EFCOG HPI Working Group Monthly Conference Call, February 24, 2022

<u>Callers:</u>

- Mike Petrowski (LANL)
- Lauri Minton (PANTEX/Y-12)
- Cassie Sistare, SRS
- Daryl Smoldt, SRS
- Nancy Van Wermeskerken, PPPL
- Brandy Young, INL
- Matt Davis, PPPL
- Doug McKenzie, SRNL
- Robin Franke, DOE NTC
- Jeff Warga, LLNL
- David Baird Jr, FNL
- Tim Snow, NREL
- Sue Baumann, ANL
- Michelle Kirsch, NREL
- Delwin Allred, Lemma Technical Services
- Tamara Shokes, INL
- Lauren Gagan, ANL
- Joy Fleming, PPPL
- Kevin Barr, NNSS
- Lloyd Keith, WRPS
- Shelby Prince, NNSS
- Kimbel Lefew, CNS
- Jamie Gomez, SNL
- Chuck Ramsey, ORNL
- Dave Fink, LANL

1)   Task Team Business

a)   Review/Update Tasks and initiatives

Human Performance		
Activity(s)	**Benefit(s)**	**Deliverable/Key Milestone(s)**
ISM-HPI-22-01 **ISM-WP&C-22-01** Collaborative effort between HPI and WP&C Meeting will kickoff January 12, 2021. Team will meet monthly, 2nd Wednesday, 12:00-1:00 EST	BENEFITS id'd in EFCOG Plan • Integration of HPI into WP&C • Provide Best Practices/ Guidance that incorporates HPI factors into WP&C practices GOALS: • Provide <u>some</u> best practices and techniques to apply for tasks such as Post-Job reviews (After action Reviews), writing techniques to incorporate place keeping, HPI tools, critical steps, etc. • Align ISM wheel with HPI tools (SRS) • Emphasize the importance (value added) when HPI is part of WP&C; building resiliency into the process • Consider - Crosswalk DOE HDBKs UPDATE: This team is off to a good start – Mike threw out a proposal, and he likes the direction we are headed in, and will continue to work on – Mike mentioned that there is a new person in charge of this team.	DELIVERABLE (9/30/2022) • Generation of guidance for improvement on Pre-Job Briefs, Post Job Reviews, Integrating HPI into job planning. Pause/stop work, etc. Team • Mike Petrowski, LANL - Facilitator • Chuck Ramsey, ORNL • Lauren Gagan, ANL • Bill Brown, BNL • Susan Bauman, ANL • Trish Hughes, ICP • Jeff Warga, LLNL • Cheryl MacKenzie, SNL • Andrew Peterson, LBNL • Dan Gautier, J-Lab • Linda Collier, LANL • James Newman, LBNL • Heath Garrison, NREL • Kim Jeskei, ORNL

Human Performance		
Activity(s)	**Benefit(s)**	**Deliverable/Key Milestone(s)**
ISM-HPI-22-01 HPI for Knowledge Workers Kickoff meeting held on December 13, 2021 Team will meet monthly, 2nd Monday, 2:00-3:00 EST	BENEFITS: • Realize opportunities to break the myth where people believe that HPI does not apply to them as they perform no physical work UPDATE: Team aligned on producing a White Paper providing an overview of the task, benefit of the task, outline of what is included: 1. Attachment: WRPS Engineering Survival Guide (matched INPO 05-002, rev 1) – This is the deliverable in the EFCOG Annual Plan 2. Attachment: Training ideas, insights, and possible lessons plans (maybe) for Knowledge Worker HPI training 　　○ How to modify your training for the student (administrators, HR, project management, etc.) 3. How to investigate KW errors that result in incidents (delivered deficiency – HPI investigations). UPDATE: Mike briefed that this team has had their 2nd meeting; getting more ideas on what to do; created a proposal, not as well defined, but working on it and will continue to work on it	DELIVERABLE (9/30/2022): • Issue adaptation for DOE complex from INPO 05-002, Rev 1: Human Performance for Engineers and other Knowledge Workers Team • Mike Petrowski, LANL - Facilitator • Sue Bauman, ANL • Tamara Shokes, INL • David Boyce, INL • Lloyd Keith, WRPS • Lauri Minton, PANTEX • Janes Newman, LBNL • Ben Close, SNL • Daryl Smoldt & Cassie Sistare, SRS • Chuck Ramsey, ORNL *(limited participation)

Human Performance		
Activity(s)	**Benefit(s)**	**Deliverable/Key Milestone(s)**
HPI-Task 22-03: HPI Messaging Kickoff meeting held on December 1, 2021 Team will meet monthly, 1st Wednesday, 1:00-2:00 EST Task team members shared lessons and what they are most proud of; Cassie has taken that information and started the document on HPI Messaging; next meeting will share what they have; very productive so far	BENEFITS: • Getting people to embrace and integrate HPI into daily work. • Bringing INPO Practices into DOE environment as seek performance improvement GOALS: • Provide avenues that may be leveraged to communicate HPI • Integrating HPI into general business practices to minimize the risk posed by human error • Educating the workforce about HPI, the benefits of HPI, and opportunities to use HPI • Gives you the foundation to build reliability into your operations (repeat safe work). At the end of the day it's not about safety, it's about performance. • Opportunities to capture what you do well and where you can do better. • Make HPI part of the culture so it's second nature UPDATE: Cassie briefed that they have created 2 task readiness videos with Daryl speaking; brief overview of task readiness determination checklists; another one that went into more detail on the checklist; Cassie is brainstorming some Leaner Cards with HPI tools, especially for new hires and apprentices that started the first week of March 2022; they're catching up on some ConOps related items; have had a few things happen with loss of knowledge transfer and people leaving.	DELIVERABLE: (9/30/2022) • Getting people to embrace and integrate HPI into daily work. • Bringing INPO Practices into DOE environment as seek performance improvement Team • Daryl Smolt, SRS - Facilitator • Dave Baird, FNL • Mike Petrowski, LANL • Cassie Sistare, SRS • Paula Pallan, ANL • Trish Hughes, ICP • Doug McKenzie, SRS • Brandy Young, INL • James Newman, LBNL

b) Announcements
- New Members
  - Michelle Kirsch, NREL
  - Joy Fleming, PPPL
  - Matthew Davis, PPPL

c) Upcoming Meetings (EFCOG and other HPI meetings)
- EFCOG ISM/QA Spring Virtual Meeting
  - April 25-28
  - HPI Task Team will condut it's team meeting on Thursday 4/28
  - Mike is calling for presenters for this – not sure exactly how it will flow, but if anyone is interested in presenting or sharing, let him know

- **Webinars: - still the same**
  - Paradigm Human Performance ltd + Shane Bush
    - www.paradigmhp.com
    - The last Thursday of each month 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
    - There is a whole library of content you can access
  - EUCI - Human Performance Community of Practice
    - <mark>3/24/2022</mark>:
    - We're excited for the next Human Performance Community of Practice! As the world is changing in response to changing COVID-19 numbers, we'd like to have an opportunity to talk through how the changes are affecting us, specifically in the workplace. We're excited to have a panel to talk through some of these changes:
      - David Bowman, KnowledgeVine
      - LaRhonda Julien, Georgia Transmission Corporation
      - Sam Reno, MidAmerican Energy
      - Krystall Valencia, WAPA

- and, your feedback too! Please provide any stories, examples, or questions you'd like to share (and your name if you don't want it to be anonymous)! We'll do our best to include it in the meeting!
    - 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
    - Monthly Webinars: https://www.cholearning.org/professional-development
        - Mar 24: The Logical, Measured Way To Collaborative High Reliability and Just Culture. Meet one of our conference speakers during the March webinar, Scott Griffith. He will share insights from his work that have resulted in improved outcomes.
        - Video Library: https://www.youtube.com/channel/UCRbkD3m2ro7kCK-uF1X772A
    - 28th Annual Conference
        - June 13: Introduction Workshops
        - June 14-17, 2022
        - Cheyenne Mountain Resort in Colorado Springs, CO
  - Jake Mazulewicz, Ph.D. (JMA Human Reliability Strategies, LLC)
    - Register here —> https://reliableorg.us17.list-manage.com/track/click?u=69375436f0fe7417b32098519&id=495d22c022&e=450c586b2d

2)   HPI Share

- Tamara Shokes, INL
- Formal Onboarding and Turnover for Easy Change and Teamwork
  - Waste Management Symposium 2022, Phoenix, AZ
  - <mark>PPT is attached to the email</mark>

3)   Roundtable

- Mike Petrowski (LANL)
  - Standing up HPI program/position in a new Directorate: ALDPI (Plutonium Infrastructure) – Should be posting a vacacy soon
  - Creating library of HPI poster
- Cassie Sistare, Daryl Smoldt, SRS
  - Still continuing erfforts to develop new DLA's
  - Recently made an offer to a Summer HPI Intern
  - New hire apprentice program is using HPI DLA's. Very effective
  - Merging SRS and SRNL HPI webpages
  - Monthly performance anlysis and 6-month analysis. Finalizing analsysis from previous 6 months. Similar challenges to everyone else: COVID, returning teleworkers, etc. Centered on Human Performance Issues #1 focus, issues with technical safety requirement compliance, weakened radiological work practices. Taking report and developing improvement sustainability plans. Intigrating HPI into these plans.
- Doug McKenzie, SRS
  - Complemented Tamara on presentation. Savanah River experiencing the "great resignation." Experiencing where work was not turned over adequately.
- Nancy Van Wermeskerken, Matt Davis, Joy Fleming, Guillaume LaForest, PPPL
  - Jake Mazulewicz is providing seminars at PPPL
  - Matt is the communications specialist working HPI at PPPL
  - Spreading the work about HPI
  - Putting together a website, that contains reading lists, and other HPI stuff
  - Lab response to HPI has been wonderful.
  - Lessons Learned: People thing that AAR's = HPI. Need to expand what is HPI at PPPL
- Brandy Young, INL
  - Posted HPI job opening HPI Practitioner in core group
  - Return to "facilites" (not return to "work"), INL is returning in phases
  - Looking at virtual courses that we are going to teach live, yet retain some virtual sessions for teleworkers
  - Resurrecting some live classes that don't work well virtually
  - Offering "HPI look" at INL events

- o Formally including HPI into issues management document
- o Senior leadership will meeting with HPI Lead (Tyson) and perforing self-analysis to see how they are doing with HPI
- Tamara Shokes,
  - o No update
- Robin Franke, DOE NTC
  - o Updated On-line HPI-100DE training
    - The twelve-module sequence HPI-100DE, HPI Fundamentals for Performance and Reliability, is found on the Department of Energy's Learning Nucleus, https://learningnucleus.energy.gov/login/index.php
  - o NTC courses are open to contractors and can be done at your site. If anyone is interested in having an NTC course taught on site, they can contact Robin Franke [(505) 845-2286] who will provide them with the name of their local training coordinator to work through.
  - o Update attendees on several other DOE classes – Recommended attendees get on the Learning Nucleus website, go to the Course Catalog and do an Advanced Search for offerings. Use keywork "FOO" in the Course ID field.
- Jeff Warga, LLNL
  - o HOP working group
  - o Standing up task teams for the HOP WG, simila to EFCOG Tasks
  - o Safety Culture, Management engagement, disciplined operations… task we are working on. Does anyone have a template for benchmarking management engagement?
    - Robin Franke, provided ideas based on "Baldridge criteria" you may find information on NIST website
    - For benchmarking Management Engagement, the NIST Baldrige Criteria look at four independent dimensions of organizational excellence: Approach, Deployment, Organizational Learning, and Integration across business functions.
    - More Baldrige information at https://www.nist.gov/baldrige/self-assessing/baldrige-sector/nonprofitgovernment
- David Baird Jr, FNL
  - o We sent out first article on HPI.
    - https://news.fnal.gov/2022/03/understanding-fermilabs-human-performance-improvement-program/
    - Next article will be on a personal experience
    - Plan to run monthly articles
    - Based on data coming from our HPI database
    - Subsequent articles will be on communications, work planning & scheduling, standardization of processes, and time pressures.
- Tim Snow, Michelle Kirsch, NREL
  - o Recently had training and certified 7 HPI practitioners
  - o We have 2 new investigators in the causal analysis group
  - o Actively working on incoprating HPI into program

- Sue Baumann, Lauren Gagan, ANL
    - Really busy with EA assessment that is coming up
    - Looking at how people respond to assessors
    - Now prepping for EA Prep Sessions – Having people knows why assessors are here, and how to better prepare so they are more comfortable interacting with assessors. Celebrate the good work you are doing!
- Delwin Allred, Lemma Technical Services
    - Talked about using Attachment 10 as part of the self-assessment of Leadership Engagement (Jeff's question)
- Kevin Barr, Shelby Prince, NNSS
    -
- Bill Brown, BNL
    -
- Lloyd Keith, WRPS
    - Commmented on the variety of HPI implementation at our facilities
    - Commented on Jeff's question. Lloyd called it the Management paradox. THi higher up in the organization the perception that I don't need HPI
    - Focus on technology tools as another layer to improve performance (using 3D technology in Pre-job briefs)
- Angela McGill, UCOR
    - Starting a contract transition
    - Keeping UCOR acronym
    - Working to update our overview HPI training (3 hour classroom)
    - Developing HPI presentation for IHTs at their April training
    - Looking at establishing a committee, developed draft charter
- Kimbel Lefew, CNS
    -
- Jamie Gomez, SNL
    -
- Chuck Ramsey, ORNL
    - Providing HPI componenet to some upcoming SNC Event. A few event have resulted in unplanned outages. ORNL is asking for a broad look to see the HPI contributions
        - Touch screen controls
    - Trigger Training – working with Lab Management about expanding to Lab wide training. Meeting with several directorates to expand.
        - People are really impressed
    - Updating EFCOG Safety Culture documents – working on adding HPI content to demonstrate how HPI integrates with Safety Culture
    - Tool Box – Line of Fire webcast
        - https://www.energyinst.org/whats-on/search/events-and-training?meta_eventId=Toolbox032022

Next meeting is April 28th - This will be the EFCOG Spring Virtual ISM/QA Workshop HPI Task Team meeting day

Meeting concluded at 10:24 CDT