

[illegible][illegible]

© 2004 Blackwell Publishing Ltd, *Journal of Internal Medicine* 255: 103–110

1. The first step in the process of identifying a problem is to determine the nature of the problem. This involves a thorough understanding of the situation and the factors that are contributing to the problem. It is important to gather as much information as possible and to consider all possible causes. Once the nature of the problem has been identified, the next step is to develop a plan of action. This plan should be based on the information gathered and should take into account all relevant factors. The plan should be realistic and achievable, and it should be flexible enough to allow for changes as more information becomes available. Once the plan has been developed, the next step is to implement it. This involves putting the plan into action and monitoring the progress. It is important to be flexible and to be willing to make changes as needed. Finally, the last step in the process is to evaluate the results. This involves comparing the actual results with the expected results and determining whether the problem has been solved. If the problem has not been solved, the process should be repeated.

THIS PAGE IS UNCLASSIFIED