



Investigations

**Presented By Licensing and
Certification**

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IDAHO DEPARTMENT OF
HEALTH & WELFARE



- ▶ Understand the importance of reporting and investigating
- ▶ Learn the important components of an investigation



The administrator is responsible for the investigation of all incidents, accidents, unknown injuries and allegations of abuse, neglect or exploitation.

Staff should be aware of facility policies for reporting incidents, accidents, unknown injuries and allegations of abuse, neglect or exploitation.

Any resident involved in any allegation must be protected during the investigation.





- To protect the resident
- Identify possible solutions and corrective actions
- Identify safety issues
- Change practices or identify training needs
- Rule out abuse

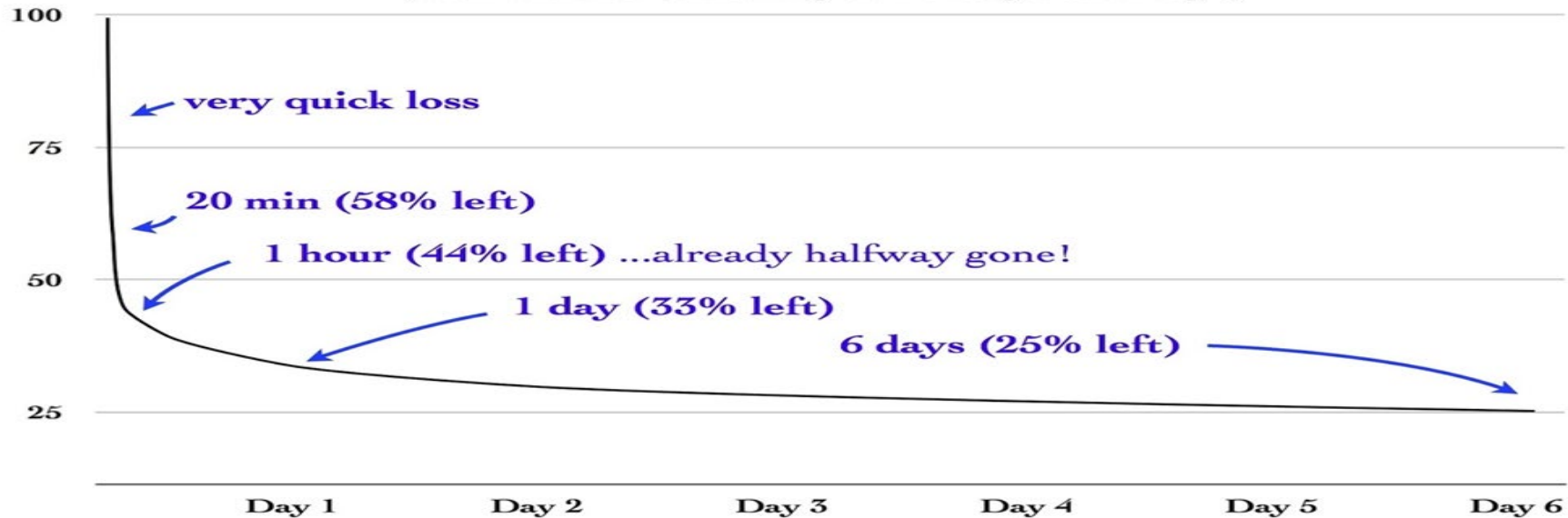


***Questions are
guaranteed in
life; Answers are
not.***



- **Speed**
 - A. All forms of evidence becomes lost with time
 - B. Must begin and continue without any delay

Ebbinghaus' Forgetting Curve
(How much of something do we forget each day?)





Thoroughness

- Collection of all facts that help resolve the investigation
- Serves as a safety net to protect residents or change systems



OBJECTIVITY



- Someone who is trained.
- Someone skilled at setting people at ease
- Someone who has the ability to draw out information in order to gather all the facts
- Someone who is able to put personal feelings and beliefs aside without forming opinions or conclusions based on how they feel or think



Part I and II – Provides a place to write or diagram the following:

- A brief description of the allegation/incident
- The date and time Adult Protective services or police were contacted
- Your plan to protect the resident
- The layout of the room or where injuries were located
- Location of video footage and how to access it



Part III – helps you organize the following:

- Make a list of people to interview based on the schedule and allegation (Residents, caregivers, family, etc.)
- Take time to lay out as many details as possible prior to beginning interviews
- Which resident records, employee records, as-worked schedules do you need to review?
- Make a list of relevant questions to ask each interviewee



Suggested Order of interviews:

A. Reporter

B. Eye Witnesses

C. Victim/Resident

D. Any other additional

E. Perpetrator



- Provide a quiet private area with no distractions
- Do not hurry through process
- Try to put the interviewee at ease
- Be respectful and patient
- Avoid making interpretations, feelings, assumptions
- State clearly the purpose of the interview.
- Always speak with calm voice, avoid sarcasm/anger
- Reassure interviewees that all discussions will be kept confidential



- Be respectful, patient and sensitive
- Speak slowly and clearly
- Keep questions simple
- Repeat question if needed
- Use open ended questions
- Avoid combining two or more issues
- Do not put words into the resident's mouth
- Have there been changes in their behavior, mood, or daily activities



Each interviewee should answer the following:

- What were you doing at the time of the incident?
- Who were you with?
- Who else did you see at the time?
- What did you hear?



- Ask each interviewee to write a statement about the incident
- Be present when they are writing
- Never edit the statement
- Ask interviewee to read their statement and make any corrections
- Have them initial and date any alterations.
- Have them sign and date completed statement



- Make notes immediately after interviewee leaves the room
- Pay attention to demeanor
- Look for logic and consistency of story
- Did statements conflict with other people's version or written information collected?
- Did the alleged perpetrator make any admissions or deny anything?
- Has the alleged perpetrator said or done anything previously which makes it likely the incident actually occurred?



- Make sure residents are protected and kept safe
- Corrective actions must be taken immediately
- Is there anything the facility can do differently?
- Do policies need to be changed?
- Sign and date the report

Safeguard the Report!!!

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Failing to Report Is A Crime!!



**THERE'S NO EXCUSE
FOR ELDER ABUSE.**

www.qld.gov.au/noexcuseforelderabuse

