

I HEARD IT
THROUGH THE

STEAMLINE

NORTH CAROLINA ASSOCIATION FOR HOSPITAL CENTRAL SERVICE PERSONNEL



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PRESIDENT'S MESSAGE

The NCAHCSP 10th Annual Meeting was a huge success. My thanks to the Program Planning Committee for arranging the excellent speakers. The attendance for this meeting was the largest we've ever had, and I am very proud of the progress and accomplishments this Association has made over the years.

Congratulations to the Award winners, Elaine and Virginia. I know it was a surprise for Louise to be presented an Award by a group of Sales Representatives.

Our next one-day meeting will be In Greensboro, July 17, at the Ramada Inn. I look forward to another excellent program, and attendance of our members.

I wish all of you a pleasant spring, and fun summer.

See you In July.

BY: Mary C. Robinson



THE LEARNING ORGANIZATION

Does your organization have a learning disability? Learning disabilities are tragic in children, but they are fatal in organizations. Because of them, few organizations live even half as long as a person. "Most die before they reach the age of forty" writes Peter Senge.

Why? Because organizations put their faith in trial and error. That is how we learned to walk, talk and eat.

But, attempting to understand the future by relying on the past only forces us to try and solve the same problems over again. Most of the time, all our efforts make the problem worse. The prevailing system of management has destroyed our people. People are born with motivation, self-esteem, dignity, curiosity to learn, and joy in learning. The forces of destruction begin very early in life, prizes for the best Halloween costume, teams, and divisions are ranked, toward for the one on top, punishment for the one on the bottom.

A true learning organization has a shared vision, and systems thinking. You can only understand the system by contemplating the whole, not any Individual part of the system. When there is a shared vision, "People excel and learn, not because they we told to, but because they want to". The practice of shared vision involves the skills of unearthing "visions of the future" that foster genuine commitment and involvement, rather than compliance.

Our association has a shared vision of providing education. The task of the leaders of NCAHCSP is to design the learning process so members throughout the association can deal productively with the critical Issues they face. Our relationship is not what it was ten years ago. A true learning organization off are an empowering approach to learning, one which promises that, as Archimedes put it, "with a lever long enough ... I can, single-handedly, move the world". We, as an association, can and have overcome disabilities, and we strive to create brave now futures for ourselves.

By: Virginia Coffey





REVIEW OF THE NCAHCSP ANNUAL SEMINAR

The NCAHCSP's 16th Annual seminar was held May 6th, 7th, & 8th, 1992 in Charlotte, N.C. On Wed. May 6th, the golf tournament was held at the Pawtucket Golf Club. Although the weather was certainly not the best in the world, those participating still managed to have a lot of fun. After the tournament, there was a hospitality suite open for anyone to come and visit with their friends.

Thursday's program started off with Nancy Chobin Director of NICHSPDP, speaking to us on the certification program. Nancy gave an excellent presentation on the purpose of the certification program, and answered questions from our membership. Those in attendance were extremely satisfied with the information she shared.

The vendor exhibit was held from 1:00pm to 3:30pm Thursday, May 7th. We had 54 vendors to participate in the show. The membership participation was outstanding (which was expressed to me by many of the vendors).

There was a trip to the Baxter Sterile Products Division at 3.15 on Thursday. Transportation was provided to anyone wishing to tour their facilities. The facility is very impressive and would be worth your while to visit if you were not able to make this tour.

The Awards Banquet was held Thursday night. The food included Prime Rib, and Strawberry Layer Cake, which was out of sight! The winner of the Merit Award went to Virginia Coffey, and the Achievement Award to Elaine Melton. Mary Robinson presented Appreciation Awards to all the vendors who contributed to our organization, (either by sponsorship or

providing speakers or gifts) as a token of our appreciation for their support and involvement.

Friday's programs were presented by Estelle Davison-Crews. The morning session was titled, "Women Working With Women".

The afternoon session was titled, "How to Work With Poops and Still Keep Your Shoes White". Both sessions received excellent evaluations from those who attended. After the program, we had our closing ceremonies which included a slide and music presentation of our seminar as well as slides from the American Society for Healthcare Central Service Personnel's Annual Seminar last year in Florida. The presentation was outstanding.

If you were not able to attend this year's Annual Seminar, you sure missed a treat! Next year's Annual Seminar will be in Raleigh, N.C. Please plan to attend!

By: Carl Winge

REGION 3 REPORT

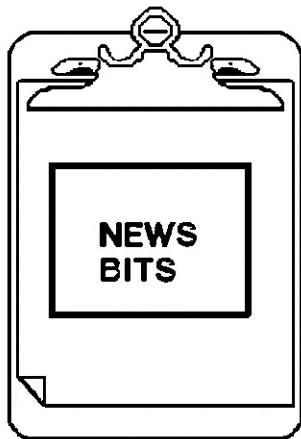
ASHCSP Officers and Board of Directors met in Hartford, Connecticut May 16-19, 1992. We finalized the 25th Annual Conference and Exhibition scheduled for August 9-12, 1992 at The Pointe on South Mountain in Phoenix, Arizona. This year's program not only emphasizes education but also professional career development.

The Board reviewed a new recommended practice draft, "CQI in Central Service". This should soon be in print for members. It certainly looks like a quality document after just reviewing the first draft.

AHA presented its AHA National Healthcare Reform strategy. All personnel membership groups have input in this project. If adopted, it would provide universal access to a package of basic health care benefits, guaranteed for everyone residing in the United States. You will be kept Informed about AHA Healthcare 2000 proposal. Included in this mailing is information concerning Tuberculosis control in hospitals. There has been a dramatic Increase in Tuberculosis in the U.S., largely due to the HIV epidemic. This briefing summarizes recommended TB control measures.

I hope this information will be helpful to you. Let me know if I can help.

By; Virginia Coffey
Region 3 Representative
to ASHCSP of AHA



OFFICE QUARRELS are much more troublesome than those at home. Reason: Work relationships are ongoing, yet lack the intimacy and understanding that keep domestic quarrels in bounds. Effects spill into other areas of business, and are magnified - not dissipated - over time.

Suggestions: Resolve work arguments quickly - even if you're not to blame.

Bottom Line, August 15.
Niall Boltger, PhD University of Denver

CONTROL YOUR ANGER during verbal confrontations. Recognize that angry words change few minds ... take the other person's point of view ... realize the longer you stay calm, the better your odds of winning ... respond to others instead of reacting to them ... avoid those who can "get your goat" and seem to enjoy doing so ... reject those who do not deserve your attention.

Smart Moves: 1,600 Tips to
Get the Best from Yourself
and the People Around You
Sam Deep, Addison-Wesley
Publishing Co.

DON'T SLEEP ON YOUR STOMACH if you suffer from back pain. This position causes swayback, which stresses back muscles and causes pain. Helpful: A pillow or towel under your pelvis to help straighten out your spine if you keep sleeping on your stomach anyway.

Your Aching Back: A Doctor's
Guide to Relief
Fireside Books
Augustus A. White III, MD

MORE EFFECTIVE READING: - Skim the materials to get an idea of overall content ... underline the major points in each paragraph ... express the significant content in your words. This will help you learn by molding the materials into your own thought patterns.

Blueprints for Memory: Your
Guide to Remembering
Business Facts, Figures and
Faces
William D. Hersey

WELCOME!!

NEW MEMBERS

Frank T. Avignone
Surgical; Support Syst. Analyst
Richland Memorial Hospital
Columbia, SC

Doris Jean Banqura
Cart Coordinator, S.P.
Presbyterian Health Services
Charlotte, NC

Susie Coates
Asst. Director, M.M. Dept.
Presbyterian Hospital
Charlotte, NC

Cindy Dawn Linville
Surgical Inst. Tech.
N.C. Baptist Hospital
Winston-Salem, NC

Delight Beck
Instrument Tech.
Morehead Memorial Hospital
Eden, NC

Nancy Bunch, RN, BSN, CAN
Nursing Resources Manager
Beaufort County Hospital
Washington, NC

Nancy Delgado
Asst. Supervisor, Central Supply
Catawba Memorial Hospital
Hickory, NC

Shelia Fitzpatrick
Clinical Education Supervisor, OR
N.C. Baptist Hospital
Winston-Salem, NC

Glenda Gates
Supervisor, Sterile Processing
Richland Memorial Hospital
Columbia, SC

Doris Gregory
Equip. Tech., Birthing Suite
Women's Hospital
Greensboro, NC

Ginger Gregory
Sterile Processing Supervisor
Spartanburg Regional Medical Center
Spartanburg, SC

Lois Gunter
Dental Assistant
Dorothea Dix
Raleigh, NC

Carolyn Hood
CS Technician
Marlboro Park Hospital
Bennettsville, SC

Evelyn B. Jones, RN
Asst. Manager, Surgical Services
Morehead Memorial Hospital
Eden, NC

Sharon R. Kelly
Central Service Technician
Carolinas Medical Center
Charlotte, NC

Audrey Ann Kennell
Central Service Technician
Sterile Processing
Spartanburg Regional Medical Center
Spartanburg, SC

Barbara McCullough
Central Service Technician
Carolinas Medical Center
Charlotte, NC

Deanna McGowan
OR Processing Technician
Moses Cone Hospital
Greensboro, NC

Elaine B. Melton
Central Service Supervisor
N.C. Baptist Hospital
Winston-Salem, NC

Timothy Owens
Senior Technician
Wesley Long Community Hospital
Greensboro, NC

Melita Dalnese Patterson
Central Supply
Caldwell Memorial
Lenoir, NC

Susan Patton
C S Technician
Halifax Memorial Hospital
Roanoke Rapids, NC

Doris A Powell
Central Sterile Supply Tech.
Nash General Hospital
Rocky Mount, NC

Agatha Squire
CS Technician
Halifax Memorial Hospital
Roanoke Rapids, NC

Tona L Staube
Chief, Supply, Processing Dist.
VA Medical Comer
Martinsburg, West Va.

Magelene Thorne
CS Technician
Pitt County Memorial Hospital
Greenville. NC

Elda Thorpe
Director, Surgical Services
Moore Regional Hospital
Pinehurst, NC

Patricia Walsh
Surgical Technician
Frye Regional Medical Ctr.
Hickory, NC

Audrey Williams
Manager, Central Service
Pitt County Memorial Hospital
Greenville, NC

Ann Hairston
OR Technician
N.C. Baptist Hospital
Winston-Salem, NC

Tony Farley
Operating Room
N.C. Baptist Hospital
Winston-Salem, NC

Margurite Tomlin
Operating Room
N.C. Baptist Hospital
Winston-Salem, NC

Glenn Miles
Operating Room
N.C. Baptist Hospital
Winston-Salem, NC

Paul Hess RN, BSN
Director
Central Sterile Processing
New Hanover Regional Medical Center
Wilmington, NC

Bernard E. Isgett
Director, Supply Services
Durham Regional Hospital
Durham, NC

Ira L McCarson
Manager, Materials Distribution
Durham, NC

Willie Junior Moye
Ortho/Cath Technician
Pitt County Memorial Hospital
Greenville, NC

Faye Surles
CSR Supervisor
Betsy Johnson Manorial Hospital
Dunn, NC

David Wooten
SPD Supervisor
Cleveland Memorial Hospital
Shelby, NC

MORE NEW MEMBERS

Gloria Amelung
Technician
Medical Park Hospital
Winston-Salem, NC

Rebecca Cox
CS Technician
Medical Park Hospital
Winston-Salem, NC

Anne Crain
Surgical Technician
Frye Regional Medical Center
Hickory, NC

Bernie Digman
Manager, Central Processing
Memorial Mission Hospital
Asheville, NC

Debra Freeze
Technician
Lake Norman Regional Medical Center
 Mooresville, NC

Sarah Glenn
OR Technician
Watauga Hospital, Inc.
Boone, NC

Sarah Horne
CSR Technician
Richmond Memorial Hospital
Rockingham, NC

Shirley Jones
Director Surgical Services
Lexington Memorial Hospital
Lexington, NC

Elaine Lambert
SPD Technician
C. J. Harris Community Hospital
Sylva, NC

Vivian Marlene Parris
SPD Technician
C.J. Harris Community Hospital
Sylva, NC

William Lee Pritchard
Asst. Director
Materials Management
Mercy Hospital
Charlotte, NC

Laura Simmons
Sterile Processing Technician
Frye Regional Medical Center
Hickory, NC

Susan Sneeringer
SPD Coordinator
St. Joseph's Hospital
Asheville, NC

Melissa Woolard
Central Sterile Processing Tech.
Lenoir Memorial Hospital
Kinston, NC



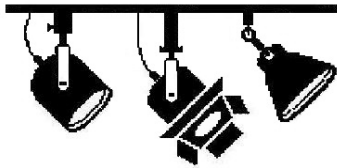
**ACHIEVEMENT
AWARD**

The recipient of the 1991 Ray Manning Jr. Achievement Award was Elaine Melton of North Carolina Baptist Hospital in Winston-Salem. Elaine is a supervisor, and has worked in the Central Service Department since 1976. Her experience and ability to relate to her fellow workers sets her apart and makes her a valuable employee and a person who is nice to know. Congratulations to Elaine!!!



**MERIT
AWARD**

The recipient of the 1991 Merit Award is Virginia Coffey, Manager of Central Service, Rowan Memorial Hospital, Salisbury. Virginia has been active in the NCAHCSP for 15 years during which she has served as President and a member of the Board, of Directors. Congratulations Virginia, and thanks from the NCAHCSP!!!!



SPOTLIGHT

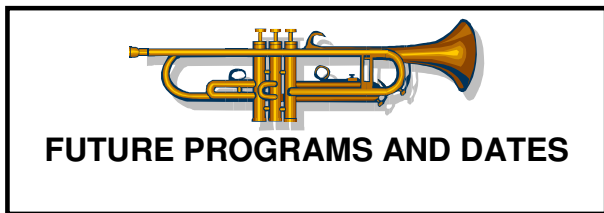
Eric Zimmerman began working in the healthcare field in 1970 at Haywood County Hospital. He began in the Housekeeping Department, transferring to Central Service in 1979, and received his training on the job. He joined the NCAHCSP in 1980. He was elected to the Board of Directors in 1984, and served one term.

While working at Haywood Hospital, he attended classes, and received his certification as a technician in 1980. He worked at Haywood Hospital for a period of 12 years.

Eric joined the Sterile Processing Dept. of St. Joseph's Hospital in June, 1988. While at St. Joseph's, he has contributed much to our department. He has given of his time and his artistic talent to help raise money for United Way and March of Dimes campaigns. He has given each of us a laugh or a lift in spirits with his art work. In October 1991, Eric became nationally certified by NICHSPDP.

As designer of our new logo, once again he has demonstrated his creative and artistic ability. I would like to take this opportunity to thank him for what he does for our department, and also for his contributions to this association.

By: Judy Hughes



JULY 17, 1992, Morning Session: Michael Domin (Manager Technical Services for Kimberly-Clark) will be speaking to us on

“OSHA: THE FINAL RULE”, a program designed to inform us as to the most current information regarding health care worker protection as well as current OSHA standards which went into effect on DEC. 6, 1992.

Afternoon Session: Jeff Cutler (Group Market Manager with Convertor Custom Sterile Division) will be speaking to us on “REUSABLES vs. DISPOSABLES”

NOVEMBER 13, 1992 (Rescheduled from Nov. 6, 1992)

Morning Session: Martha Young (from 3-M), her topic will be “MONITORING THE STERILE PROCESS”

Afternoon Session: Martha Young, *MINIMIZING EMPLOYEE EXPOSURE TO INFECTIOUS DISEASES”

Many of you have heard her speak before (either for our Association or the American Hospital Association). Martha is a dynamic speaker. We will all enjoy and benefit from her program!

1993 DATES:

January 22, 1993: Greensboro, N.C.

May 5, 6, 7, 1993: Raleigh, N.C.

July 16, 1993: Greensboro, N.C.

November 5, 1993, Greensboro, N.C.

Note: Fortunately, due to the number of people attending our one-day programs, we may need to change the location in Greensboro. We will let you know if we, in fact, change to another hotel.

The location (hotel) has not been determined for the May, 1993 meeting in Raleigh. The decision will be made, and communicated at the July 17, 1992 meeting.



MARK YOUR CALENDAR



TREASURER'S REPORT

May 1992

Account Balance: \$10,342.51
(01-08-92)

Deposits: 19,662.00

Checks: 5,148.87

Account Balance \$24,855.64
(05-01-92)

By: Jo Perkins



THE MID AFTERNOON SLUMP

It's mid afternoon and you wish you hadn't eaten that plate full of pasta for lunch today. You've heard over and over that big meals cause drowsiness. Now, you are living proof of the dreaded "after-lunch slump". You feel stuffed, your eyelids are heavy and you'd love to find an empty bed to take a nap.

But in contrast to the popular idea that large lunches lead to drowsiness, research suggests that sleepiness is likely to hit during the mid-afternoon regardless of how much you eat. The urge to nap in the middle of the day appears to be primarily the result of the body's natural rhythms. That means the daily cycle of sleeping and waking are regulated by the body's internal clock. Lab experiments have shown, in fact, that people's alertness and ability to perform tasks drop during the mid-afternoon whether lunch is eaten or not.

There is some evidence that food may play a minor role in making you tired after lunch. A few research studies suggest that meals containing high-carbohydrate food such as breads and pasta may prompt the release of certain chemicals in the brain called neurotransmitters, which in turn are thought to contribute to drowsiness.

Even if a connection between midday drowsiness and food is ever confirmed, researchers believe that what you eat will be only a part of the picture. Age and steep habits we more strongly correlated with the afternoon slump.

While big lunches or specific foods do not contribute significantly to afternoon drowsiness, certain eating habits can lead to lower energy level, over the long run. So...

1. Don't skip meals. Food is energy. If you want to go through the day with plenty of energy, try to eat fairly regularly.
2. Don't rely on vitamin / mineral supplements advertised as "energy boosters" to keep you going. The body uses vitamins and minerals to help run energy-yielding reactions, but vitamins and minerals themselves do not supply energy. Calories do. You must eat foods to get calories.
3. Don't expect sugar to give you an energy boost. After you consume a lot of sugar, your body responds by releasing excessive amounts of insulin into the blood, which in turn lowers blood sugar and ultimately leaves you feeling more tired than you were to start with.
4. Don't crash diet. Eating lower than 1,000 calories a day can leave you feeling drained and irritable.

By: Ellen O'Malley, RD Clinical Dietitian
Central Carolina Hospital, Sanford, NC



MEMBERSHIP COMMITTEE REPORT

The membership goal for 1992 is 300 members. As of May 8th we have 237 members. If you haven't renewed your membership, please take a moment to join now. The NCAHCSP offers educational programs, networking with other central service personnel and management, and contact hours for NICHSPDP Certified Technicians. Before June 30th, non-renewing members will receive a letter to urge them to rejoin. Failure to do so will result in no longer receiving any mailing from the association.

By: Linda Messick



HOT SUMMER SALE

NEW T-SHIRTS

New t-shirts will be available at the July meeting. The logo is pictured on the front cover of this newsletter. The colors will be teal (blue), black and white. We think you will enjoy these t-shirts and they would be great to show-off for Central Service Week (Oct. 11-17).

For more information call Linda Rudeseal, (919) 774-2268.

STEAMLINE

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