

Problem/Opportunity Worksheet

Step 1: With your team use bullet points to answer the 5W2H Questions to better understand the opportunity for improvement.

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| <u>What</u> is the problem/opportunity? | <u>Why</u> is it a problem/opportunity? |
| <u>Where</u> do we observe the problem/opportunity? | <u>Who</u> is impacted? |
| <u>When</u> did we first observe the problem? | <u>How</u> does it affect clients/families/caregivers/staff? |
| <u>How</u> often does it occur? | |

Step 2: Write a draft problem/opportunity statement.