

Quality Improvement Step	Plan
Planned Change	<ul style="list-style-type: none"> ● Increase COVID-19 patient education material distribution to 100% of patients seen
Timeline	<ul style="list-style-type: none"> ● The entire month of April with weekly reports
Participants	<ul style="list-style-type: none"> ● Registration personnel, medical assistants, nurses, physicians, patient navigators
Activity	<ul style="list-style-type: none"> ● Train participants on patient education available ● Choose materials tailored to practice patients ● Develop a data collection tool for participants to tally material distribution ● Each participant distributes a different educational material (eg, registration hands out education on mask-wearing and physical distancing, medical assistants hand out education on symptoms, nurses hand out education on where to get tested and how to isolate, physicians hand out education on vaccines, and patient navigators hand out education on 2nd dose follow-up) ● Participant count or tally each time they distribute materials
Which Patients	<ul style="list-style-type: none"> ● All patients seen during February
Data	<ul style="list-style-type: none"> ● Champions review data collection tools and report counts and percentages to team, weekly
Presentation of Final Results	<ul style="list-style-type: none"> ● Virtual meeting over participants to review and discuss results ● Invite feedback on process (material distribution, data collection tools and methods) ● Recognize participant efforts with virtual gift card