

EFCOG HPI Community of Practice Monthly Conference Call

March 23, 2023

Meeting started at 11:02: CDT.

Participants:

- Mike Petrowski (LANL)
- Tamara Shokes (INL)
- Lauri Minton (CNS – PANTEX)
- Benjamin Close (Sandia)
- Deborah Miller (FNL)
- Evangeline D. Clemena (Sandia)
- Fred Gholson (INL)
- Gale Voyles (Bechtel)
- Guillaume Laforest (PPPL)
- Jamie Gomez (Sandia)
- Jeff Warga (LLNL)
- Katie Gallegos (LANL)
- Nancy Van Wermeskerken (PPPL)
- Riz Shah (DOE-HQ)
- Roby Robinson (Hanford) 505-699-9307
- Shalaine Britain (WIPP) 575-706-8941
- Sue Blackburn (ORNL)
- Suellen Cook (ANL)
- Susan Baumann (ANL)
- Tim Snow (NREL)
- Tracy Cato (ORNL)
- Valerie Webb (Sandia)
- William (Bill) Brown (BNL)
- Andy Hobbs (Y-12)

1) Task Team Business

a) Review/Update Tasks and initiatives

1. 2023 Activity – Support DOE Rizwan Shah with the revision of HPI DOE-HDBK-2009-1028
 - i. Riz – had 3rd meeting – a solid 36 dedicated rewriters at this time for both volumes; will continue to have meetings every 2 weeks; all are invited to participate; don't have to be a team lead, just appreciate anyone's involvement if you want to help; Kalen Ortiz is his tech writer and riding shotgun; Riz has

been getting “here’s a link to a book or an article” – but he does not have the bandwidth to keep up with that – if there are things you want to include, copy/paste it into an email, highlight what you want included and send it to Kalen and Riz.

- ii. Phase 1 is ongoing – making updates – Organizational Excellence website and SharePoint (links on the OE website)
- iii. Q: What was the deadline for submitting?
 - 1. Riz – first draft with comments completed by July – will get with all the people involved at that time,
- iv. Mike – having HPAC, a Thursday morning meeting from 8:00 a.m. to 12:30 participating – will have some good discussions on the direction the project is going.

b) **Challenges** – EFCOG continues to work on the EFCOG website

c) **Other updates** – None

Human Performance		
Activity(s)	Benefit(s)	Deliverable/Key Milestone(s)
<p>ISM-HPI-23-01</p> <p>Support EHSS-20 revision of DOE-HDBK-1028-2009, Human Performance Improvement Handbook</p>	<p>Human Performance Tools for Individuals, Work Teams, and Management were written in June 2009. They have become the core reference documents for many users both within and outside the DOE complex. These updates will help expand the scope of the Department's HPI programs by encompassing Human and Organizational Performance (HOP)</p> <p>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.</p>	<p>The EFCOG HPI Task Team will collaborate with EHSS-20 to select EFCOG team members.</p> <p>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.</p>

d) 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/fVFAbLJ1ClzxXbyQgVZT%40fyGoFQPP%40Pm9xK8q4q4S-0%3D/>
 - For additional information please contact us at conference@knowledgevine.com.
 - For those attending: Riz will be hosting a DOE-HDBK-1028-2009 revision working meeting Thursday morning
- EFCOG Spring QA/ISM/CAS Joint Virtual Meeting
 - <https://efcog.org/event/qa-ism-cas-spring-2023-meeting/>
 - [Registration](#)
 - [Agenda](#):
 - Monday May 1: Joint QA/ISM/CAS Session
 - May 2-4: Breakout sessions
 - **HPI CoP Breakout session:** Thursday 5/4, 10:30 – 4:30 EDT
- 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
 - <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.

e) Webinars: still the same

- 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>

2) HPI Share: HPI proposal for revision of DOE-STD-1197-2011, DOE Occurrence Reporting Tree

- Andy Hobbs information on updating the A3 Cause Codes in the DOE Causal Analysis Tree (CAT)
 - Mike displayed the redlines Andy has made to the DOE Standard
 - Had discussion; basis for this change comes from the A3 branch; a lot of historical data involved with the trend codes that have been used; it is difficult to change the trend codes that already exist; proposed to create an additional set of trend codes that could be transitioned to and used in the future. Mike reviewed the Skill, Rule, and Knowledge based B nodes, and “other” performance problems that don’t fit into Skill, Rule, or Knowledge
 - Looking at definitions for each, too
 - Mike sent out last month for people to provide feedback to Andy
 - Nancy from Princeton – use the word “violation” a lot – doesn’t know if that is how everyone else is reading it, but doesn’t know if that is the appropriate wording
 - Andy was able to call in and reviewed the changes and the thought/methodology

- Next meeting is next Tuesday
 - We will send them the draft of whatever we have by April 3
 - Asking for comments from THIS group by next Tuesday – even if it is “no comments”
 - He does not know the formal revision process will consist of, but we
- Mike asked Riz if he had any thoughts or input on this; Riz said Jason Brustad is now doing the Accident Investigation class, and he is also an HPI practitioner; maybe invite Jason to this group, and send him this document to review and provide comment on; jason.brustad@hq.doe.gov
 - Mike sent the document **March 16** to everyone for review – he will also attach it to the notes email today

3) Round Table

LANL: Mike Petrowski

Hiring second HPI dedicated staff position.

Having HPI Posters created with LANL branding.

Offering Learning Team Facilitator Orientation virtually every other month.

EFCOG HPI CoP members are welcome to join. Please let Mike Petrowski know if you would like to be invited.

LLNL: Jeff Warga

Standing up Conduct of Operations (institutional level), we will be including HOP and HPI into Conduct of Operations. Requested anyone who has done this integration to share their thoughts. As we move forward with this new Conduct of Operations Functional – if anyone has any kind of document in how to stand up ConOps

Mike Petrowski recommended Daryl Smolt; Jeff thanked Bill Brown for his write up for making the case to integrate HPI and ConOps

SNL: Ben Close, Valarie Webb: no update

BNL: Bill Brown

What Andy did with DOE-STD-1197-2011 was intended in part to bring the coding scheme into better alignment with the Handbook. As Volume 1 of the Handbook is updated, care should be taken to preserve its existing treatment of concepts referenced in 1197 as revised, and perhaps add background material on things that Andy has introduced, e.g., Don Norman's foundational work on error categorization. Similarly, it may be useful to bolster the Handbook's treatment of culpability, since Andy's revision of DOE-STD-1197-2011 makes reference to intentions, incapacity, etc.

Bechtel: Gale Voyles

Working the document on both sides. I will give updates to Andy. Significant number of management does not know about these details. This is good for the causal analysts.

PPPL: Nancy Van Wermeskerken

PPPL conducted a lunch and learn. Next focus area is on questioning attitude. What gets in the way of asking questions. Send out email highlighted Jakes webinars, provided food, hybrid meeting, and then a "throw them into the deep end" give us a situation that did not go as planned and do an AAR. Some attendees had attended Jakes AAR training and they guided the conversation. They then talked about something that went well. Discussed webpage. Discussed AAR's that have already been done. Next L&L is on QA, how can they get conversations going. Trying to avoid the directive brief and transition to an interactive brief.

DOE-HQ: Riz – no additional update

ANL: Suellen cook, Sue Bauman

Suellen will be attending HPAC,

Bill share document with Suellen

Solve = sharing our valuable experiences – sharing positive experiences. Provides information to share at a Lab Level meeting. Provides opportunity to reinforce positive behaviors and meeting Lab expectations. Have had researchers share their experiences (positive). This provides opportunities to share with OPEX at ANL and Complex wide.

ORNL:

Susan Blackburn: Brandy Young visiting and providing the Fundamental course for anyone who wants to attend as well as some focus areas. Limited places

where HPI is rolled out at ORNL. Have a position for an HPI Manager. HPI interest is growing.

Tracy Cato: Safety Differently conference. Highlighted take-aways from the workshop. Blame and punishment cannot co-exist with learning and continuous improvement.

WIPP: Shalaine Britain

Incorporating HPI into Conduct of Operations. Looking for information about Learning Teams.

Hanford: Roby Robinson

Hanford in general (HLMI) – we opened spring with our last session of HPI training with our staff. Essentially at 100% (300+ employees). Lloyd (WRPS) and I started a conversation noting that we are the only two entities at Hanford that have HPI interested/designated personnel. Suggested starting a periodic meeting to see if we can get the other contractors interested or at least visible.

INL: Tamara Shokes

INL initiative is getting started (project managers). Looking to set up monthly meetings. Is there a recommended reading list (include in meeting minutes).

NREL: Tim Snow

We are informally started incorporating HPI into our investigations. Having INL come to NREL to introduce managers to HPI.

Closing

Next meeting: April 27, 2023

Meeting concluded 12:12 PM CDT.