

## Investigator (Suggested) Interview Template

**Introduction:** *Start with an introduction of who you are and why you are speaking or as the interviewee if they know.*

**Express Condolences:** State something like “I am sorry for your loss” and “thank you for your time today.”

**Confirm privacy:** *If on the phone, confirm that they are in an area away from others and that they have at least 45 minutes to talk uninterrupted.*

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**Name** *(Have them spell it out if needed):* \_\_\_\_\_ **Date of Interview:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Position/Title:** *(Sometimes providers have random titles so get clarity if they give initials):*

*\*\*If the position is other than a DSP-ask for clarity on their role and how much time they spend weekly/daily providing direct support. Could be a nurse, manager, director one-to-one, etc.)*

**Date of Hire/Years with the Provider:** *(Most will not know their date of hire; year/month is appropriate):*

**Years working with the involved Individual:** *(can help establish relationship-often this is the same amount of time as with provider but sometimes there are other pertinent details)*

**Typical Shift:** *(Obtain the typical days of the week and the typical hourly shift-also ask how many staff are usually present during the shifts)*

**Number of Individuals living in the home:** *(To establish how many Individuals reside in the home):*

**Number of Individuals in the home at time of Incident:** *(To establish who was actually there at time of the incident. Perhaps one staff was out with one Individual, etc...plus MRC purposes):*

**Number of staff in the home at time of Incident:** *(MRC purposes; to ensure staffing patterns are followed):*

**Please describe the Individual-anything you would like to share:** *This question helps determine how well the staff knew the Individual, helps develop a sense of relationship, often loosens up the interviewee (found memories), and may show ISP familiarity. Presumably the interviewer would have already reviewed the ISP in WAMS...Presumably...*

**Describe Individual's Communication:** *(Two of the most important questions here is how the Individual communicated when they were happy and excited? How did they express if in pain, upset, experiencing discomfort? Ask them to provide detail or even give an example).*

Interview Duration: 45-60min

**Describe Individual's Medical Needs:** *(Here you are determining what the interviewee knows about the medical needs, protocols, etc. If doctor appointments were scheduled leading up to the incident, did this staff provide transport? Was there any training? Etc.)*

**Describe Individual's Behavioral Needs:** *(Here you are determining what the interviewee knows about behavioral needs, protocols, etc. Try to get examples that show how the staff provide interventions).*

**Describe Individual's Mobility:** *(How does the Individual moved around the indoor/outdoor environment and expand from there depending on the responses).*

**There may be interviewees that give one-word answers for the above, or are not sure how to articulate answers to the questions. Another effective method is to ask them to describe a typical shift and the supports they would provide to the Individual. Have them go from beginning to end of a typical shift and add in questions were needed. Store information from these question, for when you discuss the incident.**

**The Incident** *(Usually saved for last). Ask for the shift that they were working, the time they arrived for the shift, who was working with them and/or the name of the staff present when they arrived.*

1. **Ask the interviewee to describe what occurred. Allow them finish the entire story uninterrupted** *(I KNOW, THEY KNOW, WE KNOW that at this point they have told this story multiple times to their managers, written it in their internal reports, etc.)* **While they are talking, write down notes and anything that jumps out.**
  
2. **Thank them and ask them to retail the story, starting from the beginning. Let them know that this time you will be asking questions. Together, break down the story that they have already given, moment by moment. Ask questions until you have the information that you need.**
  - a. **Example: Employee:** *"I arrived for my shift and checked on the individual."*  
**Interviewer:** *"Describe what checked on means? What did you do?"*  
**Employee:** *"I went into the room to make sure the individual was okay."*  
**Interviewer:** *"What did you do once in the room? Was there any light in the room? Did you approach the bed or touch the Individual? Did they respond or wake up?" etc.*
  
  - b. **Example: Employee:** *"She drank water but then she threw it up. I immediately called my Manager"*  
**Interviewer:** *"Where did the water come from? What time did she drink it and how much?"*  
**Employee:** *"I poured water for her, but oh, first she got some for herself out of the bathroom."*  
**Interviewer:** *"How did she get the water herself?" (Earlier he mentioned she could not walk without staff Support).*

Edit Date: 5/5/22

Interview Duration: 45-60min

**Employee:** *“She crawled to the bathroom at 2am, used the sink to pull herself up and drank from the sink. I saw her, and she asked me for water repeatedly. I think I brought her in total 5 full cups.”*

**Interviewer:** *“Dude what???” Just kidding but you get the drift.*

c. **Example: Employee:** *“I found him unresponsive in bed, started CPR, and called 911.”*

**Interviewer:** *“Describe your initial observations (position of body, skin temperature, any discoloration, any sounds, etc.). Did you move the Individual? Where did you perform CPR?” “Where was your co-worker? How did you get their attention? Where was the phone located that you used to call 911? Who called 911? Who completed compressions? Did you switch? When was the manager contacted? Etc.*

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**Remaining Thoughts:** *Once you have what need (or at least what you can get), ask if there is anything else important that they believe you should know while writing your report.*

**Call-Back Confirmation:** *Remind the interviewee that you may call them back if you have questions during you review; offer that they may call you if they recall anything new. Confirm best contact number.*

**Thank You:** *Thank them again, for their time.*

**Email Follow-up:** *Email the provider’s contact to confirm the interview was completed and request documents if needed (CPR Certification, Policies, etc.)*