

22nd ANNUAL HUMAN PERFORMANCE ROOT CAUSE TRENDING CONFERENCE

| <u>Time</u> | <u>TUESDAY: JUNE 14</u> <u>General Session</u> | | | |
|--------------|---|--|---|--|
| 7:00 - 8:00 | Breakfast Buffet | | | |
| 8:00 - 8:10 | Welcome & Logistics- Charles Major, President HPRCT | | | |
| 8:10 - 9:10 | <u>Dr. Todd Conklin</u> <u>Cat Juggling, There is no Procedure- Workers Create Safety</u> | | | |
| 9:10-9:20 | Break | | | |
| 9:20- 10:00 | <u>Jonathan Thomas- Director, National Safety Council</u> <u>How the National Safety Council Uses the Journey- Managing Systems Approach</u> | | | |
| 10:00-10:10 | Break | | | |
| 10:10-11:00 | <u>Howard Bergendahl- President, The Bergendahl Institute, LLC</u> <u>Strengthening the Safety Culture in a Healthcare Organization Using Nuclear Power Industry Processes</u> | | | |
| 11:00-11:10 | Break | | | |
| 11:10-12:00 | <u>C. Robert Nelms, President Failsafe Network, Inc.</u> <u>Failure and Introspection: The Two Essential Ingredients for Culture Change</u> | | | |
| 12:00 - 1:00 | LUNCH | | | |
| 1:00 - 1:50 | <u>Bill Sims, Jr.</u> <u>Green Beans and Ice Cream: The Remarkable Power of Positive Reinforcement</u> | | | |
| 1:50 - 2:05 | Break | | | |
| ROOM | White River I | White River II | Colorado II | Colorado III |
| 2:05 - 2:55 | <u>Todd Conklin</u> <u>Life of Pod; the</u> <u>Operational Learnings</u> <u>from My Life Adrift on</u> <u>a Podcast</u> | <u>Bill Brown</u> <u>Human Factors Scientist</u> <u>Brookhaven Nat'l Lab</u> <u>Intractable Causes &</u> <u>Impractical Fixes: The</u> <u>Riddle of Repeated</u> <u>Failures</u> | <u>Alex Torres</u> <u>Interrelationships Between</u> <u>Trending and Cause</u> <u>Analysis</u> | <u>Harry E. Fetterman, Conger-</u> <u>Elsea, Inc</u> <u>RCA Methodological Model</u> |
| 2:55 - 3:10 | Break | | | |
| 3:10 - 4:00 | <u>Dave Thomas</u> <u>Applying the</u> <u>Weick/Sutcliffe Model</u> <u>of High Reliability</u> <u>Organizing in Wildland</u> <u>Firefighting, Nursing</u> <u>and Other Risky</u> <u>Operations</u> | <u>Mark Latino</u> <u>Applying the PROACT</u> <u>RCA Methodology</u> | <u>Alex Torres and</u> <u>DevonWay</u> <u>Case Study: Data</u> <u>Gathering and Reporting</u> <u>Demo</u> | <u>Harry Fetterman</u> <u>Assessing Safety Culture</u> <u>Using MORT</u> |
| 4:00 - 4:10 | Break | | | |
| 4:10 - 5:00 | <u>Jake Mazulewicz</u> <u>Decision-Making: One</u> <u>Brain - Two Systems</u> | <u>Brian Hughes</u> <u>Sologic RCA Overview</u> | <u>Ginny Choong and Ante</u> <u>Lovric</u> <u>Using the Corrective</u> <u>action program to improve</u> <u>safety culture</u> | <u>Richard Swanson</u> <u>Investigating Program</u> <u>Breakdown as an Event</u> |
| 5:00 | Board Meeting | | | |

22nd ANNUAL HUMAN PERFORMANCE ROOT CAUSE TRENDING CONFERENCE

| <u>Time</u> | <u>WEDNESDAY: JUNE 15</u> <u>General Session</u> | | | |
|--------------|---|--|--|--|
| 7:00 - 8:00 | Breakfast Buffet | | | |
| 8:00 - 8:10 | Welcome Back/Daily Logistics- Charles Major, President HPRCT | | | |
| 8:10 - 9:00 | <u>Tony Muschara- Principal Consultant and Owner, Muschara Error Management Consulting, LLC</u> <u>Risk-Based Thinking: A Fundamental First Principle for High-Reliability</u> | | | |
| 9:00-9:10 | Break | | | |
| 9:10- 10:00 | <u>Mark Anderson</u> <u>Death by Chilling</u> | | | |
| 10:00-10:10 | Break | | | |
| 10:10-11:00 | <u>Jake J. Mazulewicz, Ph.D.- Director, JMA Human Error Solutions, LLC</u> <u>Why Some Thrive & Others Struggle: Organizational Change Efforts After 1-5 Years</u> | | | |
| 11:00-11:10 | Break | | | |
| 11:10-12:00 | <u>Bob Edwards M.Eng.- Founder, The HOP Coach</u> <u>Managers of Metrics Instead of Leaders of People</u> | | | |
| 12:00 - 1:00 | LUNCH | | | |
| 1:00 - 1:50 | Executive Panel How Can Practitioners Get the Message to the Top? How to Help Leaders Accelerate and Sustain Change | | | |
| 1:50 - 2:05 | Break | | | |
| ROOM | White River I | White River II | Colorado II | Colorado III |
| 2:05 - 2:55 | <u>Mike Blevins</u> <u>Facilitated Executive Leader Discussion:</u> <u>Leader's Roadmap</u> <u>Role of the Executive</u> <u>Just Culture- What is it?</u> <u>How to Sustain and Grow</u> | <u>C. Robert Nelms</u> <u>Failsafe Network's</u> <u>Culture-Changing</u> <u>Approach to Root Cause Analysis</u> | <u>Bob Edwards</u> <u>The Power of Learning Teams</u> | <u>Mary Webb</u> <u>Trending Human Performance Event Data</u> <u>Case Study</u> |
| 2:55 - 3:10 | Break | | | |
| 3:10 - 4:00 | <u>Mike Blevins</u> <u>Facilitated Executive Leader Discussion</u> <u>With Consultants:</u> <u>Best practices for Leadership Support</u> <u>How to Win the C-suite</u> <u>How to Win Supervision</u> <u>Emergent Practices</u> | <u>C. Robert Nelms & Jessica Hall, Failsafe Network, Inc</u> <u>The Micro-LCA: Sharing the Results of a Multi-Month Application</u> | <u>Sharon Small</u> <u>Interviewing Without Influence: Avoid unintended influence and leading your interviewees through expert bias</u> | <u>Richard Swanson</u> <u>Why Do We Not Get More Value from Self-Assessment?</u> |
| 4:00 - 4:10 | Break | | | |
| 4:10 - 5:00 | Time to prepare for trip to Garden of the Gods | | | |

22nd ANNUAL HUMAN PERFORMANCE ROOT CAUSE TRENDING CONFERENCE

| <u>Time</u> | <u>THURSDAY: JUNE 16</u> <u>General Session</u> | | | |
|--------------|---|--|---|---|
| 7:00 - 8:00 | Breakfast Buffet | | | |
| 8:00 - 8:10 | Welcome Back/Daily Logistics- Charles Major, President HPRCT | | | |
| 8:10 - 9:00 | <u>Robert J. Latino- CEO, Reliability Center, Inc.</u> <u>What Baby Boomers Should Know About How the US Healthcare System Handles Root Cause Analysis!</u> | | | |
| 9:00-9:10 | Break | | | |
| 9:10- 10:00 | <u>Rey Gonzalez, President, HOPE Consulting LLC and Clients from AEP, Duke Energy and The SI Group discussing</u> <u>Practical Application of HU Improvement Initiatives</u> | | | |
| 10:00-10:10 | Break | | | |
| 10:10-11:00 | <u>Brian Hughes, Sr. VP, Sologic</u> <u>Proactive Use of Root Cause Analysis</u> | | | |
| 11:00-11:10 | Break | | | |
| 11:10-12:00 | Marc Yeston, Retired Chief Ranger, National Park Service A New View Approach to Search and Rescue | | | |
| 12:00 - 1:00 | LUNCH | | | |
| 1:00 - 1:50 | <u>Kristin Klein</u> <u>Using Human Performance to Reduce (Pediatric) Medication Errors</u> | | | |
| 1:50 - 2:05 | Break | | | |
| ROOM | White River I | White River II | Colorado II | Colorado III |
| 2:05 - 2:55 | <u>Joe Estey</u> <u>Conduct of Reliable Operations: Lessons Learned from not Going Deep Enough with Root Cause</u> | <u>User Case Study: Boston Beer Company, Michael Malchitsky, Manager of EH&S Boston Beer Company</u> | <u>Alex Torres</u> <u>Case Study: Developing a Meaningful Trend Report</u> | <u>Matt Sacks</u> <u>Electronic Work Procedures</u> |
| 2:55 - 3:10 | Break | | | |
| 3:10 - 4:00 | <u>Joe Estey</u> <u>Effective Training Techniques: Engaging the Hearts and Minds of Today's Worker</u> | <u>Rick Foote</u> <u>Best Practices for Leading RCA Teams</u> | <u>Micky Colomb</u> <u>Motivating People Back to Safety</u> | <u>Richard Swanson</u> <u>Are We There Yet – Testing Causes and Dealing with Managerial Hobby Horses</u> |
| 4:00 - 4:10 | Break | | | |
| 4:10 - 5:00 | Closing Comments and Give Aways | | | |