

# Defining the Problem Approach



## Problem

- What is the problem or need?
- How do we know this is a problem?
- Why is it important to solve?

## Scope

- Who is experiencing the problem?
- Where is the problem occurring?
- When and how often is the problem happening?

## Team

- Who owns the problem (Executive in Charge)?
- Who has an interest in the problem (Stakeholders)?
- Who can make decisions about the problem (Management)?
- Who is directly involved in the problem (Front-line)?

Narrow and define the scope of your QI work