

The Online Ombuds as an Element of Workplace Dispute Prevention, Management, and Resolution

Federal Inter-Agency ADR Working Group,
Workplace Conflict Management Section
ADR Lunchtime Series
July 10, 2008



Daniel Rainey

Director, ADR Services, NMB

Dave Turk

Staff Director, Sub Com. On Nat. Security & Foreign Affairs

Col. Rebecca Baker

US Army, Office of the Surgeon General

Col. Ken Ross

US Army, MEDCOM Medical Assistance Group

Federal Inter-Agency ADR Working Group,
Workplace Conflict Management Section
ADR Lunchtime Series
July 10, 2008



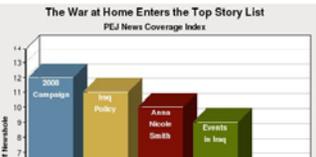
February, 2007

Journalism.org
Project for Excellence in Journalism: Understanding News in the Information Age

PEJ NEWS COVERAGE INDEX: FEB. 18 - 23, 2007 THE POST'S SCOOP MAKES MAJOR NEWS

It began with a headline splashed atop the story on the front page of the February 19 Washington Post: "Soldiers Face Neglect, Frustration At Army's Top Medical Facility."

In a powerful two-day series last week, the Post's Dana Priest and Anne Hull reported that Walter Reed Army Medical Center in Washington D.C., the venerable hospital famed for treating U.S. presidents, had turned into a "messy bureaucratic battlefield" for hundreds of wounded troops wounded in Afghanistan and Iraq.



Federal Inter-Agency ADR Working Group,
Workplace Conflict Management Section
ADR Lunchtime Series
July 10, 2008



March 5, 2007



Federal Inter-Agency ADR Working Group,
Workplace Conflict Management Section
ADR Lunchtime Series
July 10, 2008



April-May, 2007

Initial Meetings

Daniel Rainey



Harry Hoglander



Ethan Katsh



Howard Gadlin



Federal Inter-Agency ADR Working Group,
Workplace Conflict Management Section
ADR Lunchtime Series
July 10, 2008



April-May, 2007

Initial Meetings

Brigadier General Michael S. Tucker



Federal Inter-Agency ADR Working Group,
Workplace Conflict Management Section
ADR Lunchtime Series
July 10, 2008



April-May, 2007

Recommendations

Ombudsman – Patient Advocate

Organizational Ombudsman

Chain of Command

Code of Conduct and Ethics

Presentation and Training

Online Access

Federal Inter-Agency ADR Working Group,
Workplace Conflict Management Section
ADR Lunchtime Series
July 10, 2008



January, 2008

Online Portal Issues

Interface Design

Integration with Army IT

Access and Reporting

Roll Out and Explanation

Federal Inter-Agency ADR Working Group,
Workplace Conflict Management Section
ADR Lunchtime Series
July 10, 2008



Welcome to the
NATIONAL MEDIATION BOARD

Search for:

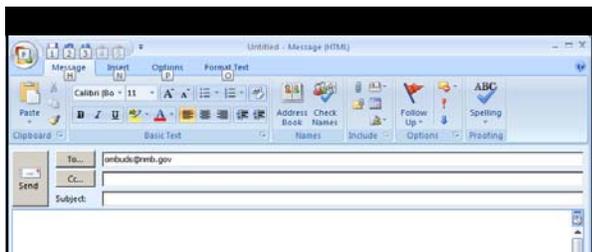
View this page in: [Select Language](#)
[Language Assistance](#)

Officers & Staff Directory		Mediators
What's New		ADR Services
Public Information		Labor Affairs, Reconciliation
Statistics & Reports		Arbitration
Topic Desk		Office of Administration
About NMB		Read our Privacy Policy
Freedom of Information Act	Do Your Act	Employee Resources

Please note: Electronic documents in this Web Site are provided for convenience of access and should not be treated as authoritative. Official copies can be obtained directly from the NMB.

Federal Inter-Agency ADR Working Group,
Workplace Conflict Management Section
ADR Lunchtime Series
July 10, 2008





Message (M) Insert (I) Options (O) Forward Text (F)

Calibri (B) 11 A A [font settings icons]

Clipboard (C) Paste (P) Basic Text (T) Address (A) Check Book Names (C) Follow Up (F) Spelling (S) Printing (P)

To: ombuds@omb.gov

Send

Cc:

Subject:

Federal Inter-Agency ADR Working Group,
Workplace Conflict Management Section
ADR Lunchtime Series
July 10, 2008



NMB Ombudsman

Part of the Agency Employee Support Program

**Part of the Dispute Resolution Process for
Organized and Non-Organized Employees**

Federal Inter-Agency ADR Working Group,
Workplace Conflict Management Section
ADR Lunchtime Series
July 10, 2008