

## **Appendix F - Incident Investigative Training – Definitions and Protocol**

**Certified Investigator:** This course covers the fundamental principles of conducting investigations, analyzing and weighing evidence to reach conclusions, writing investigative reports and the process for assessing the quality of investigations. Participants must pass an exam which tests their knowledge of the investigative practices taught in this DBHDID approved training program to be considered a Certified Investigator.

**Advanced Investigations and Evaluating the Quality of Investigations:** This course focuses on skills such as interviewing and statement taking; provides a review of investigative techniques and terms; and, provides investigators with a process for determining the quality of an investigation and the soundness of the conclusions. *Prerequisite: Certified Investigator training*

**Mortality Review, Death Investigations, and Root Cause Analysis:** This course addresses the following: typologies of death; the relationship of death investigations to the investigations of other serious incidents; the mortality review process and its relationship to incident management and quality improvement; and, provides the skills and tools to identify systemic causes of serious incidents, not just the identification of root causes, but the implementation of solutions. *Note: This course is geared toward individuals who have completed the Certified Investigator training and, although the course is not a mandatory prerequisite, staff who lead death investigations must have both trainings.*

**Incident Management Training, Protecting People from Harm:** This course provides training for staff at various levels to support and implement incident management processes to protect the individuals served from harm. This training is divided into two groups; incident management for direct care employees including supervisors, and incident management for managers and others responsible for implementing and overseeing incident management process. There are four modules, which include subjects such as evidence based management, review and use of incident data, serious incidents investigations as a classification tool, etc. *Note: This course is not mandatory, but is offered as a tool to ensure quality care.*

### **Training Protocol:**

1. Each facility shall maintain a minimum of two (2) trained *Certified Investigators* who are responsible for completing final expanded investigative reports. Each facility shall also maintain additional Certified Investigators as determined necessary to meet the needs of the facility considering the number of patient days, historic data regarding the number of incidents, and trending.
2. Certified Investigators who complete final expanded investigative reports and the Director/Coordinator of Risk Management shall attend the *Advanced Investigations and Evaluating the Quality of Investigations* training at least every three years.
3. Staff completing incident investigations not requiring an expanded investigation shall attend facility provided training at least every three years.
4. Staff leading a death investigation shall be a Certified Investigator who has attended the *Mortality Review, Death Investigations, and Root Cause Analysis* training, at least every three years.
5. DBHDID maintains the right to request any investigator be suspended from conducting investigations and take additional training based on the quality of their work product.
6. Each facility shall notify DBHDID when a trained investigator terminates their employment, or moves to a position whereby their role no longer includes conducting investigations for the facility