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- Reporting and investigating unintended incidents and accidents, as shown in Figure 1, can help prevent them from recurring.
- Reporting an incident involves describing it in free-form text, which is difficult to analyze in large amounts.



- 1 Help label incidents by their process step, problem type, contributing factors, and overall severity using supervised learning.
 - Determine the probability of each label being correct.
 - Order the labels by probability in a dropdown menu.
- 2 Discover new problem types and contributing factors using unsupervised learning.
 - Group together similar incident descriptions labelled as "other."
 - Interpret the groups as possibly new problem types and contributing factors.

- Natural Language Preprocessing
 - Preprocessed the incident descriptions through machine translation, abbreviation expansion, auto-correction, and linguistic normalization.
 - Generated descriptive statistics that helped to specify the parameters of the word embedding models used in subsequent steps.

- Assembled over 200 multi-output ensemble regressors by bagging, boosting, and stacking over 60 regressors from Sklearn², XGBoost³, and Keras⁴.
- Tuned the ensemble regressors using grid-search, and cross-validated them by how close to the top they placed the correct labels in the dropdown menu.

- Tuned a latent Dirichlet allocation model using ldatuning⁵'s multi-metric⁶⁻⁹ grid-search over the number of groups to best fit the incident descriptions labelled as "other," as shown in Figure 2.
- Interpreted the groups of similar incident descriptions as possibly new problem types and contributing factors in an interactive visualization by LDAvis¹⁰.



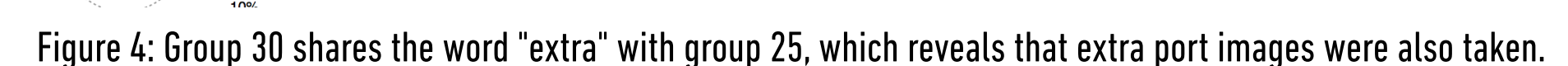
- **Natural Language Preprocessing**
 - The average incident description is 3.01 ± 3.05 sentences long.
 - 20 incident descriptions are in French.
 - 34.82%, 40.32%, and 7.18% of the incidents have N/A or "other" for process step, problem type, and contributing factors, respectively.

1 Supervised Learning

- The best ensemble regressor was assembled by bagging and stacking a ridge regressor, a support vector regressor, a passive aggressive regressor, a random forest regressor, a gradient boosting regressor, and a long short-term memory recurrent neural network.
- The best ensemble regressor placed the correct labels on average 1.6th, 2.4th, 5.3rd, and 1.1th among the 9 process step, 24 problem type, 21 contributing factors, and 4 overall severity labels, respectively.

2 Unsupervised Learning

- 30 groups best fitted the incident descriptions labelled as "other."
- The interactive visualization of the groups showed which incidents recurred the most, and how they are related to other incidents, as shown in Figures 3-4.



- Natural language processing can help label incidents and discover new problem types and contributing factors.
- More generally, it enables the comprehension of large numbers of incidents without investigating each.

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- 3 Chen, Tianqi, and Carlos Guestrin. "Xgboost: A scalable tree boosting system." *Proceedings of the 22nd acm sigkdd international conference on knowledge discovery and data mining*. ACM, 2016.
- 4 Chollet, François. "Keras: Deep learning library for theano and tensorflow." URL: <https://keras.io/k/7.8> (2015).
- 5 Murzintcev, Nikita. "Ldatuning: Tuning of the latent dirichlet allocation models parameters." *R package version 1* (2014).
- 6 Arun, Rajkumar, et al. "On finding the natural number of topics with latent dirichlet allocation: Some observations." *Pacific-Asia Conference on Knowledge Discovery and Data Mining*. Springer, Berlin, Heidelberg, 2010.
- 7 Cao, Juan, et al. "A density-based method for adaptive LDA model selection." *Neurocomputing* 72.7-9 (2009): 1775-1781.
- 8 Deveaud, Romain, Ludovic Bonnefoy, and Patrice Bellot. "Quantification et identification des concepts implicites d'une requête." *CORIA*. 2013.
- 9 Griffiths, Thomas L., and Mark Steyvers. "Finding scientific topics." *Proceedings of the National academy of Sciences* 101.suppl 1 (2004): 5228-5235.
- 10 Sievert, Carson, and Kenneth Shirley. "LDAvis: A method for visualizing and interpreting topics." *Proceedings of the workshop on interactive language learning, visualization, and interfaces*. 2014.