

The Do's and Don'ts of Investigations

Do's	Don'ts
Obtain consent of the resident	Start an investigation without the resident's consent
Complete the authorization waiver	Forget to complete the authorization waiver
State the complaint clearly and concisely in intake section	Be too vague in your description of the complaint that it is unclear what you are investigating
Include all the details of your investigation, including names, dates, times, locations, etc	Include all of the information about the investigation in the intake section
Use at least one investigatory method (interview, observation, record review)	Create a case unless you have done an interview, record review, and/or made observations related to the complaint
State how the resolution was resolved and conduct follow up	Forget to include a description of how the complaint was resolved
Include an accurate complaint code	Forget to follow up on the resolution
Determine if the complaint was or wasn't verified	Forget to look at the long form definitions of the complaint codes to ensure that your code is accurate
Remember that it is neither good nor bad if the complaint is verified	Stop your investigation because you were unable to verify the complaint