

APPENDIX B: Starbursting Questions and Data Collection Planning Tool

Purpose of this Tool

Investigators often develop questions and then determine a plan to obtain the needed information to answer those questions. Starbursting is a “form of brainstorming used to generate questions in a systematic and comprehensive way. It is a useful tool to support problem-solving or decision-making processes by helping to understand all aspects and options more fully.”

This Starbursting tool can assist investigators to systematically:

- Brainstorm the investigation problem and develop questions they need to answer; and
- Determine methods and a plan to answer those questions e.g., interviews, review of physical evidence, review of paper/electronic records and processes.

This is an optional tool and may not always be needed. The tool may be most useful for moderately complex to very complex investigations, especially when there is a team of investigators involved. A key goal of this tool is to capitalize on an opportunity to obtain the information needed.

Who uses this tool

- Incident investigator(s)
- Any additional workers involved in an incident investigation

How to use this tool

1. Review the incident report.
2. Using the tool, brainstorm questions that need answers for each of the general question categories (i.e., who, what, where, when, why, how).

The table below lists the question categories and provides examples of questions to answer. More questions may be added to the investigation as it proceeds.

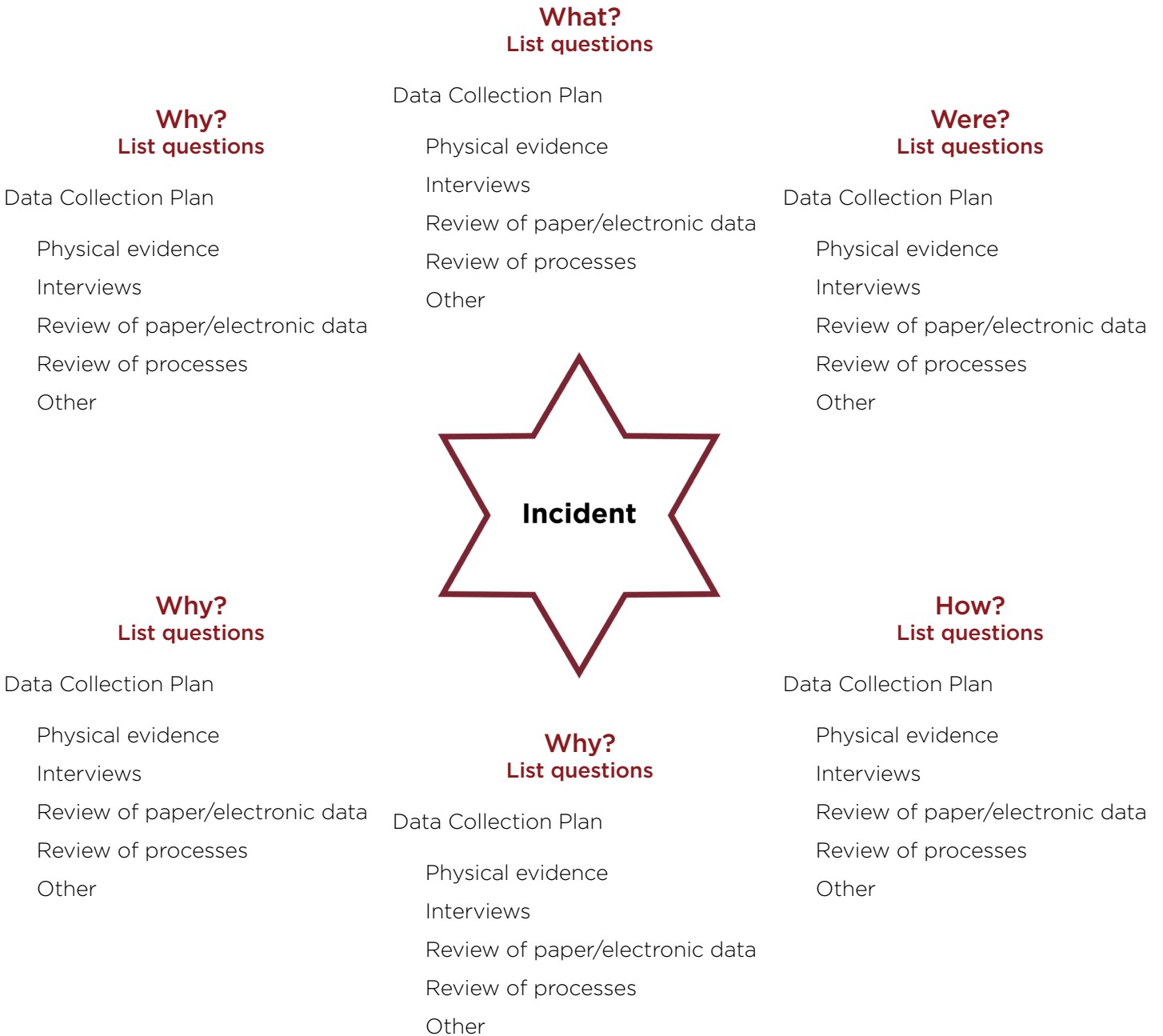
Questions	Examples
Who?	Who was injured? Who was involved? Who was impacted? Who are the witnesses?
What?	What happened? What were people doing?
Where?	Where did the incident happen?
When?	When did it happen – day, time, shift?
Why?	Why did it happen? Why was the care recipient agitated?
How?	How did it happen? How did the worker get injured?

3. Determine what information/data will be collected for each question category. Check all methods that will be used. Refer to the tool on the following page for a list of data collection methods.
4. Develop a plan to collect information/data using the chosen data collection methods and determine who will handle each part of the data collection and when.

For example, to answer the What questions such as “What happened?” and “What were people doing?”, the investigators may plan to do the following:

- Investigator 1 - Observe the incident scene to collect physical evidence and interview witnesses.
- Investigator 2 - Review paper/electronic data and workplace processes.

Starbursting Questions and Data Collection Planning



Adapted from Mind Tool, n.d.