increasing patient access by optimizing limited resources: It’s in our DNA

Process mapping of tasks and tasks identified opportunities for improvement in patient flow and provider workflow. Key factors included pre-scheduling patients rather than ordering ad hoc, and assistance with negative genetic testing results.

The average number of new diagnoses per week was modeled to create a staffing model for one GC FTE and one GCA. A POSA approach was used to evaluate the project on a periodic basis and make changes or clarifications to meet the project goals.

Data was collected on staff satisfaction with the revised care team model after the initial period. GC retention data is routinely collected in the department.

Methods

The Genetic Counseling Care Team model (GC Care team) was implemented in September 2019. In the new model, two GC Care Team appointments were scheduled for every new breast cancer patient under age 63 from Mayo Clinic’s Breast Clinic as part of a patient’s initial appointment itinerary, rather than ordered by a provider after the initial appointment. The model quickly expanded to serve all ages, and to other cancer indications.

In the first part of the team appointment, a GCA collects family history information and constructs a pedigree. An educational video is played for the patient. The GC then reviews and orders genetic testing. If the patient received an appointment, coordination continues through a periodic basis and makes clarifications or additions to meet patient needs.

Efficient models that dramatically expand access to genetics care are achievable. As demand for genetic care increases, innovative models will be needed to meet patient needs across specialties.

CONCLUSIONS

- Efficient models that dramatically expand access to genetics care with are achievable. As demand for genetic care increases, innovative models will be needed to meet patient needs across specialties.
- Providers want to meet patient needs, including seeing more patients – the key is to provide the support and processes to do so.
- Identifying a large-patient population whose needs can be met efficiently creates additional access for all patients.

REFERENCES