**EFCOG HPI Working Group Monthly Conference Call**

**January 26, 2023**

Meeting started at 11:04 CDT.

Participants:

* Amanda Jimenez (SPA)
* Angela McGill (UCOR, ORCC)
* Benjamin Close (SNL)
* Cheryl MacKenzie (SNL)
* Daniel Gautier (JLAB)
* Daryl Smoldt (SRNL)
* David Boyce (INL)
* Doug McKenzie (SRNS)
* Fred Gholson (INL-MFC)
* Gale Voyles (Bechtel)
* James Newman (LBNL)
* Jemila Adetunji (FNAL)
* Jeff Warga (LLNL)
* Joe Lockwood (N3B Los Alamos) (505-551-2912)
* Kim (Kimbel) Leffew (PANTEX/Y-12) (806-573-6259)
* Lloyd Keith (WRPS)
* Maribel Martinez (Idaho Environmental Coalition)
* Michelle Kirsch (NREL)
* Rizwan Shah (DOE-HQ)
* Roby Robinson (Hanford) 505-699-9307
* Saprena Lyon (Idaho Environmental Coalition) 208-351-9075
* Shalaine Britain (WIPP) 575-706-8941
* Steven Fontaine (LLNL)
* Tamara Shokes (INL)
* Tim Snow (NREL)
* Valerie Webb (Sandia)

**1) Task Team Business**

1. **Review/Update Tasks and initiatives**
	1. 2023 Activity – Support DOE with the revision of DOE-HDBK-2009-1028
		1. **Riz**:
			1. In the process of finding his administrative staff to handle the technical writing. When these are lined up, then we can start building the team.
			2. Not thinking about what parts you want to change, rather think about what parts of each manual people want to be assigned to.
			3. Hold onto feedback for now.
			4. Volume I [https://www.standards.doe.gov/standards-documents/1000/1028-BHdbk-2009-v1/@@images/file](https://www.standards.doe.gov/standards-documents/1000/1028-BHdbk-2009-v1/%40%40images/file)
			5. Volume II <https://www.standards.doe.gov/files/doe-hdbk-1028-2009-human-performance-improvement-handbook-volume-2-human-performance-tools-for-individuals-work-teams-and-management>
2. **Challenges** – EFCOG continues to do work on the EFCOG website
3. **Other updates** - none

| Human Performance |
| --- |
| **Activity(s)** | **Benefit(s)** | **Deliverable/Key Milestone(s)** |
| **ISM-HPI-23-01** Support EHSS-20 revision of DOE-HDBK-1028-2009, Human Performance Improvement Handbook  | Human Performance Tools for Individuals,Work Teams, and Management were written in June 2009. They have become thecore reference documents for many users both within and outside the DOEcomplex. These updates will help expand the scope of the Department's HPI programs by encompassing Human and Organizational Performance (HOP) This effort will result in significant revisions to the Handbooks, with an estimated twenty-five percent change to Volume 1 and a fifty percent change to Volume 2. The content and the approach to the topics will be based on concepts and practices found helpful in the commercial nuclear power industry, electrical grid and distribution, national laboratories, and those adopted by other sectors. | The EFCOG HPI Task Team will collaborate with EHSS-20 to select EFCOG team members.EHSS-20 will identify the specific updates that will be made by the team revising the Handbooks. The team will be composed of a Federal Project Lead with academic and technical experts. Team members will include subject-matter experts from DOE M&O contractors and thought leaders from outside the DOE complex. |

1. **Upcoming Meetings and Conferences (EFCOG and other HPI meetings)**
	* Human Performance in Action Conference (HPAC)
		+ Identifying and Managing Risk: The Science, Data, and Application of Working Safely
		+ April 18th & 19th 2023 in Houston – taking early registrations now and will do group reservations.
		+ <https://whova.com/web/fVFAbLJ1CIzxXbyQgVZT%40fyGoFQPP%40Pm9xK8q4q4S-0%3D/>
		+ For additional information please contact us at conference@knowledgevine.com.
	* Community of Human and Organizational Learning (CHOL)
		+ Leveling Up: Success through Learning
			- Renaissance Portsmouth-Norfolk Waterfront Hotel in Portsmouth, VA
			- Conference: Tuesday, June 13th thru Thursday, June 15th Workshops: Monday June 12th and Friday, June 16th
		+ Call for Speakers is NOW open for the 2023 Conference!
			- [Submit an application](https://www.cholearning.org/call-for-presenters)
		+ <https://www.cholearning.org/>
		+ Conference Mailing List (<https://www.cholearning.org/professional-development>)
	* EFCOG Annual Meeting
		+ June 21-22, 2023
		+ Hilton Washington D.C. National Mall the Wharf 480 L’Enfant Plaza SW, Washington, D.C.
2. **Webinars: still the same**
	* Paradigm Human Performance ltd + Shane Bush
		+ [www.paradigmhp.com](http://www.paradigmhp.com)
		+ Monthly - Last Thursday 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
		+ Human Performance course (<https://bushcohpi.com/>)
	* 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
		+ Monthly Webinars:
			- <https://www.cholearning.org/professional-development>
		+ News and Blogs:
			- <https://www.cholearning.org/news>
		+ Video Library:
			- <https://www.youtube.com/channel/UCRbkD3m2ro7kCK-uF1X772A>
		+ **2022 Conference Materials Access**
			- Ticket holders have exclusive access to recordings and presentations.
			- Utilize your Sched login right here on our website.
			- Material will be publicly available sometime this fall
	* 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**

**James Newman - Verifying Interim Corrective Actions**

When we’re in the middle of causal analysis, one of things we like to do is interim corrective actions. They are meant to last until the corrective actions take over from the investigation.

Highlight: the verification of making sure those interim corrective actions are being applied the way we want them to be applied.

We put 6 CAs in place while we were doing our investigation. Part of the investigation was to go out and video what we are doing. In the video, 3 of the 6 corrective actions were not being implemented in the video. Why were they allowed to start work if they don’t know the CA to be safe. Who are the personnel who are supposed to be verifying.

When CAs are applied, make sure you know who is supposed to verify the CAs are being done as they should be.

Pay attention to interim CAs and they are being done correctly.

**Daryl**: did some of this at SRS. One thing they tried to do.

In the ConOps procedure, we have issue investigations, DOE O 422.1. We talk about CAs. Ops knows the difference between interim and the final. One thing we see is when someone is watching me, and I don’t do it. One the performance is not good. Also add in your being watched and being evaluation.

[10:12 AM] **David D. Boyce**

Are the workers involved with developing or coming up with the interim correction actions?

[10:12 AM] **James** (Guest)

They were in this case

**James**: Normally involving the stakeholders is the way to get what you are asking for. They were lifting too high with the right tool. Certain things were in place, not everything.

The verification of interim CAs might be an afterthought. Go out there and check it.

**Jeff** asked a question about what the CAs were.

**James**: He can share it individually not the entire group. The event was a hand got crushed. A lot of things came out of it. Team of 7 and 4 of them went right to blame. We learned a lot because we redirected to focus on what there was to learn. There may be litigation that he is not aware of.

**3) Round Table**

Jefferson Lab:

Dan from Jefferson Lab: Slack accelerator facility. Most labs have been asked to do some self-introspection for their own approach to electrical high hazard work. We are going to engage in table-top exercises with various electric al teams. We’re going to look at various Jeff Lab facilities and run through and FMEA to try to find potential failure modes to find weaknesses in our process. Hopefully finding some that warrant strengthening. Meeting next week.

Hanford:

Lloyd (Tank Farms): no updated, expecting a contract transition.

LBNL

James Newman LBNL: focused on 2 things. A lot of labs have HP advocates in different divisions. We have division safety coordinators. James has new mission to get on board with all of them, interviews, site walks. Started a couple of weeks ago. Going well. Going to get deeper into some issues in orgs. Had about 30% of the meetings. Main concern are ergonomic issues and slips, trips, and falls. They do work observations, but no method to capture that. He’ll work on this and crank up tracking this. He’ll have more to report.

Tamara – PBS show about aging workforce and how improving ergonomics based on feedback from older workers benefited all workers. “Coming of Age in Aging America.”

I found an article about the show online. The documentary was made in 2017.

<https://www.nextavenue.org/film-about-aging-population/>

James – People at lab at first year, they are most susceptible to injury in first year.

LLNL

Jeff Warga: Some promising activity movement standing up a group based around con ops and HPI as a result of lots of solicitation from ESH director to new deputy director. This may be huge for us especially in HPI realm. He and Steven Fontaine will be closely involved with this. Will be reading out to us for advice.

N3B Los Alamos

Joe Lockwood N3B: Launched leadership management academy. Initial class is 8-hour HPI class. Great success. ESH came over to safety action team and he’s on it. It’s focused on HPI. We’ve had problems with DOE vehicle accidents, mostly backing. They want us to endorse a move to fix it with discipline. They are coming to wrong folks to do that. We have put together a team approach for the driving. We’re going through where all the vehicles are and assembly teams (like NFL). Kind of a team thing within division with a coach. The supervisor/coach will have a performance with zero accidents for the year. It will be their job to be the leader of a driving team. Some ownership with names and colors, creating responsibility for the team and getting them to all buy in. Nobody wants to drive because only the driver gets punished. Any ideas, please email Joe.

NREL

Tim Snow: Process of getting a plan together to stand up our HPI program starting with investigation. Training people to look at it from the workers POV rather than what happened POV. Very early stages.

IEC

Saprena Lyons: Put together a year-long focus on safety goals and objectives to put HP principles in things they are already doing. It will include any identified trends. We will take this to highlight how HP has played a role in any message we tried to convey. WE will use the safety teams to communicate the message.

CNS

Kimbel: Lauri is off, Kimbel is her manager. We are doing an HPI crosswalk with con ops. Similar to Daryl, but we’re doing some assessments with how log keeping and PJB and how they tie to HPI. This year we’re focused on PJB. Assessment group and ops areas.

Also developed some training to reinvigorate when you chose the A3 cause code, what this means and how to be more effective. We developed training specific to event investigators and assessors, will start training in March. Did something similar for utilities org. We’re finding some of the fundamentals have been forgotten and the importance of tools Developed org-specific training. Also follow up with assessment to determine how effective they are, do latest first of next FY.

SRNLA

Cheryl McKenzie: improving procedures, investigation, and training. Expanding the DLAs by adding more in the field. Daryl retiring February 8.

WIPP

Shelaine: able to issue revised con ops training, revised strategy, and ties in HPI, HPI tools, and learning activities. Lots of activities. Lots of positive feedback and really learning. Understanding the tools and the language. Stayed on yesterday and offered the course to our backshift miners. They were able to give feedback on how it is used in their group. How can we provide additional training and include more people. People on backshift tend to be forgotten and give them someone to be there to take notes and follow up. She things essential to improve con ops.

Jeff Warga: There is a workshop scheduled from Safety FM, Safety differently workshop. It has some heavy hitters presenting. It’s in March in Santa Fe.

https://viewstub.com/SafetyDifferently

INL:

David, no update.

Fred: MFC lessons learned. Talk about resiliency and what it takes: anticipate, attention, and respond. Watched someone making a quilt. She knew it had an error in her machine. About every 40 stitches, her machine would skip a stitch. That’s how well she knew her equipment. IT’s strange when we talk about resiliency for a 5 step procedure asking people to be more resilient to evaluate them. One of the steps where you perform your analysis is also a critical step, because it tells the person doing it to get stakeholders involved. We’re not asking people to do this in a knowledge-based mode.

One of his HPI practitioners was telling story that turned out to be a lesson learned. They were using a crane with a remote and the remote would periodically stop working. Tried changing the batteries. He and the supervisor came up with a plan, picked numbers and then they would stop and call the management team. Management team said stop, we need to figure out what is going on. They had a plan to plug in the controller box to do the operation, but that takes a plan package and folks who were not here to do it. When it talks about being resilient and having the right folks involved. It was a good experience for the conversion and what it really means to be resilient.

UCOR

Angie McGill: We’re continuing to do a lot of training on HPI tools. A Certified Industrial Hygienist (CIH) colleague and the UCOR HPI SME will present a webinar on “Indoor Air Quality (IAQ) and HPI Synergy” for Occupational Health and Safety Magazine on February 16 at 2 p.m. ET. The webinar will focus on how investigators can incorporate HPI principles and demonstrate high Emotional Intelligence (EI) to ensure a successful IAQ investigative outcome. This is a challenging subject. It’s important for IAQ investigators to spend time looking at the situation from the perspective of people who have IAQ concerns in order to find middle ground between varying points of view.

**Closing**

Next meeting: February 23rd

Meeting concluded 11:47 PM CDT.