# 5W2H

5H2W refers to the 5Ws and 2Hs questions commonly used: Who, What, Where, When, Why, How and How much (or often). This is a useful tool for information gathering when you are seeking to understand the issue. Consider completing this exercise when you are first exploring the challenge you are confronted with.

## 5W

### Questions to consider

* **WHAT** IS THE ISSUE? Describe it in a single sentence, so that others will be able to understand what you mean.
* **WHY** IS IT AN ISSUE? (e.g., who does it impact and how?)
* **WHEN** DID WE FIRST ENCOUNTER THE ISSUE?
* **WHERE** DO WE ENCOUTNER THE ISSUE? (e.g. location, time, specific circumstances?)
* **WHO** IS IMPACTED? (e.g. staff, clients, families, other providers), and how…

## 2H

### Questions to consider

* HOW DID WE KNOW THERE WAS AN ISSUE? (e.g., the symptoms of this issue are…)
* HOW OFTEN DO WE ENCOUNTER THIS ISSUE? (e.g., We encounter this issue x times and each encounter is this big. The issue is getting better/worse).

### Problem statement: