

Mental PPE

Steam Operations Human Performance Initiative

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Agenda

- Human Performance Definition
- Basic Principles
- Error Traps and Landmines
- Mental PPE
- HPI Initiative
- On the Horizon
- Video
- Questions



What is Human Performance and what does it mean to me?

- Human Performance looks at how a behavior or action can result in a mistake or error, and also how a change in behavior can reduce or eliminate mistakes
- Effective use of Human Performance Error Avoidance Tools will help me to eliminate making mistakes in both my professional and personal life

The Basic Human Performance Principles are:

- People aren't perfect, and even the best make mistakes
- Error-likely situations are predictable, manageable, and preventable
- Individual behavior is influenced by organizational processes, values, training and experiences
- People achieve high levels of performance based largely on the encouragement and reinforcement received from leaders, peers, and subordinates
- Errors can be avoided by understanding the reasons they occur and applying the lessons learned from past events

Error Traps and Landmines

- High stress level
- High work load
- High distraction level
- Time pressures
- Poor communication
- Complacency
- New to a task
- After vacation/meal/strenuous activity



Mental PPE

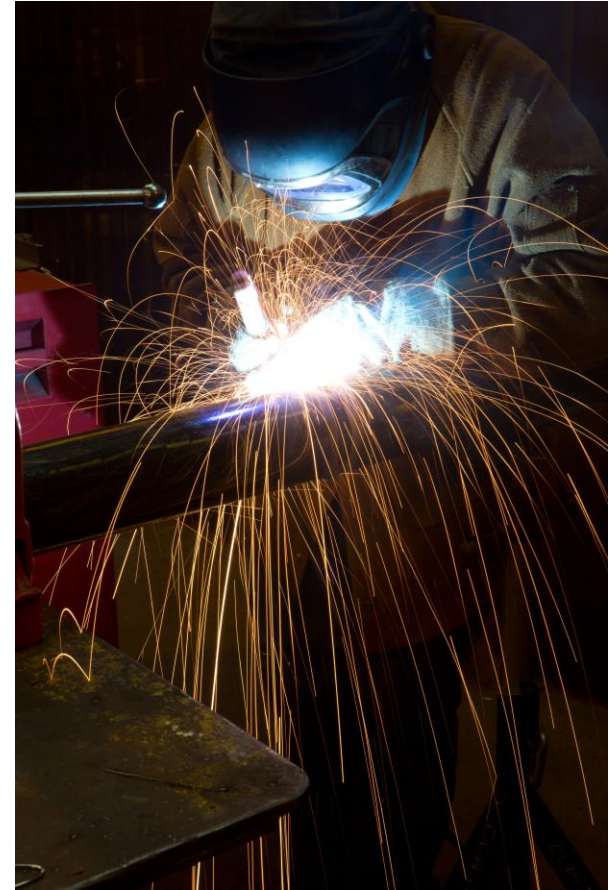
- The strategic approach to human performance embraces two objectives:
 - Anticipate and prevent task hazards
 - Identify and eliminate landmines



- Job Briefings
- Flagging & Operational Barriers
- Independent Verification
- Two Minute Rule
- Concurrent Verification
- Three Way Communication
- First Check
- STOP When Unsure
- Place Keeping
- Peer Check
- Procedure Use & Adherence
- Phonetic Alphabet
- STAR
- Post-Job Review

HPI Initiative

- Reinforce basic HPI tools
- Formal station HPI training
 - Promote open dialogue
- Error avoidance tool of the week
- HPI team



Human Performance Team

- Team Purpose:
 - Ensure station personnel follow procedures
 - Follow station protocol
 - Use error avoidance tools
- Building the Team:
 - All work groups
 - Diverse experience
 - Volunteers



Team Activities

- Weekly meeting
- Five verifications per week
- Focus of Verification
 - Error avoidance tool knowledge and use
 - Job briefing
 - Procedural use and adherence
- Promote employee engagement



On the Horizon

- Go pro videos/E-learning
 - 6 completed in 2016
 - Continue in 2017
- HPI tool of the month
- HPI pocket/table cards
- HPI summit
- Continue zero harm journey



Flagging

Review Copy

Safety Excellence



Questions