

**EFCOG HPI Working Group Monthly Conference Call, March 25, 2021**

**Callers:**

- ANL - Paula Pallan & Susan Bauman
- BNL - Bill Brown
- DOE-HQ – Riz Shah
- FNAL - David Baird
- Idaho Fuel Conditioning Facility – Frederick Gholson
- LANL – Mike Petrowski
- LLNL – Glenette Alston
- N3B – Joe Lockwood
- NBACC – Jessica Gilliam
- NNS – Katrine Rocha
- ORNL – Chuck Ramsey
- SLAC – Rich Poliak
- SRS – Cassie Sistare & Daryl Smoldt
- WRPS – Lloyd Keith
- Y-12 – Carol Ritz

**1) Task Team Business**

**a) Review/Update Tasks and initiatives**

- **2021 Annual Plan**

<b>Human Performance</b>		
<b>Activity(s)</b>	<b>Benefit(s)</b>	<b>Deliverable/Key Milestone(s)</b>
<b>21-CAS/HPI:</b> Evaluate Methods for Performing Issue Investigations  (HPI TG POC - Rich Poliak)	Assist CAS Task Group to provide Best Practices or Information base for CAS Performing Investigations with consideration of HPI perspectives	See CAS annual plan for details  (Joint with CAS Group – CAS group to lead, HPI to support)
<b>21-1:</b> Develop Best Practice: Using virtual capabilities or options for HPI application (to reduce errors).	This best practice will highlight and demonstrate how virtual technologies (Webex, Zoom, Blue jeans, etc.) may be used to implement HPI practices such as peer checking, management observations, remote collaboration, Emergency response, etc.	Best Practice <b>COMPLETE</b> <b>Posted to EFCOG Site</b>

Human Performance		
<p><b>21-2:</b> Develop Best Practice: How to develop and utilize a “Portable HPI Lab platform” (parts list, build instructions, scenarios, etc.).</p>	<p>This best practice will highlight and demonstrate how portable devices, videos, computer applications, etc. may be used to demonstrate and practice HPI concepts such as peer checking, independent verification, procedure use and adherence, place keeping, etc.</p>	<p>Best Practice Issue results by 9/30/2021</p>

- **21-CAS/HPI**
  - Rich Poliak reports on the progress of this team
  - Team:
    - Rich Poliak, SLAC
    - Lloyd Keith, WRPS
    - Kim Leffew, CNS
      - Kim offered an Analyst that she can add to team
    - Jason Smith, Accelerant Solutions
  - UPDATE:
  - Team had a meeting this morning (3/25)
    - Adding a couple of folks to the team to help collect data and conduct interviews
    - Currently having a small return on surveys
    - We are in the data collection phase – EFCOG HPI TT members should expect to be contacted to provide a list of people to interview.
    - Larry Dell provided a data dump.
- **21-2: Develop Best Practice: How to develop and utilize a “Portable HPI Lab platform” (parts list, build instructions, scenarios, etc.).**
  - Team:
    - Darryl Smoldt, SRNS
    - Cassie Sistare, SRNS
  - UPDATE:
    - We met recently worked on specifications for different components of HPI Lab
    - April 21 next meeting
    - Plan to Update/Discus during EFCOG meeting April 20-22
    - Looking to obtain final comments and targeting completion in May

b) **Announcements**

None

c) **Upcoming Meetings (EFCOG and other HPI meetings)**

- EFCOG ISMS/QA Joint virtual conference will be April 19-22 – will be virtual;
  - April 19 - Leader Meeting and DOE presentations
    - On today's conference call it was suggested to meet on Thursday so HPI TT members that participate in other TT's (CAS, SC, WMP, etc.) can attend those meetings and then attend HPI at the end.
    - Mike will send out a survey to see what other HPI TT members would like to see.
  - April 20-22 – Task Team meetings. Parallel agendas
  - If you want to present or share or network, this is your opportunity – let Mike know and we will start
  - Current proposed presentations
    - Andy Hobbs - Training on the post-incident identification/selection of error precursors for personnel performing causal analysis, and considerations for validation of human-performance data.
    - Andy Hobbs - Overview of an in-depth data analysis of multiple issues, including collection and evaluation of human-performance-related data
    - David Boyce - Fogg Behavior model and how it ties into the evaluating error and Safety II approach or introduction to becoming indistractable
    - David Boyce - Coaching from a plain and simple perspective
    - Daryl Smoldt / Cassie Sistare – SRS HPI DLA's and HPI Lab
- Joint EFCOG HPI TT and HUCFAM meeting June 9-10
  - Nuclear power side of house – they have a lot of good things to share
- NERC/WECC Electric Power Human Performance Improvement Symposium - may have cancelled their live as well([www.WECC.biz](http://www.WECC.biz) [www.NERC.ORG](http://www.NERC.ORG)) **postponed indefinitely**
- HPRCT Conference (<https://www.hprct.org/>Cancelled their live conference; 2022 June will be in Colorado Springs; 2023 back in Portsmouth VA
- **Webinars: - still the same**
  - Paradigm Human Performance (UK)
    - [www.paradigmhp.com](http://www.paradigmhp.com)
    - Thursdays 2:00 PM **GMT**
    - POC - Teresa Swinton: [webinar@paradigmhp.com](mailto:webinar@paradigmhp.com)
    - Registration: <https://www.paradigmhp.com/learning-organisation-webinar>

- EUCI - Human Performance Community of Practice
  - Hosted by Knowledgevine
  - HP Community of Practice discussions will continue to take place every other Thursday and are free for the HP community to participate. There will be a presentation and discussion by a few select hosts, followed by a question and answer/discussion period for all. We will follow up on the session with a virtual Happy Hour.
  - To join: <https://mailchi.mp/e4274b7f9e84/hpcop>
  - [HumanPerformanceCOP@gmail.com](mailto:HumanPerformanceCOP@gmail.com)
- HPRCT
  - Monthly Webinars: <https://www.hprct.org/monthly-webinars>
  - Developing a “Virtual Community” <https://www.hprct.org/virtual-community>
  - Virtual Conferences (September 2020) <https://www.hprct.org/virtual-conferences>
  - [Knowledge vine good info – more info from Mike](#)

## **2) HPI Share**

- Cassie Sistare / Daryl Smoldt
- Evolution to Excellence - Dedicated 766-H HPI Laboratory
  - See attached PPT

## **3) Roundtable**

- WRPS
  - Lloyd Keith
  - Nothing new
  - We coming back out of COVID (Teaching) teaching a refresher class every day until May
  - Aligning more closely with ConOps
- LLNL
  - Glenette Alston
  - Christine Kerr and I are looking at virtual classes. Looking to incorporate a virtual SAFE concepts (role play scenarios) into HPI training. Looking to roll out shortly.
- Y-12
  - Carol Ritz
  - We are plugging along with HPI on the UPF project (Just updated the number: in 7<sup>th</sup> year; conducted 5,930 interactions; 405 trained PBQ Observers have rotated through the program; and implemented 100+ improvements).

- Project is still maintaining the COVID 4-model work schedule (one group works on project every day, one works from home every day, and two shifts switch between home and work every other week).
- Starting a communication campaign. Some workers losing knowledge of how and when to apply the Human Performance (HU) tools. Need to keep reinforcing them as new staff hires on.
- Effective communication is the first focus area. Make the message for everyone (it's not just a quality message, include safety and security-focus examples)
- Asked for any HU tools communication examples from EFCOG HPI TT
- After the BNL share, Carol discussed some thoughts on the "COVID Fog" discussion—which evolves everyday
  - Use the Pre-job brief guide to help have the COVID Fog discussion.
  - You have to "ask" someone (are you O.K.?) during these briefings
  - Sometimes the person who would provide guidance or perform a task is not there today.
- SRS
  - Daryl Smolt & Cassie Sistare
  - FINALLY seeing a decrease in COVID cases and an increase in vaccinations. Resulting in an increase in on-site activities (how to take safe steps forward – how to properly remove controls)
  - Updated HPI sustainability plan - Several focus areas
    - Improve HPI metrics – Using EFCOG HPI TT metrics document a baseline starting point. Putting a team together to decide what to do
    - Focused on flagging. Have not effectively used on site in the past. Having consequential outcomes; such as when returning after lunch, being distracted, etc.
    - HuPerT usage
    - Integrating HPI and ConOps. Revising the ConOps manual; attempting integrating HPI concepts and principles into the document
  - Working on portable DLA task team document
    - Looking forward to using so that we can send the DLA document to different areas and allow them to conduct in their areas
  - Provided "What HPI means to me" videos to Riz (per his request)
  - Will be sharing SRS DLA's on the EFCOG HPI TT Website
    - Need to have reviewed for public release
- SLAC
  - Rich Poliak
  - We are still about 25-30% of work force on-site
  - Getting more people vaccinated. Stanford offering vaccines.
  - Still expecting large portion of workforce to continue working from home
  - Working on developing new documents/materials for knowledge workers. Still in the idea phase. Expecting continued working from home. How do we provide them the tools they need?

- We expect that the new norm will bring up new challenges with hybrid meetings. Currently using remote zoom meetings but expect to transition to hybrid meetings is another adaptation/change we'll have to adjust to. Makes HPI even more important.
- Concerned about the next transition (from COVID work protocols)
- ORNL
  - Chuck Ramsey
  - We had our monthly HPI meeting with management and quite a few other people.
  - ORNL wants to do similar to what SRS and WRPS are doing with HPI. Looking at getting HuPerT
    - Trying to mitigate expenses from a large event as a leveraging tool to obtain funds to get resources for HPI program
    - One step closer to justifying expense
  - Sat down with Associate Laboratory Director (ALD) to talk to him (and others) about HPI. He has an operational mindset; understands the technology. ALD is really encouraged to integrate HPI concepts into processes
  - Lab Director has a Q&A this morning. Similar responses
  - Union contract negotiations. Good perspective on human factors in the work that employees have to do.
- FNAL
  - David Baird
  - As mentioned at last meeting; with HPI sub-committee, we are continuing with Error Precursors and Latent Organizational Weaknesses presentations, specifically on the identification of the drivers and root causes within their organizations
  - HPI Subcommittee to have candid conversations of possible directed initiatives to address the gaps in our work culture.
  - We are also looking at metrics as they relate to HPI. We have a great database system, but we do not have a very clear visual of the information. Data is migrating from Oracle to FermiDash.
- BNL
  - Bill Brown
  - Question came up in a meeting yesterday: Returning to work after COVID illness?
  - Q: Are systems resilient against COVID?
    - A supervisor is out with COVID.
    - Senior person is also out (contact tracing).
    - Person working equipment had not seen this equipment (first time evolution). Confirmation bias kicked in...This is just like.....
  - Question: What if this employee just returning from COVID and they are experiencing "COVID Fog?"
    - Heroism for returning and moving the mission forward....
  - Does anyone have anything in their COVID protocols (and vaccine) to be mindful of COVID fog and should I be looking out for this in our tailgate?

- DOE-HQ
  - Riz Shah
  - Updating our Accident Prevention program. The prior team member retired. Riz taking over the program until a replacement is hired. Working on revamping the program, training, and integration into other programs.
  - Wanted to update HPI Handbook but must push off until fall. Expect request for information on updating vol 1 and vol 2 later this year.
  - Started an “introduction to HPI eLearning course” Targeting available late May 2021
- ANL
  - Sue Bauman
    - Micro-learning classes (feedback indicates “everything is too long”)
    - First is a “scoping” class. Trying to integrate HPI into the courses
    - Next one is “how to write work instructions. Integrating PPA techniques
    - Looking at “good PJB and post job briefs”
  - Paula Pallan
    - Three of us are in the midst of the Shane Busch “advanced HPI course”
    - Lots of great ideas from the training. Opportunities to integrate learnings from the course
- N3B
  - Joe Lockwood
  - Currently attending Blue Dragon training. It is consistent with HPI concepts and Principles
  - N3B we’ve kicked off HPI training for teams. Five 1-hour modules. Fascinating to see people coming to grips with new concepts (HR looking at what failed instead of who). Finishing up the 5<sup>th</sup> team.
- LANL
  - Mike Petrowski
  - Revising Learning Team training based on a Paradigm HPI webinar Sarah Acton, Human Factors Consultant - *Human Factors and Learning Teams: Recognizing what shapes behavior in the workplace*
    - Using TED, Avoid closed ended questions
    - Using Positive Questions so that people open up
    - There is no ONE root cause, instead many contributing factors that all combine to have a consequence

Takeaways on calendar:

- April 19-22, looking for presenters for EFCOG Spring meeting
- Next monthly team call is scheduled for April 22 – CANCELED (will conduct during April 19-22 EFCOG meeting)