

The Canada-Global Rating Scale

September, 2020

Improving Endoscopy Quality and the Patient Experience

The Digestive Health Strategic Clinical Network (DHSCN) and the Alberta Colorectal Cancer Screening Program (ACRCSP) have teamed up to work on an endoscopy quality improvement initiative called 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.

12 C-GRS Items:

Clinical Quality

1. Consent Process/Patient Information

2. Safety

3. Comfort

4. Quality of the Procedure

5. Appropriateness

6. Communicating Results

Quality of Patient Experience

7. Equality of Access

8. Timeliness

9. Booking and Choice

10. Privacy and Dignity

11. Aftercare

12. Ability to Provide Feedback

History of the GRS:

The GRS was first introduced in 2004 in the United Kingdom (UK) after an 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 (C-GRS) and was adapted to adhere to Canadian standards.

C-GRS Updates in 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.

 Learn more about the C-GRS by emailing us at endoquality@ahs.ca