

The Canada-Global Rating Scale

What is the Canada-Global Rating Scale (C-GRS)?

The C-GRS is a web-based, patient centered, quality improvement survey tool that offers a comprehensive and systematic way for sites to measure the quality of the endoscopy services they provide to Albertans in twelve different areas. Six of these areas focus on the clinical quality of the procedure, whereas the other six focus on the quality of the patient experience.

What are the 12 C-GRS Items?

Clinical Quality	Quality of the Patient Experience
<ul style="list-style-type: none">• Consent Process/Patient Information• Safety• Comfort• Quality of the Procedure• Appropriateness• Communicating Results	<ul style="list-style-type: none">• Equality of Access• Timeliness• Booking and Choice• Privacy and Dignity• Aftercare• Ability to Provide Feedback

What is the history of the GRS?

The Global Rating Scale (GRS) was first introduced in 2004 in the United Kingdom (UK) after audit revealed there were significant deficiencies in the quality of the colonoscopies being performed. These poor results prompted discussions to occur between endoscopy staff, patient groups and other health care professionals to see if they could come up with solutions to improve the care they were delivering. They focused on trying to understand how they could really 'know' if they were providing a patient-centered service. Their collaboration and brainstorming on how to achieve this outcome led to the development of the 12 GRS items.

Since its implementation in the UK, substantial improvements in endoscopy services and standards have occurred. The GRS has been attributed to significantly reducing endoscopy wait times, improving teamwork, identifying services gaps, improving patient satisfaction, providing evidence for investment and supporting accreditation.

The GRS came to Canada in 2007 and was adapted to adhere to Canadian standards.

Why is it being introduced?

We want to provide high quality endoscopy care that focuses on the needs of the patient, not just in terms of the technique and quality of the procedure itself, but also in ensuring that patients receive adequate information and an opportunity to give feedback on their experience.

Who should be involved?

The C-GRS is intended to be completed by the C-GRS working group at all 50 sites across Alberta that perform endoscopy procedures. A C-GRS working group may consist of an endoscopy medical lead, endoscopy manager, charge nurse, nurse educator, and booking clerk.

Where is the C-GRS survey tool located?

The C-GRS survey is housed on the Canadian Association of Gastroenterology (CAG) website at www.cag-acg.org.

When are survey results to be submitted?

Survey results are submitted twice a year by the C-GRS working group. Fall submission cycle: Sept. 1 to Nov. 30. Spring submission cycle is March 1 to May 31.

C-GRS updates in Alberta:

The Digestive Health Strategic Clinical Network (DHSCN) and the Alberta Colorectal Cancer Screening Program (ACRCSP) joined forces in 2018 to help build awareness and knowledge about the C-GRS at all 50 endoscopy sites throughout Alberta.

A C-GRS Innovation Learning Collaborative (ILC) is being used to help endoscopy units across Alberta implement the C-GRS. We have invited all endoscopy sites in the province to participate in the ILC to exchange ideas, share learnings and use data and measurement to drive clinical practice changes.

The C-GRS: Alberta Guidance and Resource Document was created to help endoscopy sites navigate the C-GRS. It provides helpful resource links, a glossary and guidance statements.

In August 2020, a Canada-Global Rating Scale for Endoscopy Policy was approved. This policy requires that all 50 endoscopy sites in Alberta to submit their C-GRS results and quality improvement action plans to the Canadian Association of Gastroenterology (CAG) twice a year.

 To learn more about the C-GRS, contact Alberta's C-GRS project team at endoquality@ahs.ca

References:

1. D MacIntosh, C Dube, R Hollingworth, SV van Zanten, S Daniels, G Ghattas. The endoscopy Global Rating Scale – Canada: Development and implementation of a quality improvement tool. *Can J Gastroenterol* 2013;27(2):74-82.