

# Problem-Solution-Outcome Approach

This structure organizes the report by identifying the healthcare problem the digital innovation aimed to address, followed by a discussion of how the innovation provided a solution, and then an evaluation of the outcomes across workforce, service delivery, patients, and the community.

## 1. **Introduction** (200-250 words)

- Introduce the digital innovation and outline the structure of the report.
- Briefly describe the problem or healthcare challenge the innovation was designed to solve (e.g., inefficiency, patient access, care coordination).
- Provide an overview of the key areas of evaluation: workforce, service delivery, patient/service user, and community.

## 2. **The Healthcare Problem** (350-400 words)

- Outline the specific health or social care problem that the innovation aimed to address.
- Provide data or background context about the problem (e.g., how it affected patients, the workforce, or service delivery).
- Explain why this problem was critical to solve and how it impacted the overall quality of care or community well-being.

## 3. **The Digital Innovation as a Solution** (350-400 words)

- Introduce the digital innovation in detail, explaining its key features and how it was intended to address the identified healthcare problem.
- Discuss the implementation process and strategies used to introduce the innovation (e.g., funding, pilot programs, stakeholder involvement).
- Provide examples of how it functioned as a solution to the healthcare issue.

## 4. **Workforce Outcomes** (350-400 words)

- Evaluate how the innovation solved or impacted the workforce-related challenges, such as staff workload, competency requirements, or job roles.
- Compare the pre-innovation and post-innovation situation for the workforce, focusing on both benefits and drawbacks.
- Highlight any unexpected workforce outcomes (positive or negative).

## 5. **Service Delivery Outcomes** (350-400 words)

- Analyze the impact of the innovation on service delivery, focusing on how the solution addressed service inefficiencies or improved care pathways.

- Discuss measurable service improvements (e.g., faster diagnosis, improved access) and any areas where the innovation failed to deliver as expected.
- Address potential negative effects, such as operational disruptions during implementation.

#### **6. Patient and Service User Outcomes (350-400 words)**

- Critically assess how the innovation affected patients or service users, especially in terms of their experiences and satisfaction with care.
- Compare their perceptions of care before and after the implementation of the innovation, considering aspects such as engagement, empowerment, or digital literacy challenges.
- Weigh both positive (e.g., improved access to health information) and negative (e.g., feelings of disconnection) outcomes.

#### **7. Community and Public Health Outcomes (350-400 words)**

- Explore the innovation's impact on the community, including changes in public health outcomes, community access to services, or the involvement of family members in care.
- Discuss how the solution addressed the community's specific needs, and what the broader social implications are.
- Address positive and negative outcomes, such as the potential for digital exclusion among certain groups.

#### **8. Conclusion (250-300 words)**

- Recap the key findings of the report, focusing on the impact of the digital innovation in solving the healthcare problem.
- Highlight the overall success or limitations of the innovation based on the outcomes discussed across workforce, service delivery, patient experience, and the community.
- Offer recommendations for further development, improvement, or scaling of the innovation.