

Getting to know the C-GRS[®]

The digest: spring 2019 edition

Shared vision for endoscopy quality

The Digestive Health Strategic Clinical Network (DH SCN) and the Alberta Colorectal Cancer Screening Program (ACRCSP) are partnering to improve the quality of endoscopy that Albertans receive. This will be achieved by employing endoscopy and colorectal cancer screening colonoscopy best practices. The Alberta Endoscopy and Screening Quality Committee has been established as a result of this partnership. One of this Committee's top priorities is to adopt and facilitate the implementation of the Canada-Global Rating Scale (C-GRS[®]) as a quality improvement tool at all 50 endoscopy sites across Alberta.

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

The C-GRS[®] is a web-based survey tool that offers a comprehensive and systematic approach to the measurement of the quality of endoscopy care. This self-assessment tool can be used to help teams in endoscopy units identify areas for improvement and create actions plans targeting specific quality improvement initiatives. It facilitates 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.

The GRS[®] was first introduced in the United Kingdom (UK) in 2004. They faced a number of challenges in delivering endoscopy services. Recognizing these challenges, a team of health care professionals looked at ways they could improve how endoscopy services were being delivered. They addressed one basic question "How do we know if we are actually providing a patient centered service for our endoscopy patients?" From this question they developed the 12 quality items of the GRS[®] as seen in the tables below.

Clinical Quality

Consent process/Patient information

Safety

Comfort

Quality of the procedure

Appropriateness

Communicating results

Quality of Patient Experience

Equality of access

Timeliness

Booking and choice

Privacy and dignity

Aftercare

Ability to provide feedback



Who should be involved?

Each endoscopy site will be responsible for creating and monitoring their own C-GRS® working group. Ideally, each working group will include an endoscopy medical lead, endoscopy manager, charge nurse, nurse educator and a 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 <https://www.cag-acg.org/>.

When are survey results to be submitted?

The C-GRS® working group submits survey results twice a year:

- Fall submission cycle is [September 1 to November 30](#).
- Spring submission cycle is [March 1 to May 31](#).

Commitment to providing quality endoscopy care

AHS is committed to providing quality endoscopy care to their patients. The C-GRS® tool, once implemented, will serve as a roadmap to help get us there.

To support sites in the implementation of this tool, the Digestive Health SCN and Alberta Colorectal Cancer Screening Program will be hosting a C-GRS® Innovation Learning Collaborative (ILC) on [June 14, 2019](#). The ILC will serve as a platform to bring together the identified sites and inter-professional teams from across the province to exchange ideas, share successes, build upon understandings and learn how to utilize a methodology that will help bring about meaningful and lasting change.

To learn more about C-GRS® and express your interest in joining the C-GRS® working group (or ILC), contact endoquality@ahs.ca.