Global Rating Scale and Knowledge Management System

July 2011

www.globalratingscale.com
What is the Global Rating Scale (GRS)?

- The GRS is a web-based self assessment tool that provides a standard for accreditation and a quality framework for service improvement.
What is the Global Rating Scale (GRS)?

• The GRS evolved from a desire to determine whether endoscopy units were providing a patient-centred service.

From this process, a vital question arose:

What matters to a patient having an endoscopy?
What matters to a patient having an endoscopy?

- Endoscopy staff were asked what they thought was important for a patient having an endoscopy.
- From their responses, the 12 items, or patient-centred standards, of the GRS were created.
Twelve patient-centred standards

Global Rating Scale

• Quality of patient experience
  – equality
  – timeliness
  – choice
  – privacy and dignity
  – aftercare
  – ability to provide feedback

• Clinical quality
  – information/consent
  – safety
  – comfort
  – quality
  – appropriateness
  – timely results

© 2011 Royal College of Physicians, JAG Office
Item 12

Ability to provide feedback

• The twelfth item of the GRS requires an endoscopy service to regularly seek and act upon feedback from its patient

• This item ensures the GRS captures all important aspects of the patient experience
Two additional domains were later added to set standards for:

- Workforce
- Training
Five Items of the workforce domain:

• Skill mix review and recruitment
• Orientation and training
• Assessment and appraisal
• Staff are cared for
• Staff are listened to
Four Items of the training domain:

- Environment and training opportunity
- Endoscopy Trainers
- Assessment and appraisal
- Equipment and educational materials
In the first stage of development levels of achievement (D to A) were created, where level D was basic and level A an excellent service.

Descriptors were formulated for each level.

A descriptor is a statement that describes what has been achieved at a given level of the GRS.
Levels and descriptors for the quality item

Level D

• Nationally agreed quality standards are published in the department

Level C

• There are processes in place to monitor the standards

Level B

• Action is agreed if performance falls below the standards

Level A

• Action taken in response to poor performance is reviewed to ensure the action has been effective
To enhance objectivity of self assessment each descriptor was underpinned by two to five ‘measures’

A measure is a statement that describes a process or standard
The GRS website

Global Rating Scale

• To facilitate reporting of scores a web-based reporting system was created

www.globalratingscale.com
Personalised dashboard for each Unit

Results are displayed clearly, all in one place.
Each item has a series of statements that have to be answered **yes** or **no**.
The GRS provides a **framework** on which to prioritise tasks.

The web-based **knowledge management system** (KMS) links solutions directly to problems.
Knowledge Management System (KMS) benefits

- Immediate information and support at the frontline
- Encourages a sharing community
  - Shares existing knowledge across the service
  - Generates new knowledge to support the service
- Provides knowledge from outside the service
- Helps teams improve their service more rapidly
  - Embeds knowledge of what works
An overview of the KMS

Access

- Login required
- Quick and easy
- Regularly updated
- Support guide available
An overview of the KMS

Searching

Search the KMS
- Be as specific or as broad as required
- Find a variety of documents from other Units

Share your documents today
- Policies and guidelines
- Audit tools
- Useful links
- Sample questionnaires
- Presentations
- Case studies

The Knowledge Management System (KMS) has been designed to support the 'how to do it' in the GRS. This system supports endoscopy services by:
- Supporting endoscopy services to achieve higher levels in the GRS
- Sharing and providing all existing endoscopy knowledge across the service
- Generating new knowledge and resources from JAG accredited services
- Accessing knowledge and resources from other sectors and services
- Embedding knowledge of what works

The following presentations, currently available on the KMS, provide a good introduction to the GRS:
- About the GRS
- Data entry demonstration
- Action planning demonstration
- KMS demonstration

The KMS Handbook will provide helpful guidance to all users. It is advised that users read this guide before submitting any documents to the KMS. Email ruby@gscc.co.uk to obtain a copy of this guide.

Search the KMS
- KMS to search: GRS Ireland
- Domain to search: All Domains
- Measure to search: All Measures
- Items to search: All Items
- Enter the text to search for: Search
The Action Plan

Global Rating Scale

Welcome Test User

Action Plans

X Test Unit

- No Plan
- Plan Due After 01/11/2011
- Plan Due before 30/04/2011
- Plan Due before 31/10/2011
- Plan Overdue
- Level Complete

Select an item to assign action plans to measures within that item

1. Consent process including patient information
2. Safety
3. Comfort
4. Quality of the procedure
5. Appropriateness
6. Communicating results to referrer

© 2011 Royal College of Physicians, JAG Office
The GRS has achieved a great deal

- Raised the profile of endoscopy
- Improved teamwork
- Improved standards
- Identified service gaps
- Provided evidence for investment
- Supported the JAG accreditation process

And most importantly, it has improved the patient’s experience of endoscopy
Visit the site
www.globalratingscale.com