

I HEARD IT
THROUGH THE

STEAMLINE

N. C. ASSOCIATION FOR HOSPITAL CENTRAL SERVICE PERSONNEL

Enjoy Your

VACATION!

See You July 16th

Ramada Inn

Greensboro



PRESIDENT'S MESSAGE

I would, first of all, like to take the opportunity to thank Mary Robinson for the many years of devoted and dedicated service she has given to our organization. Mary has been a leader and catalyst to the success and growth of the NCAHCSP.

Thank you, Mary, for all the time, energy and expertise you have so graciously provided!

Last year we made history in many areas thanks to the leadership of our Officers and Board of Directors, as well as the enthusiastic support of our membership. Our membership grew to 337 members for 1992! The attendance to our one day seminars also grew to record numbers. The 1992 Annual Seminar had a record number of attendees and vendors as well. We can all be extremely proud of what we have accomplished, and we can use this momentum to grow even further in 1993. I feel that we have one of the most active chapters in the American Society for Healthcare Central Service Personnel. The active participation of our membership in the ASHCSP has helped our profession in many ways, including the reality of the national technician certification exam. Again, we can be extremely proud of what our organization has done to advance and improve our profession!

The members of this organization have provided me with an excellent Board of Directors and Officers. The qualities and enthusiasm of the individuals I have to work with should help us continue to grow (both in membership and educational experiences). I would like to thank each of you for your involvement in our organization.

As with the many capable Officers and Board of Directors of the past, the current BOD and Officers are resolved to providing our membership with excellent education programs and resources, while at the same time maintaining these programs at an affordable price. It is our goal to continue to provide the membership with educational programs while maintaining the costs.

As President, I would like to extend my thanks to each of our members for their support to the NCAHCSP. The Board of Directors and Officers are available to you for any questions or needs you may have related to our profession. We intend to continue to provide educational resources which will help us in the ever changing healthcare profession. We welcome any suggestions or advice you may have which will help us continue on the road to success, and again, thanks for your participation!

Sincerely,

Carl L. Winge
President



IN-SERVICE EDUCATION

STERILIZATION

There are four types of sterilization processes used in health care facilities:

1. Steam Sterilization
2. Ethelene Oxide Sterilization
3. Dry Heat Sterilization
4. Chemical Sterilization

Sterilizing an item, killing all living microorganisms, involves three essential factors:

1. Conditions lethal to microorganisms must be present.
2. The number of microorganisms on the item (bioburden) must be low enough to ensure the effectiveness of the sterilization process.
3. There must be adequate contact of the sterilant, for sufficient time, with all surfaces of the item.

Achieving these conditions depends not only on the proper design and operation of the sterilizer, but also on how items are packaged and loaded into the sterilizer. Under ideal processing and handling conditions, a “sterile” product is one that has only a high probability of being sterile.

Sterilization is a complex process, and there is no practical way of proving that an individual item is actually, sterile without contaminating it.

Because so many variables affect the achievement of sterility, monitoring the sterilization process is essential. Mechanical, chemical, and biological methods are used, as well as procedures for lot control and traceability.

1. Mechanical Monitoring:

Recorders and gauges that enable the operator to verify that cycle parameters have been met.

2. Chemical Monitoring:

Chemical indicators are used inside and outside of a package to verify that an item has been exposed to one or more sterilizing conditions.

3. Biological Monitoring:

Biological indicators, a device that has been impregnated with a known number of microorganisms, is used to verify that all the conditions necessary for sterilization have been met.

The frequency with which sterilizer loads are monitored varies with the sterilization process used, the type of item being sterilized, and the policies of individual health care facilities.

STERILIZATION INSERVICE

(Continued)

There are many complexities of the sterilization process as well as many techniques used to ensure the sterility of the processed items. Each technician must know and understand these techniques.

Written by:

Mary Jo Perkins
North Carolina Baptist Hospital
Winston-Salem, NC

**ETO QUIZ
???**

ANSWERS TO LAST ISSUE'S QUESTIONS:

- | | |
|---------|---------------------------|
| 1. True | 8. D |
| 2. E | 9. C |
| 3. 8 | 10. B |
| 4. C | 11. B |
| 5. A | 12. B |
| 6. C | 13. Ethylene Glycol |
| 7. D | 14. Ethylene Chlorohydrin |

EATING WELL WHEN EATING OUT

How does eating out affect your overall diet? That depends on where you eat, what and how much you order, and what extras you add to the foods you order. Of course, how often you eat out is important too.

MAKING CHOICES

FULL SERVICE RESTAURANTS usually provide the greatest flexibility and variety in types of foods and preparation methods.

CAFETERIAS and **RESTAURANT BUFFETS** also provide a wide variety of food selections. Since foods are prepared in advance, you are not able to order foods the way that you want them. Remember to watch the serving sizes.

STEAKHOUSES and **FISH CAMPS** generally, offer fewer menu items, although different sizes and cuts of meats are available. Look for broiled choices.

PIZZA PARLORS offer variety in toppings and crust types but have an otherwise limited menu. Toppings vary in calories, fat and sodium. Stay away from fatty meats such as pepperoni and sausage.

SUB SHOPS offer a varied selection of subs and sandwiches but little else. Items are prepared to order so the amount of high calorie, high fat spreads can be limited.

FAST FOOD RESTAURANTS offer an expanding but rather limited menu. Many items are deep fat fried. However, smaller servings are available for some sandwiches and side orders. How about a grilled chicken sandwich with a side salad?

But, remember with any of these eating out opportunities, do not forget to ask questions about your meal.

EATING WELL (Continued)

WHAT TO ORDER

APPETIZERS

Enjoy steamed seafood, raw vegetables, and fruits. Go easy on rich sauces, dips and batter-fried foods. Calories, fat and sodium from foods like chips, peanuts and pretzels can add up quickly. Try to limit how much you eat, or fill up on raw vegetables.

VEGETABLES / SALADS

Butter, margarine and sauces can increase calories, fat and sodium. Look for plain vegetables. Go easy on prepared salads that contain a lot of mayonnaise, salad dressing or oil. Salad dressings are often high in fat, calories and sodium. Ask to have them served on the side, and use them sparingly. For a zippy salad dressing, ask for lemon juice or vinegar. Ask for a baked potato or tossed salad in place of fries or chips.

ENTREES

Choose meat, fish or poultry that is broiled, grilled, baked, steamed or poached rather than fried. Ask to have your entree prepared without added fat. Sometimes fried foods are your only choice. If so, have a smaller portion. Remove the breading or skin to cut fat and calories. Select lean cuts of meat - tip round, top round, tenderloin, eye of the round, top loin, top sirloin instead of prime rib and spare ribs. Order an appetizer rather than an entree as a main course. Hungry for a sub? Choose lean deli meats such as turkey, instead of higher fat cold cuts. When pizza is your choice, consider vegetable toppings such as onion and green pepper, which are

generally low in fat and sodium.

DESSERTS

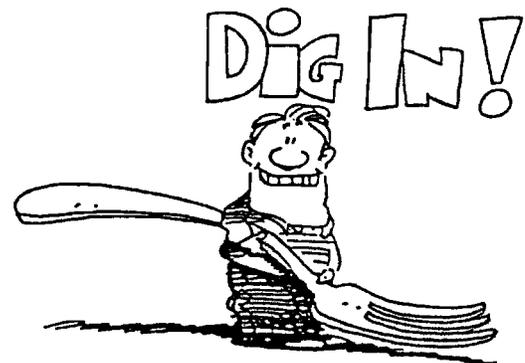
Look for fruits as a great dessert. If none are listed, check the appetizer menu. Order a light dessert such as sherbet, fruit ice or sorbet. If you decide on a rich dessert such as pie, cake or pastry, try splitting it with a friend. While others in your party are having dessert, you can have a cup of tea or coffee.

DINING TIPS

- Ask for petite or smaller servings.
- Ask for sauces on the side.
- Select an appetizer for a main course.
- Share a larger portion with a friend.

AMERICAN HEART ASSOCIATION

Sponsored in NC by the NC
Cattlemen's Beef Council



TREASURER'S REPORT

Acct. Bal. (1-12-92)	\$9,742.70
Deposits	\$4,867.00
Checks	\$3,280.95
Acct. Bal. (3-5-93)	\$11,310.75

STERILIZATION OF TALCUM POWDER

Several people have been asking the question, "How do you sterilize talcum powder without a dry heat sterilizer?" Believe it or not, there is a procedure to convert a steam sterilizer to dry heat. Attached to this issue of the newsletter is a copy of the procedure with detailed instructions. It is reprinted with permission from AMSCO Healthcare. For additional information, or clarification, contact Sandra Lee or Janet Schultz at 1-800- 621-7799.

If you are using a sterilizer other than AMSCO, consult the manufacturer prior to attempting this procedure.

PEOPLE'S PHARMACY



Q. I'm 46, and I become extremely nervous whenever I'm expected to give a brief report or speech before a group. I thought I would overcome this with maturity, but instead it's getting worse. Could you recommend any tactics or medication that could help?

A. Millions of people will sympathize with your dilemma. Public speaking or performing can be intimidating. Some doctors prescribe low doses of beta blockers for patients with severe stage fright. Drugs such as Inderal (propranolol), Corgard, (nadolol) and Tenormin, (atenolol) can relieve the pounding heart and shakes, but people susceptible to asthma cannot tolerate such medicine.

Because there are other side effects, you will need to discuss such medicines very carefully with your doctor to determine if any is appropriate. A safer approach is behavioral therapy. A psychologist who specializes in performance anxiety may be able to help.

Q. Does taking a cod liver pill a day help the joints work better so they don't hurt when used?

A. Preliminary research suggests ingredients in fish oil (omega-3 fatty acids) may play a role in diminishing inflammation associated with rheumatoid arthritis. But be very careful. Too much cod liver oil, whether in liquid or pill form, can be harmful.

That apple-a-day adage holds true, so, take a bite. There may actually be something to the expression, "An apple a day keeps the doctor away." Apples are a good source of vitamin C, potassium, and are virtually fat free.

A medium size apple contains only 80 calories, so it is a good low calorie snack. It contains the fiber pectin, which may help lower cholesterol.

Finally, your teeth can be kept clean because an apple's crispness.

Do you get sleepy on the job? Don't worry, it's natural.

Getting drowsy on the job is nothing to be ashamed of - just about everyone does.

PEOPLE'S PHARMACY (Cont.)

The body and mind go through cycles of wakefulness and drowsiness that last between 90 and 120 minutes, says a report in National Business Employment Weekly that cites work by California therapist and researcher Ernest Rossi. To combat these cycles, take a break every 90 minutes.

People with big, red noses aren't clowning around.

Across the country today, people concerned about Sudden Infant Death Syndrome, a major cause of death for American infants 1 month to 1 year of age, are donning big, red clown noses to call attention to the disease.

The point, says SIDS Alliance representative Phipps Cohe, is to make the killer disease "as plain as the red nose on your face."

Too often, explains SIDS activist Juliet Foster of Maplewood, N.J., "SIDS parents find they don't know how to talk about it in public." But the more taboo a subject, the less that gets done, from raising money to raising consciousness. AIDS activists wear red ribbons; now SIDS sympathizers wear red noses. But why this visible? Why not a button, or bracelet, or even a big red carnation?

The idea actually began in Great Britain," Cohe explains. "It was an adjunct part of the Comic Relief effort."

By: Joe Graedon and
Dr. Teresa Graedon
United Features Syndicate

WELCOME NEW MEMBERS

**Judith Carlyle
MPD Technician
Material Proc. & Distr. Ctr.
Wake Medical Center
Raleigh, NC**

**Joel Carver
Med. Tech. II
UNC Hospitals
Chapel Hill, NC**

**Shirley Dickens
Instrument Technician
Instr. Proc. / Operating Room
Randolph Hospital, Inc.
Asheboro, NC**

**Freda Q. Edwards
Materials Technician
Emergency Services
Gaston Memorial Hospital
Gastonia, NC**

**Judith W. Johnson
Instrument Technician
Instr. Proc. Dept. / OR
Randolph Hospital, Inc.
Asheboro, NC**

**Patsy B. Hunter
Sterile Processing Manager
Sterile Processing & Distr.
Presbyterian Health Services
Charlotte, NC**

**Annette Malone
MPD Processing Technician
Materials Proc. & Distr.
Wake Medical Center
Raleigh, NC**

NEW MEMBERS

(Continued)

**Robin Sue Slate
Central Service Technician
Central Sterile Processing
Wesley Long Community Hosp.**

For 1993, we have 163 members as of April 22. If you haven't joined by May 31, 1993, you will no longer receive mailings from the Association. Membership applications were mailed to notify those who have not rejoined. If you need an application, call Linda Messick at 919-716-4891.



How do you treat the patients and visitors at your hospital? If you treat patients and visitors in any way other than your welcomed guests, you may be without a job someday.

Hospitals are learning that patients and visitors must be given more than quality care. They must be given hospitality and good customer service. Without these basic guest relations principles, a hospital could see their patients (customers) stolen by the competition down the road.

Here are some basics to make your guests feel welcome:

1. **SMILE** - When you smile it makes you feel good and transfers that feeling to the guest.

A smile also inspires confidence in your services.

2. **MAKE EYE CONTACT** - Making eye contact gives reassurance and lets guests know that you are paying attention to them.

3. **INTRODUCE YOURSELF AND CALL PEOPLE BY NAME** - If you know the guest's name, please use it. People enjoy hearing their names used. If you do not know the guest, use titles of courtesy such as Ma'am and Sir. It is also important to introduce yourself so that patients know who is taking care of them.

4. **LOOK RECEPTIVE AND HELPFUL** - Remember to smile! A guest looking for directions will feel more comfortable approaching someone who is wearing a smile, rather than a frown. Don't cross your arms when talking to a guest. Closed body language such as crossed arms says, "I'm not interested in what you have to say and I don't have time for you."

5. **SOUND FRIENDLY** - Use a tone of voice that is pleasant and polite. Remember, it is not what you say, but how you say it. This is especially important when talking on the telephone. A bad mood transfers through your voice to the customer on their end. If you smile when you answer the phone, that good feeling will be reflected in your voice.

6. **PRACTICE "THE GOLDEN RULE"** - Treat others as you would want to be treated.

GUEST RELATIONS (Continued)

by respecting the need for privacy, by respecting the need for quiet and calm, and by respecting the need for and the right to confidentiality.

To those of us who do not work in them, hospitals are scary places, full of unknowns. By making guests feel welcome with the basics and practicing "the golden rule", you can provide your hospital with the best marketing tool available - a satisfied customer.

By: Janet Aultman

CALENDAR OF EVENTS
NCAHCSP
July 1993 to June 1994

July 16, 1993

Ramada Inn - Greensboro

How to Properly Clean Rigid and Flexible Fiber Optic Endoscopes
Proper Cleaning of Anodized Aluminum and Rigid Plastic Trays

November 12, 1993

Hawthorne Inn - Winston-Salem

Infection Control and Central Service
"Putting the Pieces of the Puzzle Together"

January 22, 1994

Hawthorne Inn - Winston-Salem

Sterility Dating – "An Event Related Issue" and Equipment Tracking

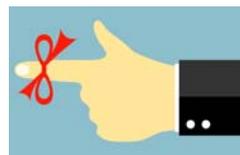
May 4,5,6, 1994

Wilmington Hilton - Wilmington

May 4 - Golf Tournament

May 5 - Care and Handling of Surgical Instruments & Vendor Show & Awards Banquet - Dinner Cruise

May 6 - ETO Recovery - Joslyn System & Guest Relations



ASHCSP ANNUAL MEETING
October 24-27, 1993
Louisville, Kentucky

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