

F709 Merge Project

To maximize storage space at our off site Files (C-Site) building, a plan was devised to alphabetically merge over 1.1 million documents (32,800 boxes) of case files. The cases which had been consolidated in Kansas City in 2005, from 10 sites across the country, were originally filed alphabetically in 9 different sections of the C-Site based on where the return was originally sent for processing. The merging process consists of reviewing all of the documents and folders, removing F2275's (return charge-out) that are over 3 years old, removing documents prior to 1976 (expired retention) and any empty folders. The remaining documents are researched to identify those taxpayers who were deceased prior to 2008, these documents require additional processing. Initial indications are that we will be able to reduce the 32,800 boxes by 40% leaving us 19,780 boxes on shelves. This will save us from having to lease additional storage space, as receipts are projected to exceed current storage capacity.

Innovator and Presenter: Vacha Campbell
Internal Revenue Service

Tracking Wounds

A development of a hospital wide system to implement a way to track wounds upon admission and throughout the entire treatment plan. A suggestion to have digital cameras on the units that are accessible by the nursing staff to document wounds upon admission. After taking the pictures, they would be printed to a stand-alone printer, attached to a document and then scanned and stored on VISTA imaging. This would allow the providers to have access to wounds at their fingertips and improve patient care through their treatment. This tool of having immediate access to wounds could be used by many services in the Veterans Hospital to include wound care, vascular surgery, interventional radiology, orthopedics, diabetes clinic and many other specialized care areas.

Innovator and Presenter: Melissa Hogan, RN, BSN
Kansas City Veterans Administration Medical Center/IR Department

Innovation Connection Judges

Patricia Brown-Dixon
Regional Administrator
Small Business Administration

Beth Freeman
Regional Director
Federal Emergency Management Agency

Rodger M Matthews, Sr.
Associate Deputy Administrator for Product Management
U.S. Dept of Agriculture—Risk Management Agency

A Special Thank you to the Harry S Truman Library for hosting the Showcase and for all the individuals who submitted innovations.

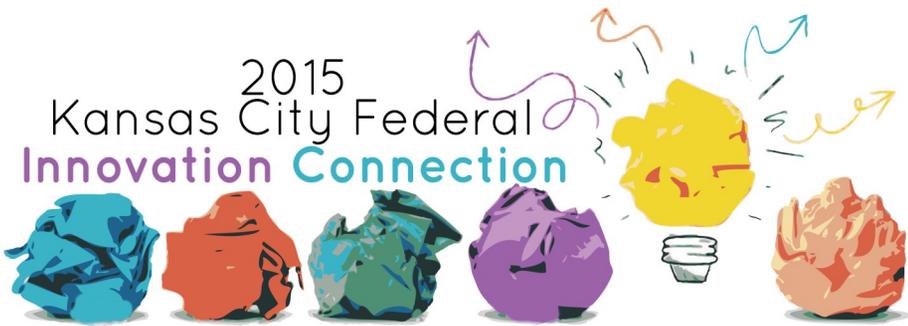
Greater Kansas City Federal Executive Board

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Turning Bright Ideas Into Solutions

Innovation Showcase

Wednesday, August 12th, 2015
9:00am—12:00pm

Harry S Truman Library

"There's a way to do it better - find it."

THOMAS EDISON

teamwork
new
risk
inspiring
creative
business
communication
solution
key
innovate
ideas
concept
brand
plan
brainstorm
strategy
success
global
process
excellence
reward
leadership
efficiency
information
marketing
organization
research
analysis
advertising
development
goals

Innovation is change that unlocks new value.

- Jamie Notter

"INNOVATION IS TAKING TWO THINGS THAT ALREADY EXIST AND PUTTING THEM TOGETHER IN A NEW WAY."

TOM FRESTON

© Lifehack Quotes

INNOVATION DISTINGUISHES BETWEEN A LEADER AND A FOLLOWER.

- STEVE JOBS

www.FamousEntrepreneurQuotes.com



Innovation Presentations

Emcee for today: Amanda Custer, Office of Personnel Management

Introduction: The Innovation Connection

**Samantha Adrignola, Office of Personnel Management
Natalie Millard, Office of Personnel Management**

Kudos Board

A development of a Kudos Board out from an easel and easel pad. This board is positioned at the front of our office so that it is clearly visible to all who enter and exit. The Kudos Board is a public means by which our staff can recognize, congratulate, thank, and compliment our colleagues. Any employee can write anything, and visitors to the office and OSHA personnel from outside Kansas City also use the Kudos Board to thank and show appreciation to our staff. This immediate gratification increases employee morale and makes everyone feel great for a job well done!

Innovators: The OSHA Region 7 Regional Office, "With Your Help Survey Committee" (Danielle Abbott, Richard Bailey, Kristina Carignan, Adriana Delfin, Christine Stewart, Glenn Taylor, and Jackie Wheeler)

Department of Labor, Occupational Safety and Health Administration

Diabetes Education

A development of a comprehensive diabetic education booklet for veterans and their families to take home with them. 2. They developed a diabetic order set for use in inpatient and outpatient settings. The order set was placed in two separate locations within the KCVAMC electronic medical record for the convenience of physicians practicing in inpatient vs. outpatient settings. 3. They then established diabetic education checklist notes, including parent and child notes that could be attached to each other. This ensured continuity of care for inpatient and outpatient nurses, with each being able to see what still needed to be taught and reviewed. 4. Coordination with the Outpatient Pharmacy Operations Manager regarding insulin pens and glucometers. Pharmacy agreed to stock normal saline insulin pens in the Pyxis and skin pads for patients to practice injections in inpatient, outpatient and CBOC settings. Pharmacy also agreed to stock glucometers at Community Based Outpatient Clinics and Honor Annex, which had not been done previously, and would improve ease of patient access. 5. They coordinated with the Telemedicine Coordinator and Chief of Staff regarding a pilot for DIGMA telemedicine to increase opportunities for diabetic education for rural patients. 6. A written hospital-wide policy to support the diabetic education project, which is now posted on the KCVAMC policy website. 7. Coordination with staff educators in the KCVAMC Department of Nursing Education (D.O.N.E.) regarding a plan for staff education. D.O.N.E. is utilizing my project to obtain their recertification from the Missouri Nurses Association, and all KCVAMC nursing staff are currently being educated on the diabetic education project. 8. The next year will be spent ensuring that (1) all aspects of her project are implemented successfully and (2) the project meets the needs of KCVAMC patients diagnosed with diabetes. Over the next year, they will monitor the impact of her diabetic education project on long-term A1Cs for the hospital's diabetic patient population.

Innovator & Presenter Alyson Dorrell-Ruhl

Kansas City Veterans Administration Medical Center

Whistleblower Electronic Case Files

Whistleblower case files have always been in paper format. The team decided to innovate their documentation through the development of electronic case files. During the test period, the team created, organized and stored all of their case files electronically. They met biweekly to discuss the progress of the initiative and to brainstorm ways to improve the process and make it more user-friendly. The electronic file had to be easy to use while conforming to established Federal regulations. Hyperlinks were included to enable the reader to navigate the file quickly. The group also drafted language in accordance with the November 28, 2011 Presidential Memorandum Managing Government Records to include with the opening letters for the complainant and respondent. This language invited the parties to submit all documentation electronically in an effort to minimize paper and postage expenditures while increasing the timeliness of case processing. The new language proved highly successful, as all test group members reported an uptick in electronic submission from the parties.

Innovators: Electronic Case File Test Group (Laura Aunan, Christopher Clark, Kevin Crain, Michael Oesch)

Presented by Danielle Abbott and Mike Oesch

Whistleblower Protection Program/US Department of Labor-OSHA

National Records Center IMFS QA Database

The National Records Center developed a Quality Assurance Database for the Information and Field Services branch (IMFS) which streamlined their auditing processes. This database has standardized the auditing process, reduced the time required to perform audits, automated the analysis of audits, improved the process of giving employees feedback, identified training requirements for individuals and the branch, and resulted in the overall reduction in case errors. This was a joint project between the IMFS branch and the Program Management Operations branch (PMO). Previously the database is based on Microsoft Access, but it will be moved to SQL server in the future.

Innovators: IMFS and PMO branches

Presented by Paul DePuy, Mandy Stanley, and Seth Watson

U.S. Citizenship and Immigration Services—National Records Center

USDA/NITC Infrastructure as a Service - Cloud Computing Environment (Atmosphere)

The team designed and developed a multi-site, highly available cloud computing environment including software defined networking similar to commercial cloud providers such as Amazon Web Services or Microsoft Azure. Our API-driven Infrastructure as a Service targets cloud-focused applications and development environments, providing easy access to self-provisioned compute, storage, and networking resources. This government only private cloud has both FedRAMP and ATO certifications and complies with TIC 2.0 reference guidelines.

Innovators: Matt Reiss, Zach Bullard, Brian Toy, Dean Stoddard, Justin Palmer

US Dept of Agriculture—National Information Technology Center

Cradle to Grave

It was suggested that the very minute a Whistleblower screening came into our office for a new case, this case would be immediately assigned to the next investigator on the rotation with the lowest amount of cases. Instead of planning for geographic location and having a duty officer spend hours screening the calls, we would have each investigator screen his/her own calls and complete the initial interviews during the screenings. We developed a spreadsheet with a rotational schedule, and the supervisor would enter the names of the complainant and respondent, as well as other requisite case information, to track the screening rotation.

Innovators: Region 7 Whistleblower Protection Programs Staff (Danielle Abbott, Laura Aunan, Christopher Clark, Kevin Crain, Shannon Huffman, Michael Oesch, Christine Stewart, Timothy Proffitt. The team was assisted by Elizabeth Vasquez of Management Consulting Associates)

Presented by Danielle Abbott and Mike Oesch

Department of Labor, Occupational Safety and Health Administration