SPONSORING GREAT TO GIVE GREAT GREAT

YOU MAY THINK, 'ONE PERSON CAN'T CHANGE ALL OF THIS,' BECAUSE IT FEELS OVERWHELMING. BUT **TOGETHER WE CAN**-ESPECIALLY WHEN WE HAVE THE TOOLS TO DO IT RIGHT: THE PDSA CYCLE, UBT_S AND THE PROCESS AROUND PARTNERSHIP.



-Gena Bailey director and UBT sponsor, Mid-Valley Service Area (Northwest) MOST

PATIENT AND

MEMBER FOCUS