EFCOG HPI Working Group Monthly Conference Call, June 24, 2021

Callers:

- Cassie Sistare
- Jeffrey Warga
- Lauren Gagan
- Stephanie Bennett
- Susan Bauman
- Tamara Shokes
- William Brown
- Joe Lockwood
- Dave Baird
- Suzy Fowler

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		
21-2: Develop Best Practice: How to develop and utilize a "Portable HPI Lab platform" (parts list, build instructions, scenarios, etc.).	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.	Best Practice Issue results by 9/30/2021

- **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:
    - No update at todays meetin

- **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:
    - Final review completed
    - Concurrance
    - In July we'll submit
    - SRS unrestricted review requested.

- **FY22 HPI Task Team Agenda brainstorming/development:**
  - Brainstorming suggestions:
    - 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.

- <mark>Binning results:</mark>
  - A joint HPI and WP&C effort
    - Intigration of HPI into WP&C
    - Mike Petrowski sent an email to WP&C Task Team. They will evaluate at their next meeting.
    - Team:
      - TBD
  - HPI for knowledge workers
    - There is an INPO document (05-002, Rev 1: Human Performance for Engineers and other Knowledge Workers), for this topic, but not one in the DOE world
    - These employees are ones who may contribute to latent organizational weaknesses and latent errors.
    - These employees are not performing work at the point of contact (active errors)
    - There is an opportunity to break the myth – HPI does not apply to me (I don't do physical, hands-on, work)
    - Team:
      - Mike Petrowski
      - Sue Bauman
      - Tamara Shokes

- HPI messaging
  - Getting people (middle managers) to embrace and integrate HPI into daily work
  - 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.
  - There is an INPO document (Good Practice 07-006, Human Performance Tools for Managers and Supervisor – General practices for organizing, planning, monitoring, and feedback that promote excellence in Human Performance) that <u>may apply</u> to this topic, but not one in the DOE world.
  - There is an INPO document (15-008, Achieving High Levels of Human Reliability – A practical approach to human performance) that <u>may apply</u> to this topic, but not one in the DOE world.
  - Team:
    - Dave Baird
    - Jeff Warga (participant)
    - LANL Communication staff

b)   <u>Announcements</u>

- COVID-19 HPI Learned Task Team recognized at the EFCOG Annual Meeting

c)   <u>Upcoming Meetings (EFCOG and other HPI meetings)</u>

- Fall EFCOG ISM & QA Meeting
  - November 1-4, 2021
  - Virtual
  - Which day of the week do we want to meet?
    - Spring meeting: Thursday worked fine for SRS
    - Those on the call agreed that Thursday would work best for fall meeting
  - Looking for presenters
- HPRCT Virtual Conference recently held
  - None of the webex attendees attended.

- **<u>Webinars: - still the same</u>**

- o Paradigm Human Performance (UK)
    - ▪ www.paradigmhp.com
    - ▪ Thursdays 2:00 PM <mark>GMT</mark>
    - ▪ POC - Teresa Swinton: webinar@paradigmhp.com
    - ▪ Registration: https://www.paradigmhp.com/learning-organisation-webinar
- o 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
- o 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

- o Daryl Smoldt and Cassis Sistare
- o SRS is providing a "light" HPI briefing to be covered by the Manager of a specific work group that has recently experienced an issue (from a low-tier issue to an ORPs event).
- o Daryl and Cassie share three examples of HPI messaging that they use at SRS.

3)   Roundtable

- • Cassie Sistare
- • Daryl Smoldt
- • Stephanie Bennett
    - o SRNS
    - o Nothing new
    - o Were continuing the same efforts. Working on videos. Stephanie has added a new perspective as a summer intern
    - o HUPERTS have really taken off. HPI Lab and HuPerTs is right about 90% booked thru the end of CY21Q3

- Jeffrey Warga
  - LLNL
  - Jeff trying to chang-up the HPI approach at LLNL.
  - Formulating details to aplan we've recently had with sponsor
    - Communication plan
    - Full blown analysis of "where HOP tools, tips, etc. would interface with our WP&C processes. WP&C process is something that ALL directorates must follow. Gives us an opportunity to contact each directorate with a common message.
- Susan Bauman
- Lauren Gagan
  - ANL
  - Sue offered to have Jeff attend ANL WP&C COP
  - Rebranding microlearnings – quick 30 minute training sessions. Requiring for all PIC's
    - Offered to share PJB Micro-learnign at August or September meeting
    - Completed a microlearning on "Scope and Scope products" at ANL
  - As we are retuning staff to Lab and going to hybrid model, wondering if some of the other Labs had challenges with hybrid meetings and how to make it an inclusive hybrid work environment.
    - Mike offered to look at Linked-in Learning
    - Lauren offered that people on the phone have a hard time communicating. Sound travels well across the table. People on the phone do not see the visual ques and facilitators need to maintain awareness to include those attending remotely.
    - Have someone in the room login and direct their camera at the presentation so they can view too. Someone was being presented an awrd and the remote participants could not see the award being presented.
    -
- Suzy Fowler
  - NBACC
  - Left meeting before roundtable
- Tamara Shokes
  - INL
  - I talked to David Boyce. He is including me in the HPI Working Group
  - I am a project manager at INL.
- William Brown
  - BNL –
  - No update
- Joe Lockwood
  - N3B

- In the middle of ding training with existing groups. Call is crucial HPI training. There are 6 modules. When I find someone who is really engaged, I have them fo the morning message. Really has increased engagement of everyone.
- Dave Baird
    - FNL
    - Our HPI sub-committee now working thru the specific drivers and Root Casues as it relates to our HPI database. Formulating local and Lab wide items to work on.
    - We have HPI training, but we don't have a good follow-up approach of taking their knowledge and applying it. Complemented SRS on theire HPI share and how it could be used at FNL
    - The exposure the Lab employees get is based on the HPI review is framed. We still have issues, from time to time, where people take a way a negative perspective; we are trying to correct this on the subcommittee thru messaging. SRS work may aide us taking it from the classroom and moving it to the field.