EFCOG HPI Working Group Monthly Conference Call, September 23, 2021

Callers:

- Mike Petrowski (LANL)
- Trish Hughes (INL - ICP)
- Cassie Sistare (SRS)
- Paula Pallan (ANL)
- Chuck Ramsey (ORNL)
- Tamara Shokes (INL)
- David Baird (FNL)
- Doug McKenzie (SRS)
- Fred Gholson (INL - MFC)
- Lloyd Keith (WRPS)
- Riz Shah (DOE-HQ)
- David Boyce (INL)

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 **COMPLETE** **Posted to EFCOG Site**

- **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 today's meeting
- **FY22 HPI Task Team Agenda brainstorming/development:**
    - **22-1:** HPI for knowledge workers
        - Kick-off meeting November 4, 1:00 PM EST (EFCOG ISM/QA Virtual Workshop)
        - Team:
            - Mike Petrowski
            - Sue Bauman
            - Tamara Shokes
            - David Boyce
            - Lloyd Keith
        - 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)
    - **22-2:** HPI messaging
        - Kick-off meeting November 4, 2:00 PM EST (EFCOG ISM/QA Virtual Workshop)
        - Team:
            - Dave Baird

- Jeff Warga (participant)
- LANL Communication staff
- 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.
- **22-3 (HPI/WPC)**: A joint HPI and WP&C effort - Integration of HPI into WP&C
  - Kick-off meeting November 4, 3:00 PM EST (EFCOG ISM/QA Virtual Workshop)
  - Team:
    - Chuck
    - Lauren
    - Bill Brown
    - Susan Bauman
    - Trish Hughes
  - Topic
    - TBD

b) <u>**Announcements**</u>

None

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

- Fall EFCOG ISM & QA Meeting
  - November 1-4, 2021
  - Virtual
  - HPI Task Team will meet on Thursday 11/4

    Agenda EFCOG HPI
    Task Team November
  - Presentations
    - Andy Hobbs: Application of HPI Principles in Responding to, Investigating and Analyzing Workplace Events and Incidents.
    - Mike Petrowski: Wearing Multiple hats – what happens when you are a working PIC (person in charge)?
    - FY22 task development

- **Webinars: - still the same**
  - Paradigm Human Performance ltd + Shane Bush
    - www.paradigmhp.com
    - Thursdays 2:00 PM GMT
    - POC - Teresa Swinton: webinar@paradigmhp.com
    - Registration: https://www.paradigmhp.com/learning-organisation-webinar
    - NEW NAME for Webcast library: HOP Academy
  - EUCI - Human Performance Community of Practice
    - https://www.resilientgrid.com/hpcop
    - Hosted by Knowledgevine
    - Every other Thursday 4PM EST
    - 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
    - Past Presentations: https://www.resilientgrid.com/hpcop-3
  - CHOL - Community of Human and Organizational Learning
    - Formerly HPRCT
    - https://www.cholearning.org/.
    - https://hprct.org redirects you to the new webpage
    - 28th Annual Conference - June 14-17, 2022
      Cheyenne Mountain Resort in Colorado Springs, CO
  - JMA High Reliabilty Strategies (Jake Mazelewicz)
    - September 2021 - Free webinar "How to Build Trust & Expertise by Leading After Action Reviews (AARs)"
      - Discover why a brief, engaging, non-punitive four-question post-job discussion called an After Action Review (AAR) may be a game-changer for your team
      - Learn how to lead an After Action Review (AAR) for your team Hear how one Senior Investigator used AARs to transform her organization's punitive investigations into learning-based "Event Reviews"
    - Tuesday, September 28, 2021 at 11:00am ET.

- Register here -- https://www.simpletix.com/e/how-to-build-trust-expertise-by-leading-af-tickets-78508

2)   HPI Share

- Mike Petrowski (LANL)
  - Making HPI relatable to your student
  - See attached PDF

    [PDF icon]

    2021-09-23 HPI Share
    (Making HPI relatable

3)   Roundtable

- LANL: Mike Petrowski
  - No update
- Trish Hughes
  - FLOUR Idaho not going forward with the contract
  - Jacobs is the new contractor (Oct-Dec transition)
    - ==Asked for and advice for continuing the current HPI effort thru and beyond transition==
  - COVID numbers increasing – Idaho under emergency *crisis of care*
  - Vaccines manadatory – workforce concerns and challenges
- Cassie Sistare
  - Released SRS HPI Practitioners DLA guide
  - Task 21-2 portable HPI Lab – posted to EFCOG website
  - Created a new DLA – Choose your own ending
    - PPT based, so you can do it virtually
    - You woke up late, two choices, leads to the next set of choices
    - It's "human behavior" based.
    - Helps user choose the right decision
  - 2 people wanting to sign up for fall EFCOG ISM/QA virtual workshop
  - Vaccines are manadatory
  - Many are still teleworking
- Paula Pallan
  - No updates
  - Continuing with end of year
  - Incorporating HPI into Lessons Learned
  - Vaccines manadatory

- Chuck Ramsey
  - Still in process of evaluating "trigger training" from HOPE Consulting LLC
    - Want to make available to ORNL

- - - Teaches knowing when to stop, expections for management involvement
    - o Continuing to implement HPI at HFIR
- Tamara Shokes
    - o INL has mandatory vaccinated by Nov 19 (unless religious, medical exemptions)
    - o Recommended the book: *The Gift of Fear* by Gavin DeBecker
- David Baird
    - o Nothing
- Doug McKenzie
    - o I benched tesed DLA, Very applicable to our younger workforce, escellent DLA
- Fred Gholson
    - o Had to leave early
- Lloyd Keith
    - o Escape Room HPI Lab – finally getting ready to run a pilot
    - o Reality capture – look at the work before you go there. Work is expanding rapidly as more staff finds out about it
    - o Minimal HPI classroom training (due to COVID)
    - o Mandatory vaccines
- RIz Shah
    - o Focusing on Accident Investigation Program
    - o Oct 1 – HPI Fundamentals eLearning course will be on-line
        - - Please take course and provide feedback
        - - Plan to do an update in spring 2022
        - - Some of the text may not match the video (audio)
    - o Next course will be HPI for Managers
    - o Look at starting updating of HPI Handbook starting in CY22
        - - Contact Riz if you want a word version that you can start commenting
        - - NOTE: This is not an EFCOG task, Individual contributors are welcome
    - o Sec. 2. Mandatory Coronavirus Disease 2019 Vaccination for Federal Employees. Each agency shall implement, to the extent consistent with applicable law, a program to require COVID-19 vaccination for all of its Federal employees, with exceptions only as required by law. The Task Force shall issue guidance within 7 days of the date of this order on agency implementation of this requirement for all agencies covered by this order.
    - o https://www.whitehouse.gov/briefing-room/presidential-actions/2021/09/09/executive-order-on-requiring-coronavirus-disease-2019-vaccination-for-federal-employees/

- David Boyce
  - Working group putting more emphasis on "working" by allowing members participating on actions.
    - Chuck commented that he has attended virtually. They are really good and well done
  - Traction in assessment group (requesting training), real big interest in integrating HPI.
  - Resilency has struck a cord with manyu workgroups.
  - Transition from Shane Bush to Tyson Allen is in progress. Tyson will be the HPI program lead for INL.