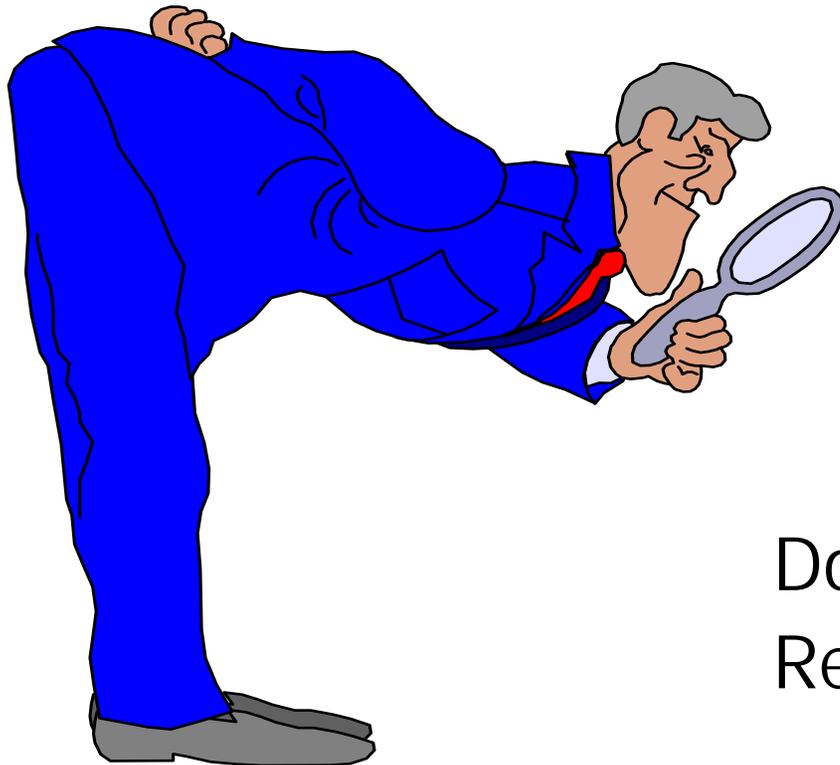


Wisconsin Department of Health & Family Services
Bureau of Quality Assurance

The Investigative Process



Documentation and
Report Writing

Written Reports



❖ What is the purpose?

- Help organize thoughts
- Track progress of investigation or case
- Accountability
 - Report results of investigation/inspection
 - Address specific complaint
 - Document violation(s)
- Legal document
- Other?

Tip #1

- ❖ Before starting to write - ORGANIZE!



What is the focus?



- ❖ If you are not clear...
 - You may be asked to re-do your investigation or report
 - Your conclusions or recommendations may be ignored or discounted
 - The decision-maker may lack sufficient information

Format?

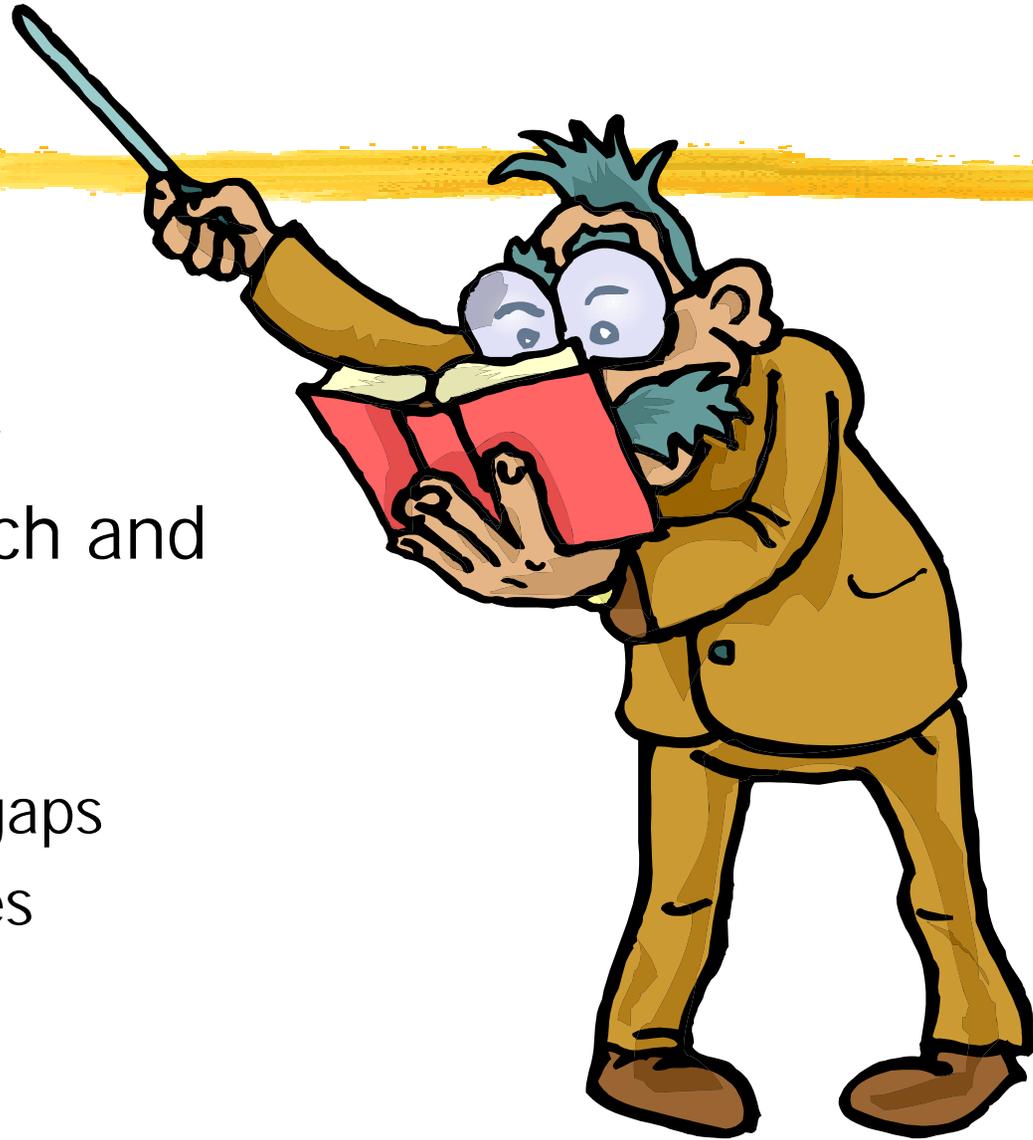


- ❖ What does your program require?
- ❖ Other ideas?
 - See examples
 - Department of Justice interview reports
 - Office of Caregiver Quality report form

Tip #2

❖ Complete your mission: Search and Destroy -

- Time delays
- Unexplained gaps
- Inconsistencies
- Unknowns

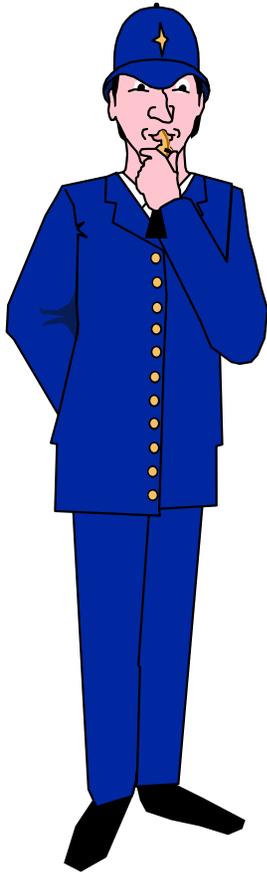


Elements of Style...

- ❖ Avoid using jargon, abbreviations & technical terms
 - RX: Describe conduct or behavior
- ❖ Watch for errors
 - RX: Proofread
- ❖ Look for ways to write clearly
 - RX: Short, simple sentences



Accuracy: Just the facts ...



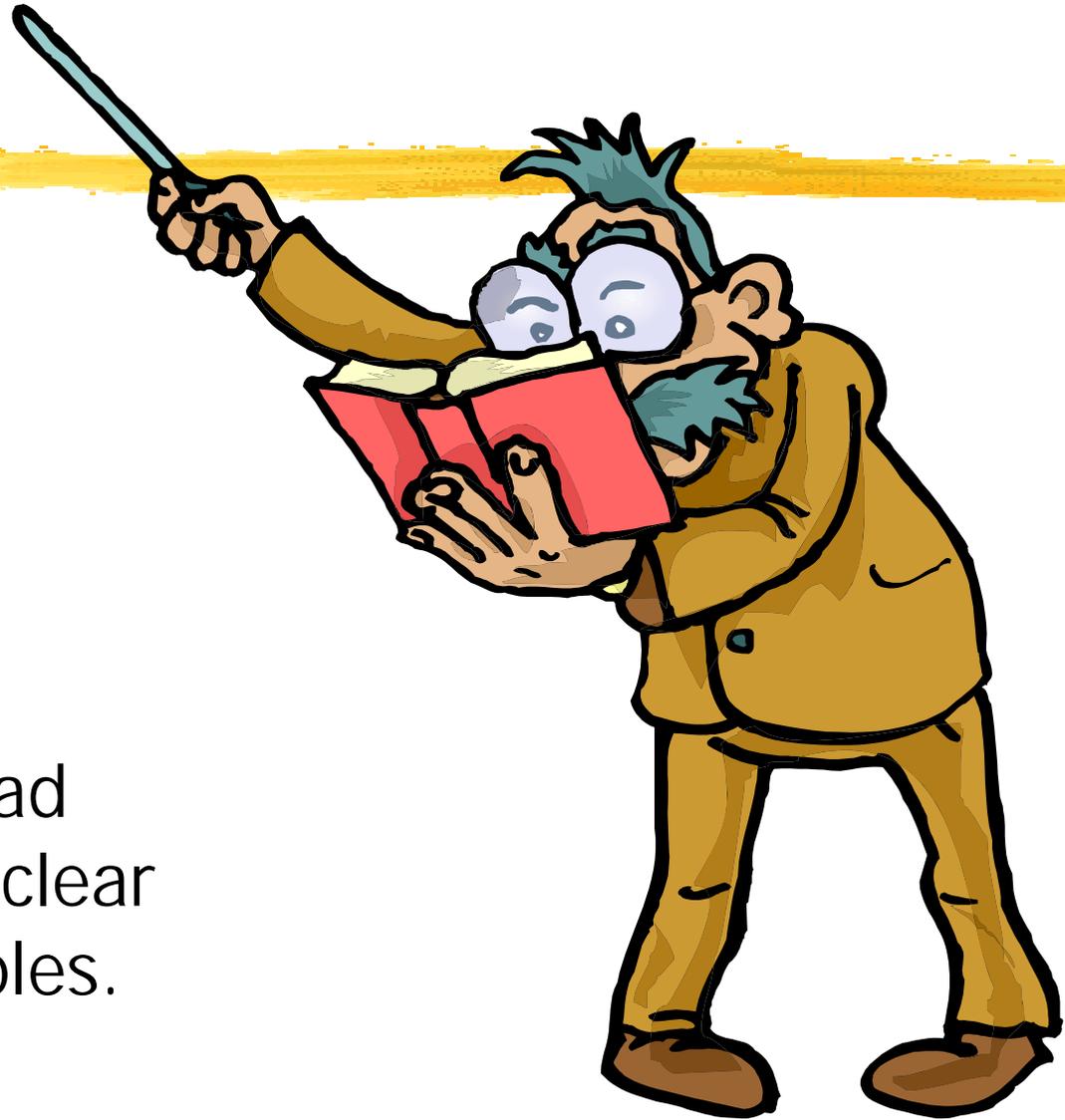
- ❖ Avoid pronouns
 - RX: Use NAMES
- ❖ Watch for extraneous remarks or information
 - RX: Relevant or interesting?
SO WHAT?
- ❖ Avoid conclusions or opinions
 - RX: Be objective. Use FACT statements

Tip #3



- ❖ Get off to a good start - Cue the reader!

Tip #4



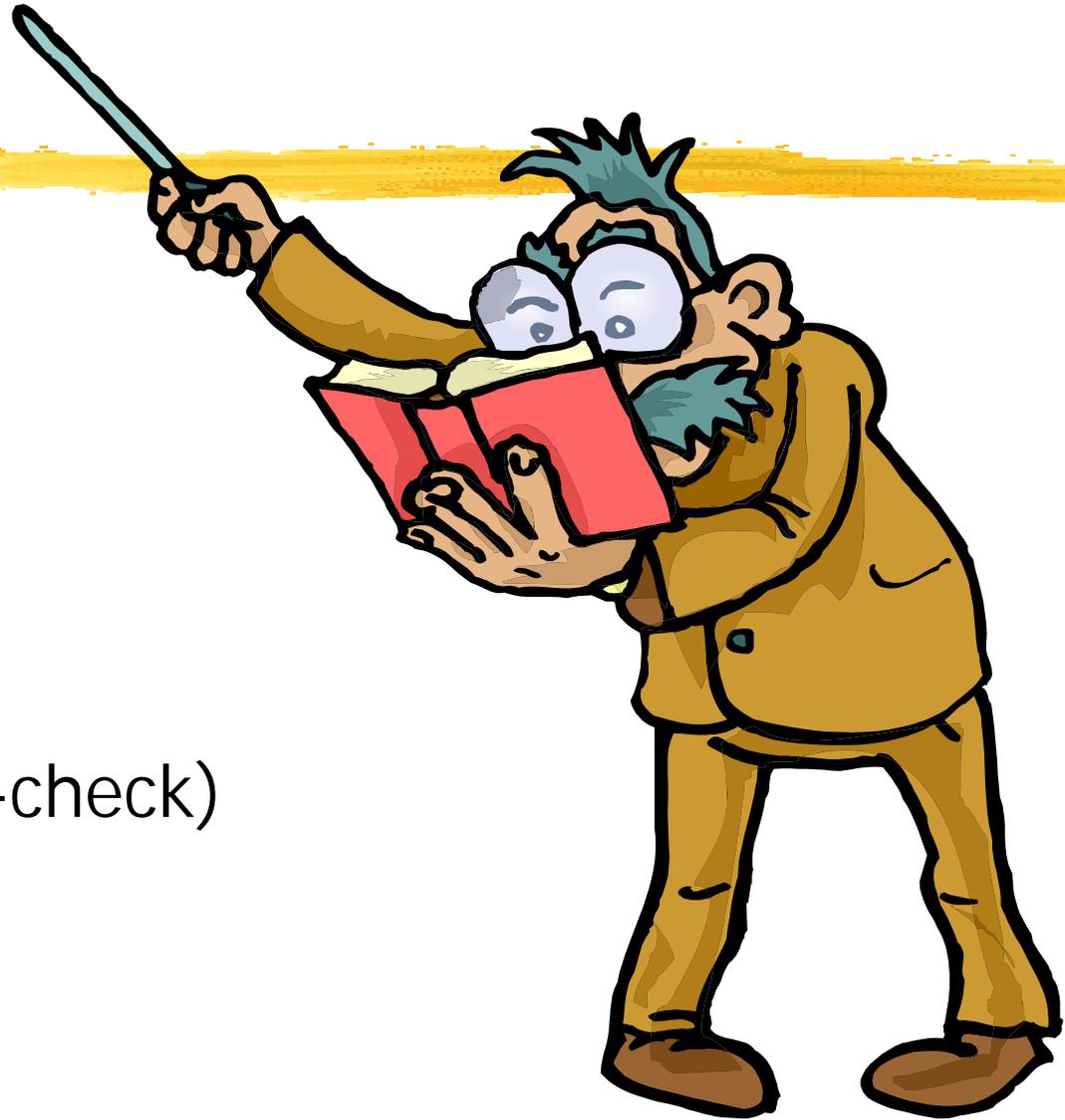
- ❖ Support the lead sentence with clear facts or examples.

Tip #5: Don't forget...



- ❖ The Big 5:
 - Who?
 - What?
 - When?
 - Where?
 - How do you know?
- ❖ What was collected?
- ❖ Who/what was your source?

Tip # 6



- ❖ Check (and re-check) your facts!

Tip # 7



❖ Look for holes

Conclusions...

- ❖ Are they supported within the report?
- ❖ Are they based on facts?
- ❖ Do they make sense?
- ❖ How would the target of the investigation respond to each?

