connecting

knowledgetocare



**Opportunity Statement: The Starting Point**

**Purpose:**

* Describes the current situation
* Identifies the conditions, problems or issues that are leading you to propose a plan of action.
* Communicates/motivates the need and will to act, and facilitates an aim that truly addresses the problem.

**Example: 5W2H**

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| What is the issue? | COPD is a frequent cause of 30-day readmission at our hospital. |
| Why is it happening? | Many readmissions are for individuals who utilize a large amount of resources due to ineffective prevention and management of chronic disease. |
| Where do we observe the problem? | It is measured in hospital but the problem is likely multi-factorial spanning the continuum of care (primary care, home care, specialist). |
| Who is impacted? | Primarily elderly patients who have lived with the disease for many years. |
| When did we first observe the problem? | Drill down on the admission data from the last few months to identify key populations. |
| How does it affect clients/families/caregivers/staff? | Unnecessary admissions increase risk to patients, inconvenience family, decrease quality of life for patients, & restrict access/flow for other patients who require admission. |
| How often does it occur? | 21% of our discharged COPD patients get readmitted at least once, and 15% are readmitted at least twice. COPD is one of the top 2-3 conditions readmitted. |

Source: The IDEAS program 2015