

A photograph of two women in a laboratory setting. The woman on the left, Sara Brown, is wearing a dark purple sleeveless top and a necklace with a large pendant. She is looking down at a document. The woman on the right is wearing glasses and a black top, smiling as she looks at the same document. They are sitting at a desk with several papers and a pen.

Utilization Management and Beyond: The Many Roles of Genetic Counselors in the Lab

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Licensed and Certified Genetic Counselor

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Overview

What is a genetic counselor?

Laboratory genetic counselors and
utilization management

Other ways laboratory genetic counselors
contribute toward optimizing patient care

What is a genetic counselor (GC)?

- Healthcare professional with specialized training both in genetics and psychosocial counseling
- 33 master's degree programs accredited by ACGC in the U.S.
- Board certification by ABGC
- Licensure laws in 19+ states
- GC skillset:
 - Explaining complex genetic concepts in understandable terms
 - Providing psychosocial support related to genetic diagnoses
 - Assessing genetic risk based on family history and/or test results



www.nsgc.org



www.abgc.net



www.gceducation.org

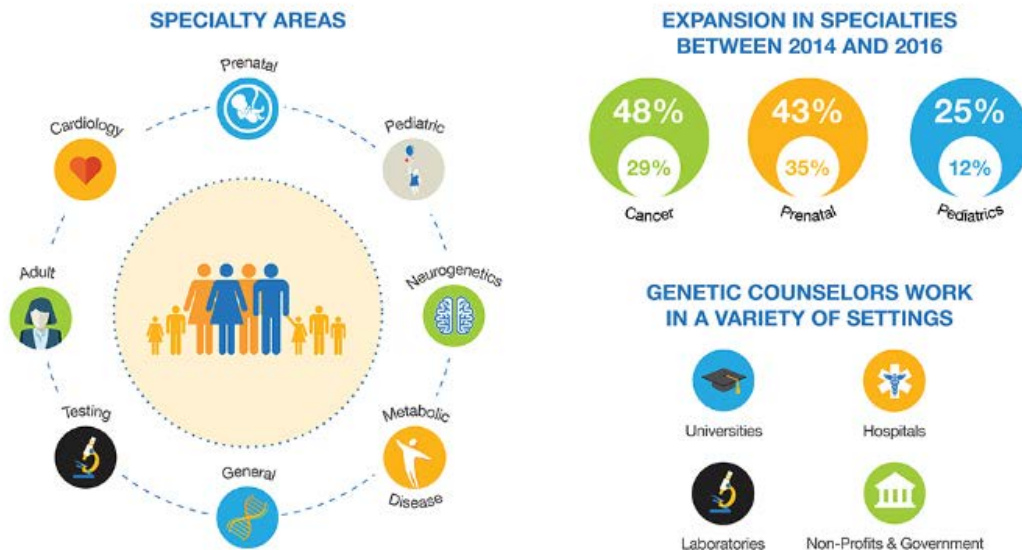


NSGC 2016 Professional Status Survey

Analysis of survey data from genetic counselors, which identifies new and emerging trends in the genetic counseling profession.

WORK ENVIRONMENT

The largest specialty area for genetic counselors is **cancer genetics**, but genetic counselors work in a variety of areas.



GC skills can be applied to laboratory roles related to genetic testing.

J Genet Counsel (2015) 24:6–17
DOI 10.1007/s10897-014-9749-9

PROFESSIONAL ISSUES

The Utilization of Counseling Skills by the Laboratory Genetic Counselor

McKinsey L. Goodenberger • Brittany C. Thomas •
Karen E. Wain



Comprehensive Utilization Management



Analytics

sendout
in-patient
out-patient
benchmarking



Monitoring

duplicate
genetics test
checking

outcome
measurement

dashboards



Consulting

formulary
development

governance

implementation

UM+ Roadmap™



Collaboration

peer-to-peer
communication

PLUGS



Decision Support

ARUP Consult®
test interval guide
ARUP Gateway™

**genetic
counseling**

Laboratory GCs and UM

Molecular testing: improving patient care through partnering with laboratory genetic counselors

Cheryl Scacheri, MS¹, Joy B. Redman, MS², Lisa Pike-Buchanan, ScM³, and Kelle Steenblock, MS⁴

RESEARCH ARTICLE

AMERICAN JOURNAL OF
medical genetics

Genetic Counselor Review of Genetic Test Orders in a Reference Laboratory Reduces Unnecessary Testing

Christine E. Miller,* Patti Krautscheid, Erin E. Baldwin, Tatiana Tvrdik, Amanda S. Openshaw, Kim Hart and Danielle LaGrave

Genetics Division, ARUP Laboratories, Salt Lake City, Utah

Manuscript Received: 1 May 2013; Manuscript Accepted: 3 January 2014

Improving the Value of Costly Genetic Reference Laboratory Testing With Active Utilization Management

Jane A. Dickerson, PhD; Bonnie Cole, MD; Jessie H. Conta, MS; Monica Wellner, BS; Stephanie E. Wallace, MD; Rhona M. Jack, PhD; Joe Rutledge, MD; Michael L. Astion, MD, PhD

Arch Pathol Lab Med—Vol 138, January 2014

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Genetic testing utilization and the role of the laboratory genetic counselor

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Molecular
Diagnostics

jmd.amjpathol.org

SPECIAL ARTICLE

Improving Molecular Genetic Test Utilization through Order Restriction, Test Review, and Guidance

Jacquelyn D. Riley,* Gary W. Procop,* Kandice Kottke-Marchant,* Robert Wyllie,[†] and Felicitas L. Lacbawan^{*,†}



Defining the Role of Laboratory Genetic Counselor

Susan Christian · Margaret Lilley · Stacey Hume ·
Patrick Scott · Martin Somerville

Table 1 Roles of laboratory genetic counselors (N=43)

Task	% of GC that perform task
Customer liaison	95% (41/43)
Calling out results	88.4% (38/43)
Administrative duties	72.1% (31/43)
Teaching/Supervising students	67.4% (29/43)
Coordinating and reviewing requests for send-outs	65.1% (28/43)
Laboratory support	62.8% (27/43)
Writing policies and procedures	62.8% (27/43)
Signing laboratory reports	44.2% (19/43)
Research/Study coordination	41.9% (18/43)
Genetic counseling of clinical patients	41.9% (18/43)
Sales and marketing	39.5% (17/43)
Project management	37.2% (16/43)
Management	25.6% (11/43)



Further Defining the Role of the Laboratory Genetic Counselor

Lindsey Waltman¹ · Cassandra Runke¹ · Jessica Balcom¹ · Jacquelyn D. Riley² ·
Margaret Lilley³ · Susan Christian³ · Lindsay Zetzsche¹ · McKinsey L. Goodenberger¹

Further Defining the Role of the Laboratory Genetic Counselor

Table 4 Frequently (very often/often) performed tasks by type of laboratory

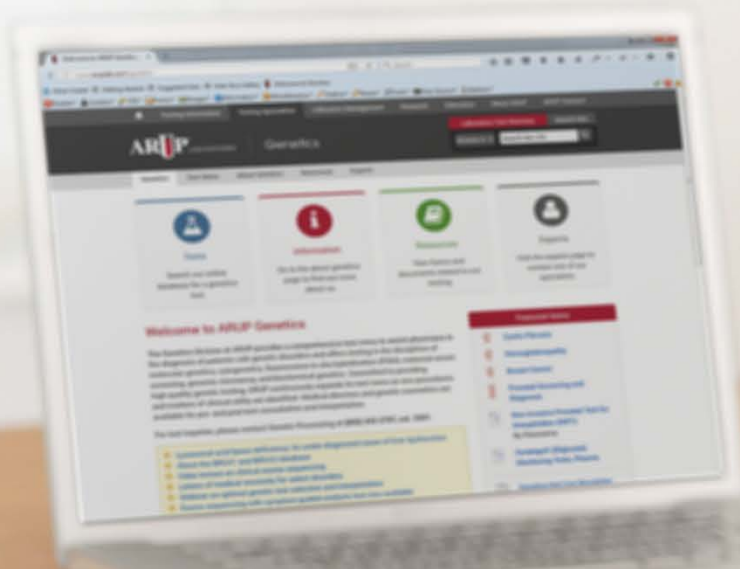
	Molecular	Cytogenetics
Customer liaison/case coordination tasks		
Resolve specimen handling issues	34.3 %	50.0 %
Answer questions directly from patients	22.2 %	13.0 %
Facilitate send-outs	18.2 %	28.3 %
Interpretation/reporting tasks		
Investigate variants	45.5 %	56.5 %
Review result data	44.4 %	45.7 %
Sign reports	26.3 %	26.1 %
Sales/marketing tasks		
Meet with client	30.3 %	10.9 %
Call/email client	19.2 %	13.0 %
Staff booths	25.5 %	10.9 %
Test development/test performance tasks		
Assist with validation	13.4 %	6.8 %
Involvement in test performance	19.2 %	17.4 %
Test development decisions	40.4 %	34.8 %
Develop protocols	36.4 %	31.1 %
Education/supervision tasks		
Genetic counseling students	22.2 %	15.2 %
Other students	38.4 %	28.3 %
Laboratory staff	28.3 %	26.1 %

Beyond UM Examples

Customer support

Customized reports

New test development



In Summary

- Genetic counselors possess clinical skills that can be applied in a laboratory setting to improve patient care.
- Many laboratory genetic counselors are involved in test utilization management with demonstrated cost savings and other benefits.
- Genetic counselor skills can be utilized in other areas beyond UM that improve patient care.