5W2H Method

When starting an improvement initiative it is important to step back and reflect on your current situation. Use the 5W2H questions below to ensure you have uncovered all key information that is contributing to the problem area of focus. For the Advanced Access and Efficiency initiative you are looking at wait times to get an appointment and delays at the appointment.

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|  | **5W and 2H** | **Response** |
| **5 W** | What is the problem? Describe it in a single sentence, so that others will be able to understand what you mean. | The problem is… |
| Why is it a problem? What is the pain? | This is a problem because… |
| Where do we encounter the problem? |  We encounter the problem at (Location) (Time) when (Specific circumstance)… |
| Who is impacted? | This impacts: (Staff) by…, (Patients) by…, (Other providers) by … (others) by… |
| When did we first encounter the problem? | We first encountered this problem… |
| **2H** | How did we know there was a problem?  | The symptoms of this problem are… |
| How often do we encounter this problem? | We encounter this problem (x) times and each encounter is (this big). The problem is getting (better/worse). |