

Wisconsin Department of Health & Family Services  
Bureau of Quality Assurance

# The Investigative Process



- ❖ Recording Information
  - Note-taking

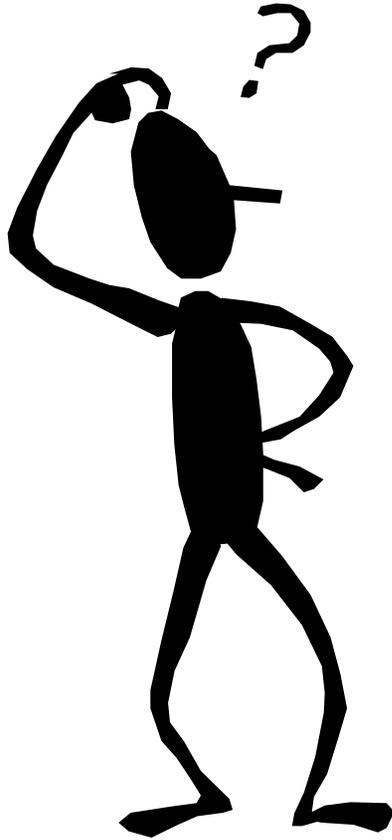
# Recording your evidence



- ❖ What kinds of evidence do you collect?
- ❖ How do you preserve it?
  - Observations and interviews
    - Field notes
    - Summaries
  - Physical evidence
    - The thing itself; chain; analysis
  - Demonstrative evidence
    - Represents or summarizes

# How to Remember?

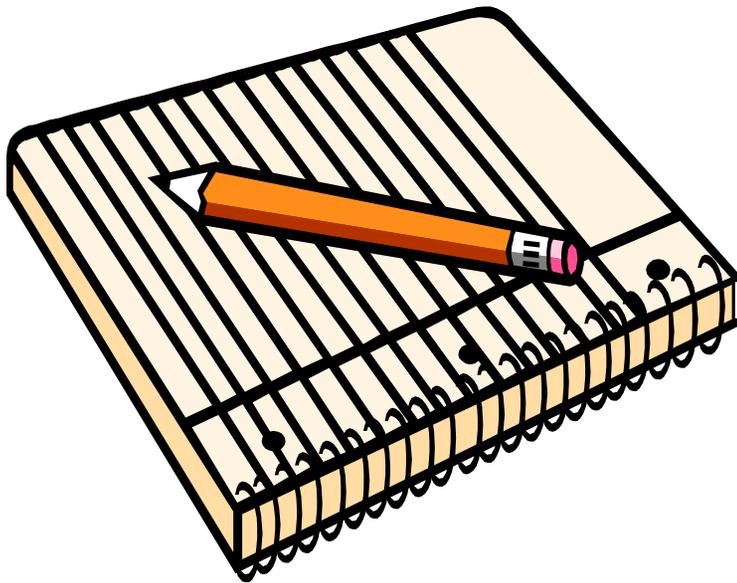
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- ❖ Document it!
  - Field Notes
  - Logs
  - Investigative (Narrative) Report

# Field Notes

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- ❖ Informs you and others
- ❖ Preserves information at the time it is heard/observed
- ❖ Quick, efficient, portable

# Style...

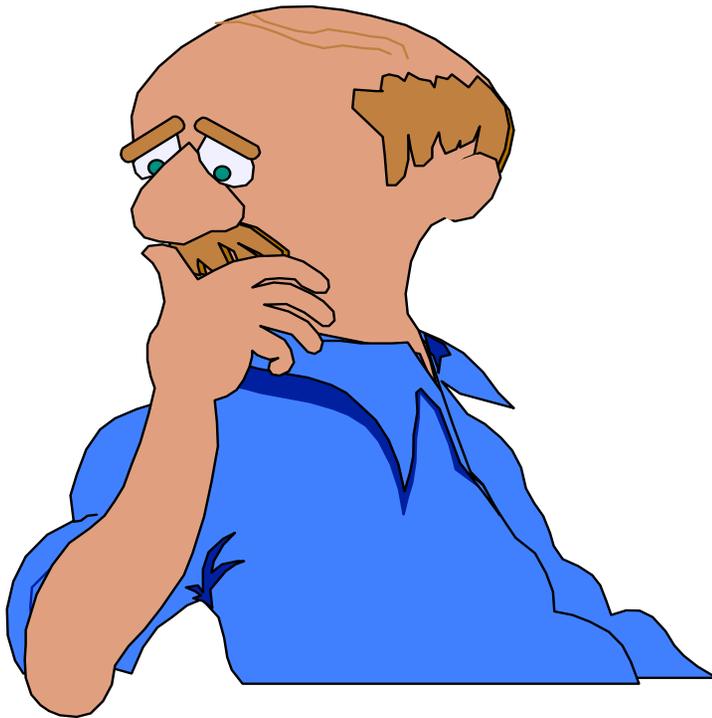
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- ❖ Outline form
- ❖ Numbered
- ❖ 2 column; 3 column
- ❖ Bullets
- ❖ Pictures, maps or diagrams
- ❖ Key words or phrases
- ❖ Whole or partial quotes



# When?

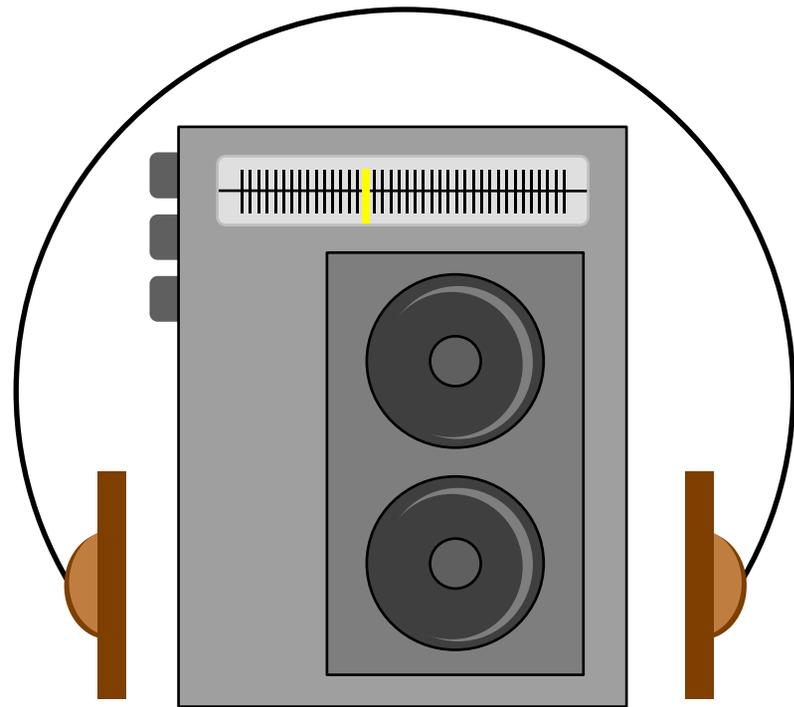
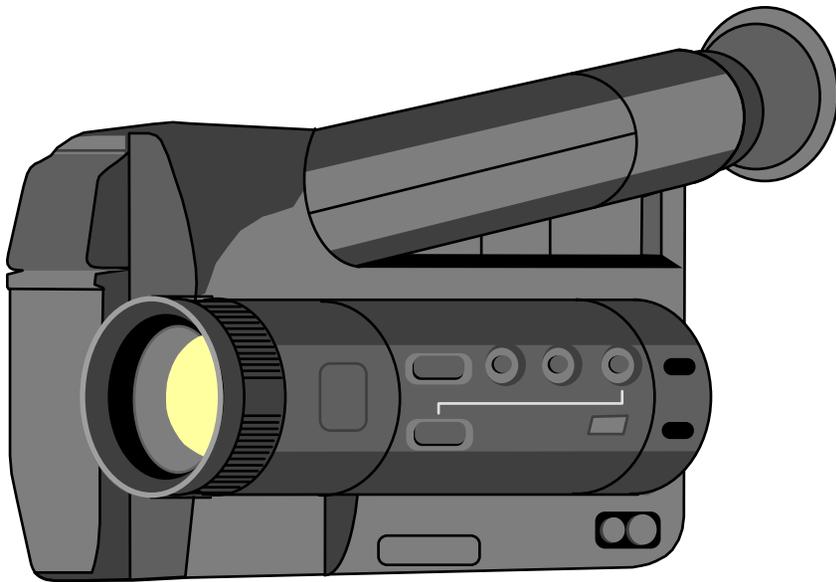
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- ❖ During interview
- ❖ After interview
- ❖ BOTH!

# Other Methods...

- ❖ Audio tape
- ❖ Videotape



# To quote or not to quote...

- ❖ It depends...
  - Does a summary statement sufficiently and accurately capture the statement?
  - Is the quote essential to the violation?
  - How much of the quote do you need?

