

## EFFECTIVE INTERVIEWING OF RESIDENTS AFTER A CRITICAL INCIDENT

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BC Care Providers, May 26, 2014

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## CRITICAL INCIDENTS IN RESIDENTIAL CARE: A HOT TOPIC

- High profile cases
  - Assaults, sexual assaults, murders
- Call for a national “Dementia” strategy
  - Evidence-based assessments
  - Evidence-based management / interventions
  - Evidence-based investigations
- Effective Interviewing

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## **SPECIAL NEEDS IN GERIATRIC RESIDENTIAL CARE**

- Neurocognitive challenges
- Personality challenges
- Mental health challenges
- Physical Challenges
- Communication challenges

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## **INTERVIEWING RESIDENTS: MULTIPLE PRECIPITANTS**

- Intake
- Placement changes
- Medication reviews
- Daily – care activities
- Future plans
- After critical incidents
  - Victim, witness, aggressor
  - Types?

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## **LEARNING FROM CRITICAL INCIDENTS**

EFFECTIVE INTERVIEWING

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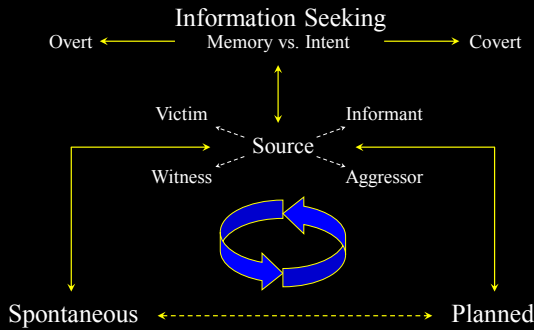
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## NATURE OF INTERVIEWS



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## EFFECTIVE INTERVIEWING

- Goals
  - Minimize impact on interviewee (when appropriate)
  - Maximize recall while minimizing contamination
  - Maintain integrity of process
  - Facilitate credibility assessment
- Process
  - Goal-driven conversation
    - ✓ Memory compatible questions
    - ✓ Resident compatible questions

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## THE STEPWISE INTERVIEW

- Preparation\*
  - Narrative step
- Introduction
  - Enhancement step\*
- Rapport / baseline
  - Review step
- Introducing the topic
  - Conclusion

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## PREPARATION STEP

- Review file / collect collateral information
  - Knowledge of critical incident, policies, process
  - Knowledge of resident
    - ✓ Special needs signs and symptoms
      - ❖ Attention, memory, language, spatial, executive
- Develop interview approach
  - Generate alternate hypotheses / theories
  - Tailor interview to special needs

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## PREPARATION STEP

- Multiple interviewers
  - Consider impact
  - Primary and secondary roles
    - ✓ When to switch roles
    - ✓ Note taking
- Interview logistics
  - Scheduling – best time?
  - Context – remove distractions
  - Short sessions / breaks
- Triaging witnesses
  - Source contamination
- Other participants
  - Interpreters / translators
  - Support people
  - Selecting, briefing and debriefing

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## RAPPORT / BASELINE

- First goal: Put interviewee at ease
  - Be attentive and flexible
- Second goal: Encourage to talk
  - Model interviewing style / procedure
    - ✓ Interviewee-focused / reinforce rules
- Third goal: Assess baseline
  - Verbal and nonverbal behaviours
    - ✓ Response style / motivation / “hot spots”
  - Assess cognitive / linguistic abilities
    - ✓ Use small concrete words in short sentences / successive chunks
- Fourth goal: Put interviewer at ease

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## RAPPORT BUILDING

- How you present and adapt
  - Supportive, empathetic, non-judgmental, genuine, flexible approach
  - Person-centered interactions
    - ✓ Culture, language, psychiatric, medical
  - Collaborative approach with goal consensus
    - ✓ Increases engagement
- How resident perceives you

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## RAPPORT BUILDING STRATEGIES

- Attend to basic needs
  - Flexibility
- Encourage talking
  - Open-ended questions
    - ✓ About themselves, topics of interests
  - Avoid sensitive topics
  - Reinforce talking
    - ✓ Thanking
- Maintain interest
  - Active listening and observing
- Maintain helpful and non-judgmental attitude
- Communicate clearly
  - Appropriate language
  - Ensure understanding
  - Body language

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## NARRATIVE STEP

### Most Important step

- Provide every chance for residents's own version of events
- If multiple events, identify and label individual events

### Funnel Approach

- Free narrative
- Elaboration
- Clarification
  - Details
  - Inconsistencies

*Repeat as necessary*

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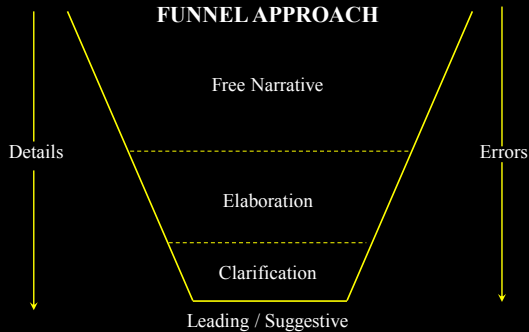
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## QUANTITY / QUALITY RELATIONSHIP

### FUNNEL APPROACH



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## TYPES OF MEMORY

- Procedural memory
  - Sensory motor coordination
- Semantic memory
  - Storehouse of general knowledge
- Narrative memory
  - Reconstruction of specific past events
    - ✓ Narrative vs. historical truth
- Script memory
  - Reconstruction of repeated past events
- Prospective memory
  - Future events
    - ✓ When, where, and how
- Rote memory
  - Rehearsed memory
    - ✓ Rigid
  - Prepared statement?

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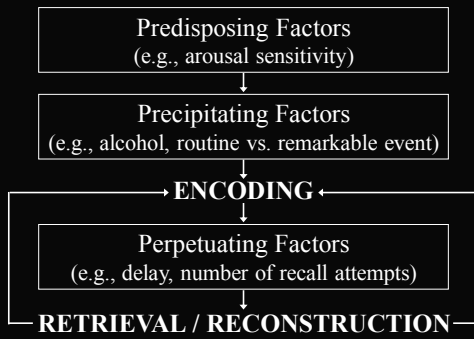
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## MEMORY FACTORS



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## ENHANCEMENT STEP

- Goal: To enhance the information obtained in narrative step to
  - Assist memory
    - ✓ Narrative incomplete
    - Memory aids
  - Assess credibility
    - ✓ All or part of the narrative appears false

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## THE PROCESS OF ASSESSING CREDIBILITY

- Gather information
    - Quantity and quality
      - ✓ Cue memory
      - ✓ Probe hot spots
  - Evaluate information
    - Truth and lie focused
  - Corroborate information
- Repeat as needed

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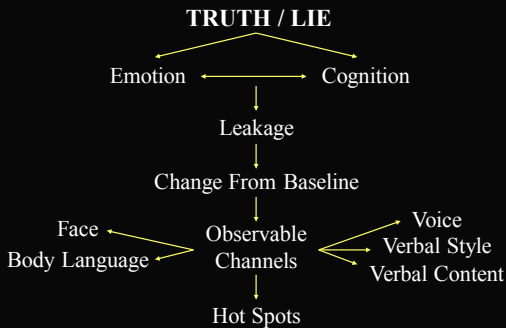
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## EVALUATING TRUTHFULNESS



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## THE STEPWISE INTERVIEW

- Preparation\*
- Introduction
- Rapport / baseline
- Introducing the topic
- Narrative step
- Enhancement step\*
- **Review step**
  - Paraphrase
    - ✓ Check your understanding
- Conclusion

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## STEPWISE APPROACH

- Seek background information
- Build rapport
- Obtain baseline
- Seek uncontaminated information
- Ask the right questions at the right time
  - Sensitive to strengths and weaknesses
- Actively listen and observe for hot spots
- Evaluate alternative hypotheses
- Let the data drive your conclusions

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## CONTACT INFORMATION

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