

I Heard It
Through The

STEAMLINE

N.C. ASSOCIATION FOR HOSPITAL CENTRAL SERVICE PERSONNEL

JOIN IN THE CELEBRATION NATIONAL CENTRAL SERVICE / SPD WEEK



OCTOBER 6-12, 1991

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QUALITY CIRCLES

Another Japanese import has been seen in hospitals across the United States. No, it is not a Toyota, but a management tool called Quality Circles. Quality Circles are utilized to gain commitment from employees to high standards.

In Richard Daft's book, *Management*, Quality Circles are defined as a group of employees who meet on a regular basis to discuss and offer solutions to problems affecting their work group. The main idea behind Quality Circles is that people who do the job, know the job better than anyone else, and are more able to solve problems and provide suggestions for improving productivity.

In a Quality Circles meeting, employees discuss common problems and offer suggestions for improving productivity for their work group. A facilitator is needed to keep group members on track and steer them away from personal gripes and problems. After each meeting, the facilitator relays the suggestions of the group to management, then reports back to the group concerning actions taken from their suggestions.

A Central Service department could benefit greatly from a Quality Circles group. Employees from the different areas of Central Service can be provided with a forum to present suggestions and discuss problems. The most important benefit is the increased communication between members of the group. Group discussions can help employees from different areas understand each other's perspectives.

Another benefit of Quality Circles is in the utilization of group problem-solving. Group members "buy in" to solutions for problems (especially solutions involving change) much faster because they have participated in forming the solutions with their fellow employees, helping to speed the flow of information within the department.

A prospective Quality Circles group will want to develop its own slogan and list of goals. In the Quality Circles group of the Materials Management department at N.C. Baptist Hospital, we have adopted the slogan, "The circle of quality customer service begins and ends with you." Our goals reflect our commitment to quality and to customer service. They are to improve the quality of our workplace, to improve the quality of our service to outside departments and within our own departments, to improve communication with outside departments and within our own departments, to provide quality training for new employees, and to provide cross-training and on-going training for all employees.

In conclusion, Quality Circles can be a very valuable tool, as employees participate in solving problems and making suggestions to improve productivity.

Janet Aultman
N. C. Baptist Hospital
Winston-Salem, N.C.

PRESIDENT'S MESSAGE

The North Carolina Association of Hospital Central Service Personnel has just set another record. The July 26 Summer Seminar had a total of 83 registrants. The information presented may have had the same title as other meetings, but the presentations were excellent.

Virginia Coffey and Carl Winge updated all of us on the requirements for certification and recertification. They have prepared an article which is printed in the newsletter. If you should have questions regarding certification and recertification, contact either Virginia or Carl.

The Board of Directors met on Thursday and approved the purchase of a computer and printer. These will be used to maintain membership records and other information required to assist with the Association's continued growth.

On behalf of the Newsletter Committee, if you have an article, news, questions, or anything else the members would be interested in, please send all the Information to the Editorial Board.

I hope all of you have a well deserved vacation and I look forward to seeing you at the Fall Seminar In November.

Mary C. Robinson, RN
President



ASHCSP CELEBRATION PACKAGE

A celebration package is available through ASHCSP. Place an order early to allow for necessary shipping time.

As you will see when you receive this packet, considerable planning went into this week long (October 6-12) celebration. This year's packet was designed to reflect pride in all phases of the central service process.

When you purchase a celebration packet, you will automatically be eligible for the ASHCSP drawing. The prize is a free registration to either the ASHCSP 25th or 26th annual meeting, conference, and exhibition. This represents a \$350 savings for you or your institution.

We all want to be prepared for this week of celebration. An order form is attached.

MORE SUGGESTIONS FROM NCAHCSP

There are many ways to recognize the people who operate our Central Service Department across the state. Here are just a few suggestions:

- Have an open house in your department
- Display a banner over your door
- Give your employees a flower, badge, pen, balloon, or just a "Thank You Note"
- Video tape your working department and show tape to other hospital employees in the break areas. (I'm sure they would like to know what you do)
- Plan a party, serve ice cream

REUSABLES VS. DISPOSABLES

Determining the cost effectiveness of using disposables or reusables was the theme of the Chicago-Metro Chapter of the Healthcare Material Management Society's meeting. The speaker warned the attendees "to be cost-effective and environmentally better. Benefits including cost savings can be slated to favor one cause or another, depending upon who sponsors the study or who the study's sponsor clients are. Speaker, James Kowalski stressed that when making comparative analyses, material managers and CS managers need to be prospective.

Journal of Healthcare
Material Management
July, 1991

HIV and HEALTHCARE PROFESSIONALS

A bill proposed by Rep. William E. Dannemeyer, would require states to provide testing for human immunodeficiency virus (HIV) and hepatitis B to health care workers. The bill would also bar infected professionals from performing invasive procedures without patient's informed consent. The bill would also allow those who perform invasive procedures to test patients without their consent, if there is "reasonable basis" for believing their patient may be infected with HIV or hepatitis B.

Hospitals, July 20, 1991

JCAHO

The Joint Commission on Accreditation of Healthcare Organizations, is reducing its standards to make its manual more practical. The changes will help hospitals focus on patient care instead of "leaving a paper trail" for JCAHO Surveyors.

Health Week News,
July 1, 1991

TREASURER'S REPORT

Account Balance-----	\$21,283.26
(4-26-91)	
Deposits-----	5,113.00
Checks-----	10,204.41
Balance (7-23-91)-----	\$16,191.85

By: Jo Perkins

MEMBERSHIP REPORT

The membership committee reports 248 members as of July 27, 1991. We welcome our new members and encourage those who have not rejoined to do so. One of our goals is to increase membership to 300 members. We Need Your Help!!

CERTIFICATION

Congratulations to those of you who have become certified technicians through the National Institute for the Certification of Healthcare Sterile Processing and Distribution Personnel (NICHSPDP). Now that you have attained your goal, in order to retain your certification you are required to accumulate 100 points over the next five years. The points can be accumulated as follows:

1. Take a re-certification examination. . .100 points
2. Continuing Education Programs pre-approved by the NICHSPDP Continuing Education / Evaluation Committee (Points vary)
3. Certain college courses will earn points toward re- certification. Courses included are English, Chemistry, Safety, Environmental Control, Anatomy /Physiology, Psychology, Finance, Microbiology, Communications and Computers. Each 3-credit course earns (45points) A maximum number of points in this category is 75. A copy of your college transcript must be submitted at the time of recertification.
4. Continuing to work in the profession. For every year of full-time employment (10 points)

For every year of part-time employment (5 points) (part-time means non-interrupted work of at least 20 hours of work per week). Per Diem employment (at least 6 days per month on a continual basis) (3 points)

A letter, on company letterhead, from your employer must be submitted verifying your employment status and number of years for re-certification.

You are responsible for keeping all your records for re-certification points accumulated over 'the next five years. Must total 100 points unless you plan to re-certify by examination.

Those of you who are interested in taking this certification exam, the next exam will be given October 12, 1991. Plans are to hold this examination in Salisbury, Greensboro, and possibly Fayetteville / Charlotte. Information pertaining to test sites will follow.

Anyone Interested in sponsoring a test site should contact their Education Department. Central Service personnel are not allowed to proctor the examination. The education department should contact the NICHSPDP at PO Box 558, Annandale, NJ 08801.

Again, Congratulations, to those who have already been certified and best of luck to those who are planning to test In October. Certification is an indication of your professional expertise and dedication.

By: Frank Sizemore



ON YOUR RETIREMENT

Vallie Bledsoe retired on June 28 after 17 years of dedicated service to Cape Fear Valley Hospital. Mrs. Bledsoe joined Cape Fear Valley in 1974 as a Nursing Assistant in Central Supply. She later was promoted to shift coordinator for the 3-11pm shift.

At a retirement reception on June 28 in Central Supply, Bledsoe received an engraved silver platter from her fellow CS employees. She also received a certificate of appreciation from Administration.

For the past three years, Mrs. Bledsoe has assisted with the decorations for the annual banquets. Ms. Bledsoe 's talent will be missed when we think of the annual meeting next year. Congratulations to Mrs. Bledsoe on her retirement and thanks for the service that she has given to Cape Fear Valley Medical Center and the NCAHCSP.

NEW MEMBERS

Barbara Buchanan, Supervisor
Central Service
Blue Ridge Hospital System
Spruce Pine, NC

Dorothy Marie Carroll, Assistant
Manager - Central Service
Pitt County Memorial Hospital
Greenville, NC

Edith Evans, Instrument Room
Coordinator- Operating Room
Wake Medical Center
Raleigh, NC

Betty N. Feely
Materials Management
Mercy Hospital South
Charlotte. NC

Jennifer Brayboy Gilbert, RN.
Supervisor - Central Supply
Wilson Memorial Hospital Inc.
Wilson, NC

Darlene Fain Moore, OR/ Anesthesia
Aide - Operatlng Room
Annie Penn Memorial Hospital
Reidsville, NC

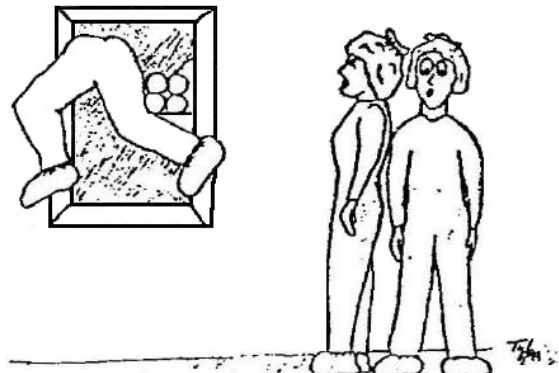
Elizabeth Nash, Distribution Tech.
Materials Management
Mercy Hospital South
Charlotte, NC

Mary Ellen Rawson
Central Processing
Mercy Hospital South
Charlotte, NC

Lydia Huntley, SPD Tech
St. Joseph's Hospital
Asheville, NC

Rafaela Layao, CS Tech
Central Supply
Cape Fear Valley Medical Center
Fayetteville, NC

Wow! I GUESS THE PNEUMATIC
TUBE SYSTEM IS WORKING AGAIN!



MORE NEW MEMBERS

Connie Lloyd, Assistant Director
Materials Management
Mercy Hospital South
Charlotte, NC

Richard Rowell
Propper Manufacturing Rep.
Raleigh, NC

Edith Harris
Central Processing Tech.
Central Processing Dept.
Mercy Hospital South
Charlotte. NC

Joseph Holt
Central Processing Tech.
Materials Management Dept.
Charlotte, NC

Marcia Williams
Central Service Tech.
Central Sterile Supply
Highsmith-Rainey Memorial Hospital
Fayetteville. NC



We apologize for the misspelling of the following names of those who passed the first certification test in April:

Polly Grady
Georgia Teachey

Congratulations Again!

REGION 3 REPORT

Greetings!!!

It is my pleasure to report that the ballots have been counted and the results of the election are as follows:

President – elect Susie McDonald
Winter Park, FL

Region 1 Arlene Carlow
Paramus. NJ

Region 3 Virginia Coffey
Salisbury, NC

Region 5 Eva M. Zazo
Saginaw, MI

Region 7 Joan Gilman
Wichita, KS

Region 9 Catherine Sisk
Seattle, WA

I know you join me in wishing them a very successful term.

I am looking forward to the Annual Meeting in Florida and hope to see all of you there.

This will be my last Region 3 report . Thank you for allowing me the privilege of serving as your representative to the ASHCSP Board of Directors.

I'll be seeing you.

Mary C. Robinson. RN

CERTIFICATION

St. Joseph's Hospital, Asheville, N.C.
Brenda Thomas
Karen Whiteside

Cape Fear Valley Medical Center,
Fayetteville, N.C.
Fern Page
Barbara Mott
Judy Autry
Sharon Dougherty
Steve Hawthorne

Pitt County Memorial Hospital Inc.
Greenville, N.C.
Marie Carroll
Bernard Dixon
Daisy Payton

Catawba Memorial Hospital, Hickory,
N.C.
Deanna Wilson
Sara Thompson
Elizabeth Parker
Cindy Stamey

Davis Hospital Statesville, N.C.
Ruth Falls

Iredell Memorial Hospital Statesville,
N.C.
Margaret Howard

The North Carolina Association would like you to join us in congratulating these members for taking and passing the Certification test. WAY TO GO!

INFORMATION ON UPCOMING PROGRAMS

November 8, 1991: Ramada Inn - Greensboro N.C.
"Sterilization of Textiles, Reusables vs Disposables" Speaker: Bob Cowie
Sponsor: Fashion Seal
(Afternoon program)
Note: Plans are not complete for the morning session. Completed Seminar program will be mailed in Sept.

January 10, 1992: Ramada Inn
Greensboro N. C.

"Excellence in Sterile Processing"
Speaker: Michael Domin
Sponsor: Kimberly Clark

May 6-8, 1992: Holiday Inn - Woodlawn
(Annual) Charlotte, N.C.

May 8th (morning program)
"Women Working With Women"
Speaker: Estelle Davison-Crews

May 8th (afternoon program) "How to Work With Poops and Still Keep Your Shoes White"
Speaker: Estelle Davison-Crews

*Note: May 7th morning session has yet to be determined.

By: Carl Winge

Steamline

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