

Problem Statement Worksheet

Basic question

Context/rationale for project

Impact metrics/targets/timing

Sources of Insight

In scope/ out of scope

Risks and barriers

Main stakeholders

Completion notes

Basic question

- Defines what problem or challenge must be resolved to deliver impact.
- The question should be SMART (see next page)

Context/rationale for project:

- Sets out the situation and complication
- Explains relevant background and why solving the problem matters
- Covers prior efforts to address the problem

Impact metrics/goals/timing:

- Explains how you will know you have succeeded
- Considers whose views should be accounted for
- Lists qualitative and quantitative metrics with associated goals, linked to the basic question; metrics should be possible to track and SMART (see next page)
- Examples of metrics: patient and staff experience, clinical outcomes, financial savings, service growth, workforce feedback, commissioner feedback

Sources of Insight

- Identifies where relevant expertise, knowledge, and approaches exist, both within the organisation and outside the organisation

In scope/ out of scope

- Indicates what the problem solving will and will not include
- Defines limits of the set of solutions to consider

Risks and barriers

- Identifies risks/barriers specific to the project
- Can include mitigating actions to address risks

Main stakeholders

- Identifies specific individuals or groups who are important to engage in the project
 - Who makes the decisions
 - Who could support (or derail) the project
 - Who ought to be invited to be part of the extended project team