
Reconciling Evidence and Concluding the Critical Incident Investigation

Course Overview: This 1-2 day training addresses the following processes associated with managing critical incident investigations:

1. Applying rules used to reconcile conflicting evidence to determine the *preponderance of evidence* in critical incident investigations;
2. Understanding and applying the terms *Conclusive*, *Inconclusive*, and *Unconfirmed* when concluding a critical incident investigations; and
3. Determining corrective actions/interventions (personnel, program, fiscal, and/or general administrative areas of agency operations) as a result of the conclusions drawn from investigating critical incident.

Target Audience: Staff from provider, oversight, and legal advocacy organizations including: agency Investigators; Executive staff/Administrators; Incident Management and Quality Improvement staff; members of Human Rights and/or Incident Management Committees; corporate Boards of Directors; government officials and advocacy organizations monitoring or investigating allegations of abuse and other critical incidents.

SAMPLE AGENDA

9:00 a.m. - 9:30 a.m.	Introductions
9:30 a.m. - 10:15 a.m.	Lecture and Small Group Work: Critical Incident Investigation Roles and Process
10:15 a.m. - 10:30 a.m.	Break
10:30 a.m. - 11:30 a.m.	Small and Large Group Work: Standard of Proof
11:30 a.m. - 12:00 p.m.	Lecture: Legal Rules Applied to Reconciling Conflicting Evidence in Civil/Administrative Investigations
12:00 p.m. - 1:00 p.m.	Lunch
1:00 p.m. - 2:15 p.m.	Small and Large Group Work/Case Study
2:15 p.m. - 2:30 p.m.	Break
2:30 p.m. - 4:30 p.m.	Small and Large Group Work: Case Study continued.
4:30 p.m.	Wrap-Up and Evaluation