Human Factors in Investigations

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Why Human Factors

- Use a systematic approach to investigations.

  − Root Cause Analysis (RCA).

  − Comprehensive List of Causes (CLC).

- Recognition that many of our Investigations were not getting to the root cause.

  − We were not understanding the human errors.

- Engaged with a recognised leader in the Human Factors field.

  − Identified two well proven tools which when used in the context of an investigation would allow better understanding of a persons actions or omissions.

  − Updated our RCA/CLC process

  − Now train 'Human Factors Analysis Tools' to our investigators.

The Human Factors tools.

- Behaviour Extraction - Define the behaviour you want to understand
    - Intentional
    - Unintentional
- Intentional Behaviour – ABC analysis
    - Antecedent – something that precedes a behaviour
    - Behaviour – the act or omission
    - Consequence – the outcome, positive or negative
- Unintentional Behaviour – Human Error Analysis
    - Perception
    - Memory
    - Decision
    - Action
    - Identified action types that have been proven to help resolve the different human error types

Is Human Factors analysis working?

- Initially the concept was slow to catch on.

- We kept on training and re-training investigators and looking for opportunities to apply the tools.

- We now have several people in our own SPU who are experts and are called on regularly to be involved in or review an investigation for HF issues.

- Yes, the process is embedded and is working.