


The Technical Aspects of Interviewing in an Investigation

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What is the art of Interviewing?

- Getting information in a timely manner from a distraught or distressed person, and leave them feeling better than before the “interview”.
- To be an effective Interviewer is to be an information seeker or a hypothesis-tester rather than a judge. It is to show you genuinely care, are there to share, can understand and be trusted.

What is an Investigation?

An investigation is to make a careful study of an event or occurrence, to discover the facts about it, and to systematically search, inquire, and examine all possible causes and effects.

Investigations use many tools and require many resources and personnel depending on the size and complexity.

Learning the Vocabulary

➤ ***Interviewing***

- a formal meeting or conversation with a person to obtain comment and information

➤ ***Interrogation***

- to question closely or formally

➤ ***Investigation***

- to make a careful study of “xxxxx”, to discover the facts about it, or to make a systematic search or inquiry, or to examine

➤ ***Questioning***

- requesting information or an answer, something being discussed

Composition of the Message

- 7 % of message comes from words
- 38 % of message comes from tone, pitch, inflection, rate, and accent
- 55% of message comes from body language

Investigation

- Investigation is not an Interview
- Investigation will use interviewing
- Investigation is about getting the facts – **all the facts**

The Questionnaire

A tool for the Interview

- A standardized general questionnaire is the first step for documenting information from the interview
- Once this is used with a number of persons in the target group, a more focused questionnaire may be developed
- This new questionnaire will incorporate the information acquired from the initial investigation

Section 1: Demographic Information

Last Name:		First Name:		M.I.
Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female	Age:	years months days	DOB: <u> </u> mm dd yyyy
Physical Street Address:		City:	State:	Zip: County:
Mailing Address (if different than above):		City:	State:	Zip: County:
Daytime Phone # :		Evening Phone # :		Alternate Phone # :
Race:	<input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Amer.Indian <input type="checkbox"/> Asian/Pacific Islander <input type="checkbox"/> Other	Hispanic:		<input type="checkbox"/> Yes <input type="checkbox"/> No
Place of Employment:	City:	State:	County:	Phone # :
Brief Description of Job Duties:				
Sensitive Occupation? <input type="checkbox"/> No <input type="checkbox"/> Yes, Food Handler <input type="checkbox"/> Yes, Direct Pt Care <input type="checkbox"/> Yes, Childcare Attendee/Staff				
Pregnant?	<input type="checkbox"/> N/A <input type="checkbox"/> Yes <input type="checkbox"/> No	Deceased? <input type="checkbox"/> Yes <input type="checkbox"/> No		Long-Term Care Facility?
		Date of Death:		<input type="checkbox"/> Yes No <input type="checkbox"/>
Is the Patient in Daycare, or does the patient have children in daycare? <input type="checkbox"/> N/A <input type="checkbox"/> Yes No <input type="checkbox"/>				
Name of Daycare/Children:				

Section 3: Illness Information

Is the disease known at this time? Yes No If yes, what was the dx?

Symptom	Sx Present?	Date/Time Began	Date/Time Ended	Duration (hours)
Headache	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Chills	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Fever	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Fatigue	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Muscle Weakness	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Body Pain	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Paralysis	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Jaundice	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Nausea	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Vomiting	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Abdominal Cramps	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Diarrhea*	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Shortness of Breath	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Wheezing	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Sneezing	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Cough*	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Itchy Skin	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Rash*	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Hives	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Watery Eyes	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			
Swollen Eyes	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> U			

Presentation Summary

Interview

- Interviewing is an art
- It takes practice, knowledge of human response and ability to elicit a conversation where information will flow easily to the interviewer
- It requires that the interviewer is accepted and trusted
- An interview is one of the tools of the investigation

Presentation Summary

Investigation

- Investigation is about getting the facts – **all the facts**
- Investigation uses many tools depending on the situation, among them: Interview and Questionnaire
- The investigation requires a good understanding of the big picture and for this we must have the individual pieces of information from the persons involved
- Always consider all the information received

Take home messages from this presentation

- What is an interview, investigation, questionnaire?
- What do you need to be an effective interviewer?
- The interview: will it be done always the same way?
- What is the most important information you need to collect?
- What is the most important function of the EpiRT?
- What information should I, as an interviewer, give back to those interviewed?
- What is the balance between time, interview quality and a person's concerns?
- What is the most important thing I need to do in an interview?
- What should be the most important concern with the questionnaire once the interview is concluded?

Answers

- 1 See definitions
- 2 To listen, be professional, walk in their shoes
- 3 No
- 4 How to contact the person later
- 5 Interviewing
- 6 Just the facts, if approved
- 7 33% and one % to think about it 😊
- 8 Listen
- 9 Protect the confidential information