

Interview Investigation

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Use one form per staff or witness interview:

Patient Name:	MRN/ID:	Unit:
Date of Event:	Time of Event:	Manager:
Caregiver/Provider Name:	Title:	Reports to:
Witness – if other than direct caregiver:	Title:	Reports to:
Date of Hire:	License or certified in what states:	
Shift Normally Worked:	Shift worked when event occurred:	
Date of Interview:	Start Time:	
Question(s)	Response	
<p>Never interview an employee alone. Utilize Security, risk management, patient relations or other unit team members. Remember to use open ended and not leading questions with the patient.</p>		
Staff Questions:		
<p>What happened? How exactly did the situation begin?</p>		
<p>What does policy or procedure require?</p>		
<p>What normally should have happened?</p>		
<p>Describe what was different about this process?</p>		
<p>How do you feel the change in process impacted this situation?</p>		
<p>Why did do you feel this happened?</p>		
<p>What are your general recollections of this patient?</p>		

Staff Questions:

Were there any barriers that hampered the team's ability to care for this patient or react to this event?

Suggestions for ways to modify the process.

Describe the patient's condition.

Tell us about the patient's pain control or other challenges.

Share any role in the event that family may have played.

Share any challenges you may have had with colleagues or physicians when caring for this patient.

Were there any policies, procedures or protocols leadership should evaluate secondary to this event?

Were there any policies, procedures or protocols that worked well in helping staff handle this event?

As you review this event after the fact, is there anything you/staff would have done or communicated in a different way that could have changed the outcome of this event? What should be done differently?

Name

Title

Interviewed by:

Interviewed by:

Interviewed by:

Time Concluded:

Notes

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