APPENDIX I: Incident Investigation Information Mapping Tools

Purpose of this tool

Workplace Violence investigators need to know the sequence of events leading up to an incident, the people involved, and the activities that occurred. This information is needed for both identifying causal factors and conducting a root cause analysis.

Information Mapping is a simple way of organizing information. The purpose of the Information Mapping Tool is to help investigators:

- Interpret the data they have collected
- Identify and investigate gaps in the incident timelines

An Information Mapping tool prompts the investigator to gather and document incident-related information such as timing of events and immediate causes (e.g., substandard acts and conditions) before exploring root causes (Vanden Heuvel, 2008).

There are different information mapping methods. Common ones include:

- **Narrative Chronology –** An account of what happened in the order of date and time. It is developed by using information collected from various sources into one account. This is a very common tool.
- **Tabular Timeline –** Allows the opportunity to record the date, time, event or situation, good practices, and problems or issues for each activity or event. The advantage is that the tool provides more information about what went well and what did not.
- **Time-Person Grid –** Outlines all the people involved in the incident and what they were doing throughout the event sequence. It is best used when the investigator needs to precisely understand the activities of more than one person immediately before, during, and immediately following the incident. It is useful for short time frames where there is a lot happening or for complex incidents. It is sometimes used in combination with other mapping tools, especially to detail a particular sequence of events.

Who Completes the Tool

- Investigator(s)

What is needed to complete the tool

Before completing this tool, the investigator(s) should collect and review the investigation evidence and put the information in order to develop a timeline.

How to Use this tool

Select an Information Mapping method that works best for the incident scenario. Sample mapping tools are located on the next few pages. You can modify the tools to meet your organization's needs. For workplace violence examples using the mapping tools, refer back to pages 25 to 30 of this toolkit.

- **Narrative Chronology –** Is a documented account of what happened in the order of occurrence. For instance, date, time, events and activities, and people involved. There is a section to include the evidence source, e.g., interview, paper/electronic data, physical data etc.
- **Tabular Timeline –** Is a table format document that allows each activity or event to be recorded (date, time), one subject and one active verb (e.g., nurse gets help). Additional information, such as the conditions or situation, good practices, and problems or issues. The advantage is that the table can provide more information about what went well and what did not. Identifying problems supplements the root cause analysis.
- **Time-Person Grid –** Is a table that outlines all the people involved in the incident and what they were doing throughout the event sequence. It is best used when closely tracking the activities of more than

one person immediately before, during, and immediately following the incident. It is useful for short time frames where there is a lot happening or for complex incidents. It is sometimes used in combination with other mapping tools, especially to detail a particular sequence of events.

Narrative Chronology Information Mapping Tool

DATE OF COMPLETION:
INVESTIGATORS:

Date/Time	Event or Activity in Chronological Order	Comments, Causal Factors	Evidence Source

Tabular Timeline Information Mapping Tool

DATE OF COMPLETION:
INVESTIGATORS:

Date/Time	Event or Condition	Additional Information or Contributing Factors	Good Practices	Problem Factors

Time-Person Grid Information Mapping Analysis Tool

DATE OF COMPLETION:
INVESTIGATORS:

Time Frame	Event and Activities				
	Person 1	Person 2	Person 3	Person 4	Comments, Causal Factors