

## Adoption of the Canada-Global Rating Scale (C-GRS®)

### BRIEFING NOTE

August 2016

#### PURPOSE

To present background information and considerations for senior management and endoscopy units regarding the adoption of the Canada-Global Rating Scale (C-GRS®). The C-GRS® supports ongoing endoscopy quality, towards better patient experience and outcomes, as well as increased system efficiencies.

#### BACKGROUND

- Quality is important to measure since poor colonoscopy quality can lead to higher rates of post-colonoscopy colorectal and interval cancers
- The Global Rating Scale (GRS) is a web-based survey tool that offers a comprehensive, systematic approach to the measurement of endoscopy quality to assess the quality of the colonoscopy service and patient experience
- This self-assessment tool can be used to help teams in endoscopy units to prioritize and create action plans targeting specific quality improvement initiatives
- Since 2005, the use of GRS has been widespread in the United Kingdom, resulting in a number of improvements such as: substantial enhancements in the clinical quality of endoscopy, pronounced reduction in wait times for endoscopy and improved patient experience
- The GRS was piloted in Canada in 2007 and adapted to the Canadian context to create the Canada - Global Rating Scale (C-GRS®)

#### CURRENT STATE

- C-GRS® is currently being utilized by 130 out of 450 endoscopy units across Canada
- The National Colorectal Cancer Screening Network endorses the use of C-GRS®
- The C-GRS® tool has a total of 12 dimensions within two primary domains: 1) the clinical quality of endoscopy; and 2) the quality of the patient experience

#### KEY CONSIDERATIONS

- Administration: The survey is completed electronically twice a year (takes approximately 1-2 hours to complete) by a multidisciplinary team who are responsible for creating action plans
- Data: Access to site-specific data is restricted to individual units; however, the Canadian Association of Gastroenterologists national office may access the data for administrative purposes
- Cost: Currently there is no fee to use C-GRS®, although this may change in the future
- Language: The C-GRS® is currently only available in English

#### CONCLUSION

Adoption of the C-GRS® at a pan-Canadian level can support quality improvement initiatives by increasing the overall quality of endoscopy services being offered thus ensuring patients receive the best care possible.

#### FOR MORE INFORMATION ABOUT THE C-GRS®, PLEASE VISIT:

<https://www.cag-acg.org/quality/quality-in-gastroenterology/qp-e>

#### FOR QUESTIONS OR TO REQUEST ACCESS TO THE TOOL, PLEASE CONTACT:

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**APPENDIX:** Report on the Adoption of the Canada-Global Rating Scale (C-GRS®)