



GRS - Audiology

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GRS – what is it?

- Global Rating Scales
- Format based on GRS Endoscopy
- Quality rating tool
- 5 domains
- Each domain has a set of standards
- Each standard has a set of dimensions
- Each dimension has 4 quality levels D to A
- Levels achieved YES / NO



5 Domains

- Quality of Patient Experience
- Clinical Quality
- Workforce and Training
- Performance Management & Dystems and Processes
- Technology



Quality of Patient Experience

Standards:

1. Provision of information to patient or significant other
2. Quality of staff – patient communication
3. Support for patients from volunteer and patient user groups
4. Quality of the environment
5. Capturing of patient and service user feedback
6. Promoting equality and diversity within audiology departments



Clinical Quality

Standards:

1. Use of referral criteria and procedures for access to audiology services
2. Development of management plans
3. Quality of assessment
4. Implementing the management plan (Treatment/Therapy)
5. Follow-up, outcomes and on-going care



Workforce and Training

Standards

1. Skill mix review and recruitment
2. Orientation and training
3. Assessment and appraisal
4. Staff care and respect
5. Staff views are respected
6. Students are educated



Performance Management / Systems & Processes

Standards

1. Waiting times for audiology services
2. Collection of quality information to manage and improve services
3. Systems in place to understand and manage capacity
4. Pathway management and improvement
5. Systems in place to attend to complex and / or urgent cases



Technology

Standards

1. Evaluation of new technologies
2. Procurement of new technologies
3. Audiology department technology lead
4. Use of specific technologies – assistive listening devices that enable patients to access the symbolic, warning and background levels of hearing
5. Use of specific technologies - tinnitus



How it works

Measure and Level	Level	YES	NO
All staff who have contact with patients undertake at least one day of deaf and disability awareness training such that they have general awareness of communication requirements (including sign language, Braille etc.).	D		
There is a contact number posted in the department for patients who have questions and experience problems	D		
All visual displays within the department are accessible (e.g. Subtitles on TV).	D		
All patients are asked if they have any special communication needs before a 1 st visit (e.g. In appointment letter or choose and book form)	D		

All 4 dimensions are required to be answered YES to attain a higher level



How it works

Staff deaf awareness training is refreshed annually	C		
The department is easily contactable by patients with a hearing loss in a variety of ways i.e. fax, text phone, generic email address and voice phone.	C		
Each patient receives an accessible written plan of care (in large print, Braille etc. if necessary).	C		
Staff are trained to take text phone calls (separate from deaf awareness) and a text phone needs to be placed in each department that patients can contact	C		
There is a visual waiting system in the department (where each patient is given a number allowing them to go forward when that number is displayed)	C		
A patient comments and complaints procedure exists, and patients are informed about how to find out the outcome (via PALS)	C		



How it works

A survey that incorporates questions related to patients' views about their communication with staff has been carried out in the last 2 years	B		
Users review of staff – patient communication from recent surveys and patient comments is monitored as appropriate at departmental meetings	B		
Appointment durations are extended to allow for communication needs and support	B		
A survey that incorporates questions related to patients' views about their communication with staff has been carried out in the last 6 months, and there is evidence that the results have been acted upon	A		
There are readily available badges, stickers and communication cards issued to patients that can assist with improving staff – patient communication	A		



On-line for audiology

- Accessed by staff appointed to manage GRS in the department
- Future access given to service commissioners
- Currently departments will not be able to view other services' standards
- Accessed by DH



What about us?

- Much of the GRS content is applicable to Hearing Therapy
- When it is NOT applicable, problem when completing on-line
- Does not prevent us using paper version or creating our own electronic version
- Hearing Therapy version – need to lobby DH (Sue Hill)