EFCOG HPI Community of Practice Monthly Conference Call

July 25, 2024

Meeting started at 11:00 CST.

Participants:

- Mike Petrowski (LANL)
- Andy Hobbs (Y-12)
- Angela McGill (UCOR/Strata-G LLC Oak Ridge TN)
- Barbara Jesus (LLNL)
- Bill Brown (BNL)
- Cheryl MacKenzie (SNL)
- Caig Prost (WRPS)
- Darrell Lamastus (WRPS)
- Dan Gautier (JLAB)
- Fred Gholson (INL)
- Harri Emari (SLAC)
- Rich Poliak (SLAC)
- James Newman (LBNL)
- Jonnie Faust (SRS)
- Kim Bolek (ANL)
- Lauren Clements (PX)
- Lauren Gagan (ANL)
- Katherine Ring (LANL)
- Kathy Rusniak (ANL)
- Katie Littleton (SPA)
- Ken Madson (LANL)
- Roby Robinson (Hanford)
- Stephanie Castelli (ANL)
- Susan Blackburn (ORNL)
- Todd Powers (AECOM)
- Troy Bridges (NREL)

1) **Community of Practice Business**
   a) **Review/Update Tasks and initiatives.**
      1. **ISM-HPI-24-01 -** Support DOE with the revision of HPI DOE-HDBK-2009-1028
         i. **Project is in the consolidation phase.** Proposals from individual teams are being consolidated into one document by a tech writing team from PEC. Planning to have a draft document complete by August 1st, 2024. Followed by a short review period by the Individual Teams, then off into the Review/Comment Process.
      2. **ISM-HPI-24-02 -** Support CAS WG with EFCOG SAFETY SUBGROUP ISM/CAS/QA TASK 3 - Establishing a consistent approach to addressing improvement in operational performance.
         i. **COMPLETE** – Document is available on EFCOG website – Safety Working Group – Working Group Documents – Contractor Assurance - Documents
         ii. (https://efcog.org/wp-content/uploads/Wgs/Safety%20Working%20Group/_Contractor%20Assurance/Documents/Establish%20Consistent%20Approach%20Address%20Improve%20in%20Op%20Perform-FINAL-2024-01-24%20Signed.pdf)
         iii. **2024 EFCOG Team Award**
      3. **ISM-HPI-24-03 -** Support Office of ES&H Reporting & Analysis, EHSS-23, with Revision of DOE-STD-1197- Occurrence Reporting Causal Analysis
         i. The standard has completed the REVCOM review, the team has addressed all comments, and all DOE entities that provided comments are completing acceptance packages. The standard will be published in either late July or early August.
         ii. **2024 EFCOG Team Award**

b) **Announcements**

1. Welcome new team members

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2. **EFCOG Spring 2024 QA/ISM/CAS Joint meeting survey**.

   Please complete the [ISM/QA/CAS EFCOG Spring 2024 Meeting Survey](#)

   The survey has questions about future EFCOG QA/ISM/CAS meetings. So, even if you did not attend (skip those questions), you can still contribute. Please note: the survey is anonymous, so there are no controls against multiple responses.

c)   **Upcoming Meetings and Conferences (EFCOG and other HPI meetings)**
- The Conklin Conference
    - September 10-12, 2024
    - Santa Fe, NM
    - Register at https://swiy.co/HOPHUBCC
- EFCOG Fall 2024 QA/ISM/CAS Joint meeting
    - Looking at dates (Oct-Nov)
    - ==Please complete the *2024 Spring Conference survey* to submit your recommendations.==
    - Looking for a location and host
    - Looking for presenters and topics
- Human Performance In Action (HPAC)
    - 2025 Conference: TBD
- Community of Human and Organizational Learning (CHOL)
    - 2025 Conference: TBD
- EUCI - Human Performance Community of Practice
    - https://www.resilientgrid.com/hpcop
    - Hosted by KnowledgeVine
    - Next meeting is August 15
    - HP Community of Practice discussions will continue to take place every ==third 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
    - https://www.cholearning.org/

- Formerly HPRCT - https://hprct.org redirects you to the new webpage
- Webinar: The Leaders Edge: Strategies for Closing the Performance Gap with Deeper Dialogue (Jul 24, 2024, 11:00 AM – 12:00 PM EDT)
- Events: https://www.cholearning.org/professional-development
- NEWS: The latest from the Community: https://www.cholearning.org/news
- Video Library on YouTube Channel: https://www.youtube.com/channel/UCRbkD3m2ro7kCK-uF1X772A
- Community Resources: Your first stop in organizational learning materials! https://www.cholearning.org/community-resources
- Our online interactive forum is now LIVE! Check-in back daily for insider access to Conference insights.
  - https://www.cholearning.org/askthecommunity
- HOP Hub
  - The HOP Hub is a consortium made up of the 11 of us...We have had the opportunity to get to work with companies, both big and small, to help them advance on their HOP journey. Our goal is to help you not need us.
  - Resources: https://www.hophub.org/resources
  - Contact information is on the home page
- Southpac Internation (HOP Lab)
  - Wegbsite: https://www.southpacinternational.com/human-organisational-performance/what-is-hop/
- PodCasts:
  - Pre-accident Investigation Podcast w Todd Conklin
  - The Safety of Work w David Provan
  - A HOP Podcast with No Name w Adrea Baker and Matt Florio
  - Health and Safety Conversations w Tim Bourne
  - Safety on Tap w Adrew Barrett
  - The HOP Nerd w Sam Goodman
  - Safety Labs w SLICE
  - Leading Safely Podcast w Georgina Poole
  - Rebranding Safety w James MacPherson 10. Psych Health and Safety w Peter Kelly
 - Amy Edmondson: How To Fail Well

d) Topical Discussion selections:

Select one or mor from the following list:
1. Basic Level Topic - Simple Roadmap for Beginning the HOP Journey – Steps to Integrating HOP in your company
2. Intermediate Topic: What senior leaders can do to help with the integration of HOP concepts and principles
3. Basic Level Topic: I've just been trained as an HOP Practitioner – Now What? - Most impactful use of new practitioners
4. Basic Level Topic: Role of Craft Safety Advocates/Representatives with integration of HOP
5. Advanced Level Topic: Metrics or KPIs – How to measure success in your safety culture after integration of HOP OR how to measure successful integration of HOP
6. Intermediate Level Topic: Integrating HOP into Critiques/Fact Findings and Causal Analysis process -
7. Basic Level Topic: Effective use of "Tchotchkes" related to HOP
8. Basic or Intermediate Level Topic: Integrating HOP concepts and principles into Work Control Documents
9. Advanced Level Topic: Effective Sustainability Efforts for HOP Integration – How to keep it going
10. Intermediate Level Topic: Effective use of DLA labs or portable/mobile DLA labs – The benefits associated with having a DLA lab/mobile lab
11. Basic Level Topic: How to provide continuous education and growth opportunities for new practitioners
12. Basic Level Topic: Creative and effective marketing ideas for rolling out HOP in your organization/company
13. How to measure performance, especially in a lab space.
14. HOP Leads roles and responsibilities
15. HOP Practitioners
16. HOP Training
17. HOP Coaching/Mentoring
18. Socializing HOP
19. Integrating/applying HPI tools and practices
20. Pre=Job Brief HOP elements
21. Post-Job Reviews
22. Beyond traditional HPI practices

Poll Results (as of August 12, 2024)

Topics for consideration. Select all that your would be interested in discussing. Select those you would be interested in leading/facilitating the discussion
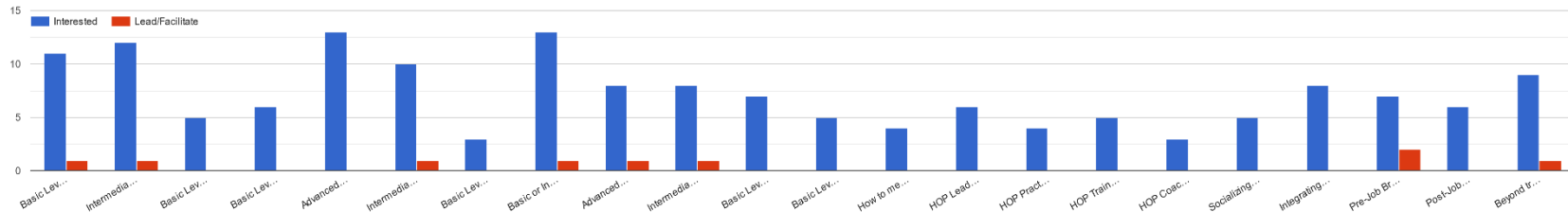
Topic (sorted by number of interested votes)	Votes	Facilitate volunteer
Basic or Intermediate Level Topic: Integrating HOP concepts and principles into Work Control Documents	14	Rich Poliak
Advanced Level Topic: Metrics or KPIs – How to measure success in your safety culture after integration of HOP OR how to measure successful integration of HOP	13	
Intermediate Topic: What senior leaders can do to help with the integration of HOP concepts and principles	12	Chuck Ramsey
Basic Level Topic - Simple Roadmap for Beginning the HOP Journey – Steps to Integrating HOP in your company	11	Chuck Ramsey
Intermediate Level Topic: Integrating HOP into Critiques/Fact Findings and Causal Analysis process	11	Rich Poliak
Beyond traditional HPI practices	10	Rich Poliak
Advanced Level Topic: Effective Sustainability Efforts for HOP Integration – How to keep it going	8	Chuck Ramsey
Intermediate Level Topic: Effective use of DLA labs or portable/mobile DLA labs – The benefits associated with having a DLA lab/mobile lab	8	Daryl Smoldt
Basic Level Topic: How to provide continuous education and growth opportunities for new practitioners	7	
Pre-Job Brief HOP elements	7	Rich Poliak Daryl Smoldt
Basic Level Topic: Role of Craft Safety Advocates/Representatives with integration of HOP	6	
HOP Leads roles and responsibilities	6	
Integrating/applying HPI tools and practices	6	
Post-Job Reviews	6	
Basic Level Topic: I've just been trained as an HOP Practitioner – Now What? - Most impactful use of new practitioners	5	

Basic Level Topic: Creative and effective marketing ideas for rolling out HOP in your organization/company	5	
HOP Training	5	
Socializing HOP	5	
How to measure performance, especially in a lab space	4	
HOP Practitioners	4	
Basic Level Topic: Effective use of "Tchotchkes" related to HOP	3	
HOP Coaching/Mentoring	3	
Turning culture around. Shifting focus from production centered at all cost to efficient deliberate operations	Not in Survey	Katie Littleton

Additional suggestions/topics:

- Role of Reviewers in +/- HOP Outcomes
- DOE HPI Handbook update *Maybe in Nov/Dec)
- HOP Programs
- Turning culture around. Shifting focus from production centered at all cost to efficient deliberate operations. Facilitator: Katie Littleton (SPA)
- I'd like to discuss how HPI and Just Culture connects
- HOP principles in event analysis and corrective actions.
- Learning Teams, Performance Modes
- Mindfulness of the workplace/ relationship building with coworkers
- P3s-aliginment between policies, processes and practices
- Translating HPI to HOP
- How Lessons Learned are captured and shared

Round Table (Those who provided updates)

- Mike Petrowski (LANL)
- James Newman asked a question about "how to measure proactive safety related metrics. Katie shared what SPA is doing and the results they are getting from the effort to deliberately measure culture (FRAME).
  - The team had a good discussion about observations and surveys as a leading indicator option.
  - Rich Poliak discussed an example of promoting "reporting events" effort. SLAC then had an increase in reporting (and at a lower threshold).
- Rich Poliak – SLAC electrical work plans has taken a more proactive approach to identifying error precursors and critical steps by including visual indicators at that step. Seeing good results.
- Lauren Gagan – Looking to establish a more formal HPI program.
- Susan Blackburn – celebrating 1 year of HPI/HOP journey. Still on target with 10 milestones and should achieve all ten by the end of the year. At least one trained practitioners in each organization. Now we are working on what's next. Putting the information in the balance of employees hands. Considering pocket guide, right-sizing information to balance of employees.

4) Closing

Mike thanked everyone for participating. Next conference call is July 25.

Meeting concluded at 12:00 CST