

**COURSE AGENDA**

**Protecting People from Harm:  
Evaluating the Quality of Critical Incident Investigations**

**Program Summary and Learning Objectives:** This is a 1-2 day training designed to develop competencies analyzing the quality of critical incident investigations through use of the *Critical Incident Investigation Competency Assessment Tool (CIICAT)*.

Program content encourages participants to develop the following competencies:

- Understand the CIICAT process and standards used to assess the quality of critical incident investigations;
- Apply CIICAT standards by assessing case study materials involving from a critical incident investigation involving an allegation of physical abuse.

The program consists of lecture, small and large group exercises and discussions.

**Target Audience:** Staff in long-term care organizations supporting people with disabilities or the elderly including: agency Investigators; Incident and Quality Management staff; Executive staff and Boards of Directors; staff from government oversight or legal advocacy organizations reviewing or monitoring critical incident investigations.

**Sample 1-Day Agenda**

9:00 a.m. – 9:15 a.m.	Introductions
9:15 a.m. – 9:45 a.m.	Orientation to the CIICAT Materials
10:30 a.m. – 10:45 a.m.	Break
10:45 a.m. – 12:00 p.m.	Applying the CIICAT – Case Study
12:00 p.m. – 1:00 p.m.	Lunch
1:00 p.m. - 2:30 p.m.	Applying the CIICAT – Case Study (continued)
2:30 p.m. – 2:45 p.m.	Break
2:45 p.m. – 4:15 p.m.	Applying the CIICAT – Case Study (continued)
4:15 p.m. – 4:30 p.m.	Wrap-up and Conclusion