

Specialized Training on Protecting People from Harm, Incident Management, and Critical Incident Investigations for Human Service Organizations

Program Descriptions

GENERAL TRAINING – PROTECTION FROM HARM AND INCIDENT MANAGEMENT

1. *The Quest for Quality: Incident Management and Protecting People from Harm*

A one (1) day training focusing on the philosophy and values of protecting people from harm including:

- Concepts of **preventive versus reactive** caregiving organizational cultures;
- Professional and organizational responsibilities regarding protecting people from harm in human service organizations;
- Rights of people in human service organizations including the rights to choice and self-determination;
- Creating incident management regulations and policies supporting positive organizational operations and cultures;
- System and organizational Incident Management policy expectations including investigation of critical incidents (e.g. abuse/neglect allegations, deaths, etc.).

Target Audience: Organization Management (all levels/ departments), Quality Assurance/ Compliance, Professional and Direct Support staff, Boards of Directors, Individuals Receiving Services, Advocates, and Oversight Officials. Course participation limited to twenty-five (25) participants.

2. *Protecting People from Harm: Understanding Why Incidents Occur in Human Service Organizations*

A half (1/2) or one (1) day program consisting of facilitated discussion and problem-solving activities with employees or individuals receiving services in human service organizations. Process includes:

- Discussion of the philosophy and values of protecting people from harm and incident management;
- Assessing and understanding reasons why incidents occur in the organization;
- Developing problem-solving skills that help empower employees and individuals to **prevent** incidents, especially abuse and neglect, in human service organizations;
- Collecting and sharing information generated from the group discussions with participants, agency management and Boards of Directors for use in strategic planning and other organizational change initiatives.

Target Audience: All levels of organization Management, Quality Assurance/ Compliance, Professional and Direct Support Staff, Individuals Receiving Services, and Advocates. Course participation limited to fifteen (15) participants for the half-day program and twenty-five (25) participants for the full day program.

SPECIALTY TRAINING: CONDUCTING CRITICAL INCIDENT INVESTIGATIONS

3. Protecting People from Harm: Conducting Critical Incident Investigations (Basic Training)

A three (3) to four (4) day technical course on basic investigation protocols focusing on rules of evidence associated with identifying, collecting, and assessing testimony, documentary, physical and demonstrative evidence. Specialized modules focus on:

- Creating structure of the investigation;
- Interviewing witnesses and preparing written statements;
- Managing interviews with witnesses with cognitive and/or communication impairments;
- Assessing witness competency to participate in an investigation;
- Reconciling evidence, developing investigation reports, and concluding the investigation.

Program consists of lecture, small/large group discussions, and role playing exercises with special emphasis focusing on developing testimonial evidence through witness interviews and preparing written statements.

Target Audience: Employees responsible for conducting or managing critical incident investigations in human service organizations and systems including: Agency Management, Quality Assurance/Compliance and Human Resource staff, and staff in government agencies responsible for the licensing or oversight of service delivery systems. **Note:** program can be modified for employees responsible (and accountable) for reviewing investigations, determining findings and recommendations, and concluding the investigation including: Executive Management, Human Rights or Incident Management Committee members, and Boards of Directors. Course limited to twenty-five (25) participants.

4. Protecting People from Harm: Conducting Critical Incident Investigations (Advanced Training)

A two (2) day program further refining critical incident investigation skills for employees responsible for conducting investigations. This program provides individualized performance assessment and feedback on interview and statement taking skills, along with preparation of final investigation reports. Course limited to fifteen (15) participants.

Target Audience: Investigators completing a program on basic investigation techniques.

5. Protecting People from Harm: Reconciling Evidence and Concluding the Investigation

A one (1) to two (2) day program focusing on evidence analysis and developing conclusions and recommendations related to investigations of abuse, neglect, or other critical incidents. Training focuses on the decision-making process pertaining to a competent investigation, and determining outcomes and recommendations to meet various statutory, regulatory, and quality assurance/policy standards. Focus of training analyzes an abuse investigation case study through lecture and small and large group exercises and discussions.

Target Audience: Employees responsible for managing or reviewing critical incident investigations including: agency Management and Investigators, Human Rights and Incident Review Committee members, Advocates, Government Officials.

6. Protecting People from Harm: Overview of Critical Incident Investigations

A one (1) day training focusing on a systems framework of incident management, the principles of investigatory process, and conducting critical incident investigations in human service organizations.

Target Audience: Agency Board of Directors, Administrators, Supervisory, Professional and Direct Support Staff, Human Rights/Incident Management Committee members, Individuals Receiving Services, Advocates, Government Employees. Course limited to twenty-five (25) participants.

7. Quality and Performance Measurement of Incident Management Functions in Human Service Organizations

A one (1) day training introducing the relationship between quality improvement, performance measurement, and incident management functions for organizations and systems developing or revising incident management policy and process. The program addresses methods and tools for measuring the competency of critical incident investigations.

Target Audience: Agency administrators, quality assurance staff, investigators, advocates, and government officials.

8. Protecting People from Harm: Evaluating the Quality of Critical Incident Investigations Through Competency Assessment (CIICAT)

A one (1) to (2) day training introducing the CIICAT process used to assess the quality of critical incident investigations. Training focuses on:

- Evaluating the quality of certified investigations and managing work performance in organizations;
- Review of the CIICAT tool and basic principles of competent investigation process;
- Applying the CIICAT tool to evaluate the quality of an investigation by reviewing an abuse investigation case study.

The course involves small and large group discussions. Each session is limited to 30 participants.

Target Audience: Agency Administrators, Investigators, Incident Management, and other agency staff involved in reviewing or supervising critical incident investigation process.

Other Program Offerings

1. Management and Supervision in Human Service Organizations

A two (2) or three (3) day program focusing on the development of management and supervisory skills in human service organizations. Topics of discussion include:

- Performance management process models;
- Developing effective leadership through use of positive supervision;
- Coaching and counseling versus discipline to improve performance.

Program consists of lecture, small/large group exercises and discussions through analysis of a case study.

Target Audience: Agency Administrators and Supervisors. Course limited to twenty-five (25) participants.

2. Conflict Management in Human Service Organizations

A one (1) day program focusing on positive conflict management skills. Topics include conflict resolution models of process and exercises designed to develop skills used to resolve conflict in a positive manner. Program consists of lecture, small/large group exercises and discussions, and role playing.

Target Audience: All agency staff.