

EFCOG HPI Working Group Monthly Conference Call, May 25, 2021

Callers:

- ANL - Sue Baumann
- BNL - Bill Brown
- FANL - David Baird
- ICP - Patricia Hughes
- INL - Tamara Shokes
- LANL - Mike Petrowski
- LLNL - Glenette Alston
- PANTEX (CNS) - Kim Leffew
- SLAC - Rich Poliak
- SRS - Cassie Sistare, Daryl Smoldt
- Y-12 - Carol Ritz

1) Task Team Business

- a) **Review/Update Tasks and initiatives**
 - **2021 Annual Plan**

Human Performance		
Activity(s)	Benefit(s)	Deliverable/Key Milestone(s)
21-CAS/HPI: 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)
21-1: 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 COMPLETE Posted to EFCOG Site

Human Performance		
<p>21-2: 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:
 - The team is meeting essentially weekly to manage progress.
 - We’ve agreed to what data we want to collect
 - Team finally developed questionnaire. Getting feedback on it.
 - Labs will be looking at what is being shared to glean best practices

- **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:
 - EFCOG Portable HPI Lab document almost ready – scheduled a final meeting to approve and use the “best practice” document

- **FY22 HPI Task Team Agenda brainstorming/development:**
 - HPI for knowledge workers – gather best practices and consolidate
 - Break the myth - Not doing physical (hand-on work) activities...HPI doesn’t apply to you: Highlight that knowledge workers, management, etc. need to use HPI.

- Authorized Individual / Responsible Individual (LLNL) when planning work – this group needs HPI training. This group of people are responsible to identify hazards and controls (maybe HPI would improve their results)
- Things that we’ve done differently during COVID that we are going to continue doing
- Audio/video not set up for hybrid meetings – SLAC is updating hardware/software
- Tailgates via zoom meetings
- Job observations via zoom
- Support NTC HPI Training development
- Support DOE Investigation Training reinvigoration
- How to get “middle managers” to embrace and integrate HPI into daily work
- Workers are still distracted – not paying full attention to what they are doing as they return to work (post-COVID). Create short videos to remind people about focus, situational awareness, etc.

b) Announcements

None

c) Upcoming Meetings (EFCOG and other HPI meetings)

- Joint EFCOG HPI TT and HUCFAM meeting June 9-10
 - Nuclear power side of house – they have a lot of good things to share

June 9, 2021

1200 - 1215	Kickoff - Firm Carol Barajas, Vice President, Nuclear Oversight, Tennessee Valley Authority
1215 - 1300	David Boyce
1330 - 1345	Break
1345 - 1430	Tony Muschara , H&OP as a “risk management” strategy / philosophy, not “improvement.”
1430 - 1445	Break
1445 – 1530	Jake Mazulewicz Why we can’t proceduralize everything

1530 - 1600

Wrap-up

June 10, 2021

1200 - 1245

WANO Human Performance Trends - Firm

Jozef Tomek, WANO London Center

1245 - 1330

Mike Petrowski – Virtual HU Tools (Task 21-1)

1330 - 1415

John Shaeffer Rasmussen's Operating Mode Model

1415 – 1430

Break

1430 – 1515

Kelly McCampbell , Dashboards for HU - Tableau

1515 - 1545

HU CFAM Bylaws and Charter

1545 - 1600

Wrap-up

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- HPRCT Conference (<https://www.hprct.org/>)
 - June 22-24 (Hybrid)
 - Colorado Springs; 2023 back in Portsmouth VA
- **Webinars: - still the same**
 - Paradigm Human Performance (UK)
 - www.paradigmhp.com
 - Thursdays 2:00 PM **GMT**
 - POC - Teresa Swinton: 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
- 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

- Mike Petrowski: Errors, Violations and the Culpability Decision Tree

3) Roundtable

- ANL
 - Sue Baumann
 - We’re working on “return to work” presentations. Thinking about the workers who have not been on site for months and how to help them with situational awareness, mask requirement changes, etc.
 - June 1st – vaccinated employees do not have to wear a mask
- BNL
 - Bill Brown
 - Nothing to report
 - Andy Hobbs wrote a white paper on the culpability model – good reference
- FNAL
 - David Baird
 - We have couple of classes for both employees and managers in June.
- ICP
 - Patricia Hughes
 - We reduced/revised mask policy. Fully vaccinated = no mask, minimizing social distancing. Brings up the integrity issue for those who are not vaccinated are on the honor system.
 - We are anxiously awaiting contract announcement.
 - Enhanced error precursor cards – we are on our third revision. Quarterly center of excellence meeting adjusted it. Making sure we have fresh questions each quarter. March meeting, discussed how the card is being used, and feedback from the user in the field drove revisions. For example, communication question was felt to be mastered (not an issue) so the team changed it to a Lessons Learned question. Still promoting using the card during PJBs. Kept 8-10 original questions from task team are used.

- Carol Ritz commented on contract transition introduces new people. You may have to go back a refresh things as the contract change occurs. Trish also commented that retirements are also causing a lot of new employee hiring.
- INL
 - Tamara Shokes
 - New to the HPI task team – thank you for including me
- LANL
 - Mike Petrowski
 - Continuing virtual HPI training, virtual Learning Teams
- LLNL
 - Glenette Alston
 - FYI - New primary contact: Jeff Warga. Update on the LLNL HPI committee: Christine has turned over the chair to Jeff Warga. Christine will continue to participate in the committee.
 - Successful HPI Practitioner workshop this week. We try to come together at least once per quarter to discuss what is going on. Yesterday was a panel discussion to have practitioners engage and ask questions.
 - Gearing up to return to work – Management has asked “what do we need to do to get our folks back on site?” COVID controls for in class sessions will remain.
 - Trying to recover from training/qualification expiration extensions, waivers, etc.
- PANTEX (CNS)
 - Kim Leffew
 - Were in the same boat for contract transition. Waiting for the announcement
 - Have some people on transition committees. Doing data analysis as part of the transition
 - Doing on-site training. Updated training to focus on a few tools that are common with managers and supervisors instead of a large set of tools. We didn’t want to overload them. Showed them how to use these selected tools, including site specific examples.
 - We do use the culpability model. Thinking away from the human error and look at it systemically.
- SLAC
 - Rich Poliak
- SRS
 - Cassie Sistare
 - Daryl Smoldt
 - Looking at “Point-Read-Operate.” This has been working really well
 - Continuing DLA development
 - New intern (Stephanie) is helping with DLA documents
 - Virtual DLA up and loaded to our HPI webpage
 - Updating General Employee Training
 - Survey Monkey to gauge HPI knowledge of our employees
 - People are signing up for HPI 100 level in our training building (very basic introduction on *how to lead a DLA*)

- Y-12
 - Carol Ritz
 - UPF – working non-stop thru COVID. 1300 craft at the site. Knowledge workers (home one week, one week in the office). Looking at June for return to on-site work.
 - Fully vaccinated individuals do not need to wear masks
 - Looking at how to reopen cafeterias, conference rooms, etc.
 - PBQ program – doing a communication campaign each month – different tool each month. Every week we have a different message on the same tool (safety, security, etc.). Shows that these HPI tools are for all groups.

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