

# Problem/Opportunity Worksheet

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

<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.