

Improving Endoscopy Quality across Alberta Using the Canada-Global Rating Scale

Highlights:

- **Provincial Canada-Global Rating Scale (C-GRS) Innovation Learning Collaborative methodology used to help endoscopy sites improve the quality of endoscopy services provided to Albertans**
- **Provincial connections with all 50 endoscopy sites, facilitates timely and comprehensive dissemination of critical COVID-19 information**
- **Electronic provincial endoscopy patient experience survey created with patient advisors' feedback**

The Digestive Health Strategic Clinical Network™ (DHSCN) and the Alberta Colorectal Cancer Screening Program (ACRCSP) developed a collaborative partnership to address quality in endoscopy. The partnership was founded on the shared goal of improving endoscopy and colon cancer screening quality in Alberta.

The aim of the partnership was to ensure the overall safety, effectiveness, and outcomes of screening, diagnostic and therapeutic procedures occurring in Alberta endoscopy units. Both partners agree that improving the overall quality of care in digestive health will require long-term sustained action.

In 2018, we embarked upon a provincial quality initiative using the Innovative Learning Collaborative (ILC) methodology to support endoscopy units in their journey to improve the quality and safety of the services they provide. Using regular Action Period meetings, formal leadership reporting and supportive coaching, we have seen an improvement in C-GRS scores at most sites.

A provincial committee, the Alberta Endoscopy & Screening Quality Management (AESQM) committee was established in 2018. The committee is comprised of a multidisciplinary group of stakeholders from across all five AHS Zones. The AESQM committee's goal is to improve the standards of care for endoscopy in Alberta.



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The following accomplishments have been achieved as a result of the work that began in 2018:

- Collaborative working relationships with all of the 50 endoscopy sites in Alberta
- Timely dissemination of information and guidelines across the province during the COVID-19 pandemic
- Endorsement and promotion of the C-GRS in Alberta. The C-GRS is an endoscopy quality improvement tool that helps a site assess the quality of care they provide in 12 different areas of practice.
- Provincial rollout of a C-GRS Innovation Learning Collaborative. This initiative aims to provide education and support to sites as they implement the C-GRS.
- Creation of a provincial C-GRS policy which requires that all 50 endoscopy sites in Alberta submit C-GRS surveys to the Canadian Association of Gastroenterology twice a year
- Compilation of a C-GRS: Alberta Guidance and Resource Document which informs sites about existing policies, resources and other aids that will help them achieve C-GRS success
- Collaboration with the Connect Care team which gives content experts an opportunity to provide feedback and insight into the new endoscopy electronic medical reporting system called Lumens
- Creation of provincial endoscopy patient education resources
- Roll out of a new, patient centered, electronic provincial endoscopy patient experience survey

If patients or clinicians are interested in finding out more about the current endoscopy quality initiatives in Alberta, please email DigestiveHealth.SCN@ahs.ca