

Positive Messages to Encourage ORPS Reporting

1. Highlight Positive Events in the ORPS Daily Summary.

We propose highlighting positive occurrences in Blue font in the ORPS Daily Summary, similar to the way significant occurrences are currently highlighted in Red font. Proposed language to describe this in the ORPS Daily Message is as follows:

“Those occurrences that the Office of Health, Safety, and Security judges to be of **“positive”** occurrences are highlighted in **blue and italicized**. Occurrences considered positive are those where: the event demonstrates use of lessons learned from prior events, work is proactively stopped by the worker due recognition of unsafe conditions, stand-downs are proactively initiated by supervisors/managers due to recognition of unsafe operational trends, the occurrence demonstrates application of a questioning attitude, and unsafe conditions are found during checks performed prior to starting the actual work (e.g., verification of LOTO by zero energy checks, prior to performing work).”

2. Establish Keywords for positive Events and Trend the information to report in the Weekly Summary of Occurrences to the Under Secretaries.

The following new Headquarters Keyword has been proposed. The following description and attributes were discussed and agreed to by the Operating Experience Group. With your approval, the new keyword will be entered into the ORPS system to allow trending and reporting out in the Weekly Summary to the Under Secretaries and other management briefings.

13H - Occurrence Report documenting a proactive approach to Health and Safety, e.g; bin occurrences that have the following attributes as positive.

1. Findings from inspections initiated by lessons learned from previous events.
 2. Stop work due to the recognition of unsafe conditions.
 3. Stand-downs initiated by recognizing unsafe operational trends.
 4. Findings initiated by a questioning attitude of workers/inspectors/managers.
 5. Findings found during checks performed prior to starting the actual work. (e.g. verification of LO/TO by energy checks, prior to performing work)
3. Re-affirm DOE P 450.7 DOE Environment, Safety and Health Goals and emphasize Secretary of Energy Bodman’s Seven Key Leadership Principles, as discussed at the ISM Best Practices Workshop.

Secretary Bodman’s message re-emphasizes the goals in DOE P 450.7 and should be communicated widely. Included in the Secretary’s message were elements 4.

Encourage Reporting, and 7. Learn from Internal and External Operating Experience. We could post a lessons learned that discusses these seven points as well.

4. Discuss the need and value of reporting as part of the DOE O 210.2 Implementation Workshops, and during Human Performance Improvement training sessions.

The importance of reporting operating experience as a necessary part of event trending and development of lessons learned will be conveyed during the DOE O 210.2 Implementation Workshops.

Likewise reporting events is a necessary condition of recognizing error likely situations affected by human performance and designing management system improvements to prevent them.

5. Discuss negative signals of counting occurrences with PSOs.

We need to initiate communications with other Program Secretarial Officers to highlight the importance of event reporting and to discourage them from sending negative messages by penalizing sites from reporting. The two principle PSOs affected by this are EM and SC.