BBS & HPI - Together Forever!

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BBS at SRS Making Safe Choices

SRS Human Performance Improvement

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Why Change Our Process?

- BBS has been evolving.
- Our process declined over the past year.
- Many observers were not truly volunteers.
- The quality of the observations and comments was lacking.
- More complete data is needed.
- At-risk data was probably inaccurate.
- Most long term BBS processes “redesign” between 6 and 8 years.
- Borderline observers wanted a simpler tool.
Changes

- The monthly expectation is being raised:
  - One standard/scheduled observation per week
  - Goal of three per month minimum
- WIIFM:
  - Observer Recognition Program:
    - Bronze - Quality + 12 = Bronze Award/Certificate
    - Silver - Quality + 24 = Silver Award/Framed Certificate
    - Gold - Quality + 36 = Gold Award/Framed Certificate/Gift
    - Top Gun - Quality + 60 = Top Gun Award/Plaque/Dinner
Changes

The Nature of the Observation:
- Focus on the type of worker
- Focus on fewer critical behaviors specifically identified for the type of worker
- Identify HPI components
- Improve quality
Changes

Types of Observations:

Standard - composed of all the elements of a BBS Observation plus the HPI components:

- Observee participation is an expectation.
- Interactive conversation.
- Identification of Safe and At-Risk Behaviors.
- Identification of Error Precursors and Error Reduction Tools.
- Solution or commitment to change.
- More required elements in header:
  - Provides more accurate information about the nature of at-risk behavior.
  - Allows better targeted reporting for LSIT analysis.
What is Changing?

- **Mini-Time-Outs (MTOs)** – Intervene when at-risk behavior is observed, COTS, minimal documentation, participation by Observee is required. Anyone may initiate and document.

- **Scheduled Observations** – Initiated by work packages, or other scheduled item:
  - At use in various industries
  - Provides a great opportunity for more co-workers to be observed and involved.
  - Requires the participation of workers in the scheduled activity.

- **Task Specific Observations** – Fork Lift Ops, Motor Vehicle Ops, Wellness, Glove Box, etc.
Changes

- **The Form:**
  - A “Pocket” form or card has been developed to meet the needs of observers who prefer not to interact with a computer database.
  - The card will typically be a functional area or task specific card. Allowing for the collection of targeted information.
  - LSITs may create LSIT specific checklist to target a general population.
Changes

The Database:
- Is accessed from our web browser.
- Has a new look.
- Has more tools to analyze the data.
- Is faster.
- Remains user friendly for basic computer skilled user.
- Successfully piloted by over 50 Observers.
Opening Checklist Window

The selected checklist opens in a separate window. All information in light gray area is required. “HPI Tools Used” requires the observer to document the number of people using each tool. When an at-risk behavior is documented, a new window opens to document comments. (The dark grey area is to document “Mini-Timeout”.)
Comments Tab

Comments are submitted and can be viewed on the Comments Tab. Once Save and Exit is clicked, the at-risk behavior and associated comments are automatically transferred to STAR HPI Reporting.
At-Risk Details

The At-Risk Details window requires the observer to document:

what was at-risk;

why it was at-risk; and

what was done to correct the behavior (the resolution).

Also, the observer documents the Error Precursors identified for the at-risk behavior.