

QUALITY IMPROVEMENT STEP	PLAN
What is your planned change?	Increase COVID-19 vaccinations in Black patients 65 or older with diabetes by 20% over the next 3 months.
What is the timeline for implementing the PDSA?	April to July
Who is going to implement the change (e.g., physician A, nurse B, medical assistant C) and what exactly will each individual do?	Dr. Lopez and her nurse Mr. Johnson will implement the project. Mr. Johnson will identify patients who are 1) 65 years and older; and 2) have diabetes through an algorithm developed by IT or manual chart review. Mr. Johnson will call patients to inquire as to if 1) they have registered and/or received their 1st COVID-19 dose; and 2) they have returned in the appropriate amount of time to receive their 2nd dose. If they have not received the 1st dose, Mr. Johnson will register them for an appointment to receive the 1st dose of their vaccine. If they have received the first dose but not the 2nd, Mr. Johnson will determine the appropriate amount of time after which the patient should return to the clinic for their second dose. If the patient has fears or concerns, Mr. Johnson will alert Dr. Lopez. Dr. Lopez will assess the patient’s fears or concerns through evidence-based behavioral and social science theory. If needed and available, Dr. Lopez will connect the patient to a patient navigator for help with this. After the patient’s concerns are addressed, Mr. Johnson will provide educational materials to the patient and reassess their willingness to receive their 1st and 2nd doses of the COVID-19 vaccine. Mr. Johnson will proceed to register the patient for an appointment following this final exchange.
Which patients will be involved (e.g., all patients seen by Dr. A over the time course of the PDSA)?	All Black patients aged 65 and over with diabetes. Because of the pandemic, patients may not be scheduling regular office visits. Calling these patients for vaccinations may also reaffirm the need for chronic disease management.
How will you measure the change?	Mr. Johnson will have a report run weekly for COVID-19 1st and 2nd dose vaccination rates in Black patients aged 65 or older with diabetes.

How will you report information about the PDSA to the team (e.g., weekly morning meeting; post a run chart in the staff room)? To the whole practice (e.g., host a lunch to present the plan to the practice staff)?

Dr. Lopez and Mr. Johnson will review the data each week and determine the best mode of communication to both the team and the practice.