

ABSTRACT AND BIOGRAPHY

NASA ASRS: Evolution toward Full Electronic Processing

The NASA Aviation Safety Reporting System has received over 820,000 paper incident reports from pilots, air traffic controllers, dispatchers, flight attendants, maintenance technicians, and others since 1976. The Patient Safety Reporting System is a recent program patterned after ASRS receives medical event reports from VA physicians, nurses, pharmacists, and other hospital personnel. For over 30 years, the ASRS reports have been analyzed utilizing paper coding forms / domain specific taxonomies. In addition, topic searches were done internally to generate files sent to public users.

Shifting the paradigm from paper to electronic involved not only understanding internal user needs but those of the ASRS and PSRS external stakeholders. This presentation will discuss the collaborative effort between the automated processing system internal users (report analysts), the external community, and IT using a user-centered design approach at each step of this processing system development process. This resulted in numerous custom tools that have been extremely well received by both internal users and external stakeholders. Overall IT support of the ASRS and PSRS programs through this complex change will also be discussed.

Elisa A Taube, PMP

Research Manager, Aviation Safety Reporting System
Booz Allen Hamilton

Elisa Taube is the Research Manager and Lead Interaction Designer for the Aviation Safety Reporting System and Related Systems contract at NASA Ames Research Center. In this capacity, she applies project management, Human Factors Engineering principles, and research methodologies to various projects over the past 14 years.

She holds a B.S. in Aviation Flight Operations and an M.S. in Human Factors / Ergonomics from San Jose State University and is a licensed private pilot. Elisa Taube is also a Certified Project Management Professional (PMP). She was awarded a Booz Allen Performance award for exceptional leadership of the ASRS Analyst Workbench Team and (with the IT team) an Analyst Workbench Team Award from the NASA Ames Contractor Council.

Lester Gong

IT Manager, Aviation Safety Reporting System & Patient Safety Reporting
Booz Allen Hamilton

Lester Gong is the IT Manager at the NASA Aviation Safety Reporting System (ASRS). He oversees IT operations and new systems development for the ASRS and its sister program, the Patient Safety Reporting System, including IT support of the transition of ASRS from a paper-based to an electronic-based report processing operation. Prior to this assignment, he worked on software projects for the Advanced Research and Development Activity, US Army Communications and Electronics Command, and Air Force Research Lab. Mr. Gong is an Associate at Booz Allen Hamilton and is in progress of earning his PMP certification.

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Jessica Arias

Deputy Program Manager, Patient Safety Reporting System
Booz Allen Hamilton

Jessica Arias is the Deputy Program Manager for the NASA/VA Patient Safety Reporting System (PSRS), a position in which she oversees all PSRS operations. She brings more than six years of experience with Kaiser Permanente to her PSRS duties. In her early years with Kaiser, she gained extensive experience as an Incident Report Analyst reviewing reports on near misses and medical errors. More recently, she was the Patient Safety Manager at Kaiser Permanente's Santa Clara Medical Center. There, she was responsible for ensuring the implementation of patient safety initiatives from the Joint Commission, The Leapfrog Group, and the Institute for Healthcare Improvement (IHI).

Jessica Arias also has a clinical background in the behavioral health sciences, holding a Masters Degree in Psychology. She is currently studying for her Board Exam to be a Licensed Marriage and Family Therapist. Jessica Arias' experience as working both in hospital administration and as "frontline staff" has provided her a balanced understanding of what is necessary to promote and provide safe and quality patient care.

Linda J. Connell

Director, NASA Aviation Safety Reporting System
NASA Ames Research Center

Linda Connell is the NASA Director of the Aviation Safety Reporting System (ASRS) and Patient Safety Reporting System (PSRS) and Research Psychologist. In this capacity, she provides program management. Linda Connell has been working at NASA Ames Research Center since 1981, and has participated in numerous studies with domestic and international research teams to explore human factors issues in aviation and other environments. During her graduate work at San Jose State University, she completed her Master's degree in experimental psychology. Her graduate thesis on physiological countermeasures to jet lag was completed at the NASA Ames Research Center Human Research Facility. Linda Connell is a licensed private pilot and a Registered Nurse.

She is a member of the International Confidential Aviation Safety Systems, Human Factors Society, Aerospace Medical Association, National EMS Pilots Association, Helicopter Association International, Aircraft Owners and Pilots Association, Experimental Aircraft Association, and the SAE G-10 Human Performance Committee.

In 2005, Linda Connell was awarded the NASA Superior Accomplishment Award for her work with the Aviation Safety Reporting System.