

SPONSORING GREAT TEAMS TO GIVE GREAT CARE



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, UBTs AND THE PROCESS AROUND PARTNERSHIP.



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

