

*I HEARD IT  
THROUGH THE*

# STEAMLINE

NORTH CAROLINA ASSOCIATION FOR HOSPITAL CENTRAL SERVICE PERSONNEL



# PRESIDENT'S MESSAGE

I can't believe that another year has past, summer is almost over, and the fall is about to begin. This has certainly been a very busy and quick year. There has been a lot going on at my facility as I'm sure there has been at yours. Although there has been no Health Care Reform passed (at least at the time of this note), healthcare reforms are occurring and have been for some time. Maybe that is one of the reasons we are all so very busy!

You should have already received the nomination form for the upcoming elections. As noted in the letter and on the form, we will be electing four (4) Board of Directors, President-Elect and 1 Secretary, in January. Please take this time to submit nominations for these positions and mail them in to me by October 1, 1994. As indicated in the letter, you can also turn them in at the November seminar if you plan to attend. This is **your** organization, so it is up to you to participate in this election.

Another reminder is that of **Central Service Week**, which will run from October 9th - 15th. I have requested our Honorable Governor Hunt to proclaim this week as Central Service Week in

North Carolina. We will have the Proclamation available at the November meeting for all to see. I will also be sending you a copy of the Proclamation for you to use at your facility. I hope each of you are planning "something" special to acknowledge this very important event. Here are some ideas for you to consider doing during **Central Service Week**.

1. Post a copy of the Proclamation along with other items of interest on a prominent bulletin board (perhaps near the cafeteria) for others to see.
2. Have a display set up during lunch exhibiting the various job functions performed in your department. We made a video of the department and our President-CEO spent almost an hour with us! **Serve popcorn as it really attracts the visitors!**
3. Schedule in-services throughout the week. Obtain the help of vendors in providing some of the programs. (The vendors have been known to bring in refreshments for their programs!)
4. Provide a meal for all shifts of your department. Schedule an in-service in conjunction with this. **Make learning fun!**
5. Give certificates and / or

*Presidents message cont.*

rewards to those outstanding employees. Also, give them to other hospital personnel who have performed above and beyond normal expectations!

6. Pick "secret" pals among the staff to give "secret" small gifts to each other throughout the week.

These are a few ideas I would like to share with you. I hope you can use some of these ideas in helping to make **your** Central Service Week special!

Sincerely,  
Carl L. Winge  
President, NCAHCSP



**WARNING:  
STRESS MAY BE  
HAZARDOUS TO  
YOUR HEALTH**

By Carol King, Instructor  
Education and Organizational  
Development  
N.C. Baptist Hospitals, Inc.

Stress has been called the "disease of the twentieth century." It is believed to cause more ailments than anything else known to modern medicine. For most of us, stress is a habit that we just can't seem to kick.

Perhaps that is because we don't treat our stress responses the same way we treat other habits we acquire - we accept stress and learn to live with it. All of us can learn to break the stress habit so we can enjoy a better quality of life.

Each person has specific stress symptoms which are either physical, emotional, or behavioral. Almost any type of symptom can be a hidden signal of stress. It



## *Stress: continued*

may be something as minor as wrinkling your forehead or experiencing a dry mouth or throat. By learning to recognize those small, seemingly insignificant signals, we can become aware of our own sources of stress. This can prevent us from developing more serious symptoms and make stress management much easier.

One of the best ways to identify stress patterns or hidden sources of stress is to keep a Stress Diary for several days. As soon as you notice a stress symptom, write it down along with the time of day or night it occurred, the activity you were doing or the thoughts you were having, and the activities and thoughts previous to the stress symptom. It's important to include your thoughts as well as physical activities because thoughts can be even more powerful triggers of stress symptoms than physical events. Often, symptoms involving physical pain or illness may not become noticeable for several hours following stress. That's why it's important to look back and remember what you have experienced during the past several hours.

After you keep the Stress Diary for several days, you'll begin to see patterns. By playing detective

and looking for clues, your hidden sources of stress will no longer be hidden. Your diary will be physical proof that some of the little things you do and some of the little thoughts you have are not so little after all.

Even our personality traits can be adjusted for our benefit if we recognize those traits as sources of stress. Type A individuals are more prone to stress symptoms and stress reactions. Type A's are intensely competitive, impatient, achievement oriented, aggressive and driven, suffer from the "hurry sickness," move rapidly and frequently, and talk fast and listen impatiently. Type B's, on the other hand, are relaxed and unhurried, patient and noncompetitive, and nonaggressive. By modifying our Type A behavior patterns and conditioning ourselves to adopt more Type B character traits, our lives will be more enjoyable and stress free.

Some simple behavior changes can help modify those personality traits which may cause us excess stress. They include:

**Talk to yourself in a positive Way.** The worst thing you can do in a stressful situation is to say something negative to yourself.

## *Stress, continued*

### **Visualize positive not negative stress results.**

Instead of imagining failure, imagine success and avoid experiencing "performance anxiety."

### **Be flexible enough to change.**

Rather than thinking of change as a weakness, think of it as a strength because you have the wisdom and courage to try and do things a better way.

### **Never try to be perfect.**

Always strive to improve but be willing to accept yourself for what you are. Perfection exists in no one.

**Take time out.** It's important to treat yourself to periodic breaks for rest, exercise, hobbies, and socializing.

**Find the best work time and environment.** Plan to do your most difficult work at peak energy levels.

**Use exercise as a stress reliever.** Exercise is one of the best ways to relieve tension and anxiety. It also gives the immune system a boost to help fight illness during stress reactions.

**Don't dwell on the past.** We can do nothing about the past. Let it go and move on to more important things.

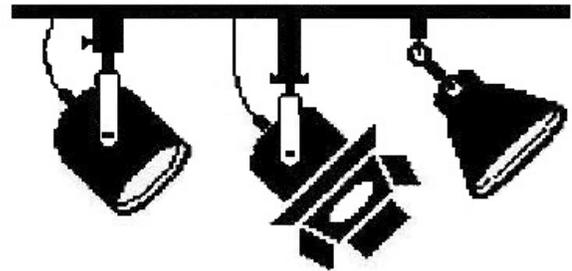
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### **If everything else fails, change or avoid the situation.**

A time may come when you encounter a situation you can't handle regardless of how much you try. When that happens, develop a plan to remove yourself from it.

Stress management is **not** the change of one's personality, the elimination of drive, or the repression of emotion. It is balancing that drive, push, and emotion with common sense.

## **SPOTLIGHT**



## **INTERVIEW**

The spotlight this month is on Sharon Denise Stone, CSPDT, who is a supervisor in the Sterile Processing Department at Rex Hospital. Denise was employed in the S.P.D. at Rex Hospital on August 22, 1983. As a Technician, she has worked on all shifts. She became a Senior Technician on July 25, 1986 and was promoted to Supervisor on the 2:30 pm-11:00 pm shift on February 20, 1989.

## *Spotlight continued*

Denise was the first person in the department to become certified through Purdue University in August 1990. Denise demonstrates assertive and knowledgeable leadership. Her expertise and leadership abilities and her teaching and training of new employees is a real asset to the department. She has developed outstanding interactions with the Operating Room personnel and offers good suggestions for improvements. Four years ago, the distribution and processing functions were divided, allowing her to concentrate on the infection control aspect of processing.

Denise lives in Raleigh and has two adult children - a son and a daughter. She enjoys reading, music, television, and movies. We enjoy having Denise as a member of the NCAHCSP!

By Audrey M. Kelly, R.N., CSPDT

## **MEMBERSHIP REPORT**

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Your response to renewing your membership for 1994 was very successful! We currently have 338 members. Thank you for your continued support.

Linda Messick  
Membership Chairperson



## **WELCOME NEW MEMBERS!**

Charlene Allen  
Technician  
Central Sterile Processing Dept.  
Hanover Regional Medical Ctr.  
Wilmington, NC

Pam Anderson  
Technician  
Central Supply  
Morehead Memorial Hospital  
Eden, NC

Paul M. Assion  
Technician  
Central Supply  
Frye Regional Medical Center  
Hickory, NC

*New Members continued*

Stephanie Billings  
Coordinator  
Central Supply  
Morehead Memorial Hospital  
Eden, NC

Robert E. Browning  
Materials Supervisor II  
Central Sterile Reprocessing  
Durham Regional Hospital  
Durham, NC

Jean Ray Card  
Technician  
Central Sterile Processing  
New Hanover Regional Medical  
Ctr.  
Wilmington, NC

Scott Carpenter  
Sales Representative  
MDT  
Durham, NC

Teresa Carter  
Technician  
Central Sterile Supply  
High Point Regional Hospital  
High Point, NC

Robin Clement  
Supervisor  
Central Sterile Supply  
High Point Regional Hospital  
High Point, NC

Lisa Covington, CSPDT  
Technician I  
Central Service  
N. C. Baptist Hospitals, Inc.  
Winston-Salem, NC

Hazel Dishman  
Sterile Processing  
Frye Regional Medical Center  
Hickory, NC

Ronald Lee Fikes  
Supply Processing & Distribution  
Moses Cone Memorial Hospital  
Greensboro, NC

Brenda Faye Greene, RN  
Infection Control  
Randolph Hospital  
Asheboro, NC

Teresa F. Hill  
Technician II  
Central Sterile Supply  
High Point Regional Hospital  
High Point, NC

Ruth Karriker  
Instrument Tech  
Sterile Processing  
Catawba Memorial Hospital  
Hickory, NC

Sue Kenyon  
MPD Technician  
Materials Processing & Dist.  
Western Wake Medical Center  
Cary, NC

*New Members continued*

Corrine Lawson  
President  
Greater Washington CS Assoc.  
Washington, DC

Allie Lee  
Head Nurse  
Operating Room  
Highsmith-Rainey Memorial Hosp.  
Fayetteville, NC

Tammie Leverette  
Supply Technician  
Moses Cone Memorial Hospital  
Greensboro, NC

Anthony Lewis  
Supply Technician  
Moses Cone Memorial Hospital  
Greensboro, NC

Ernestine Lewis  
Technician  
Central Sterile Processing  
New Hanover Regional Hospital  
Wilmington, NC

Rita K. McDuffie  
Instrument Technician  
Central Supply  
Cape Fear Valley Medical Center  
Fayetteville, NC

Clarice McFaddin  
Assistant Director  
Sterile Processing Department  
Tuomey Regional Medical Center  
Sumter, SC

Linda McVay  
Technician  
Central Service  
Carolinas Medical Center  
Charlotte, NC

Martha March  
Clinical OR Supervisor  
Operating Room  
N. C. Baptist Hospitals, Inc.  
Winston-Salem, NC

Bruce E. Newman  
Technician  
Central Sterile Supply  
Murdoch Center  
Butner, NC

Leslie Nochlin  
President  
Medsharp of NC, Inc.  
Cary, NC

John C. Nowak  
Sales Representative  
Specialty Surgical Inst.  
Charlotte, NC

Joann M. Pickett  
Lead Medical Supply Technician  
Central Sterile Supply  
Naval Hospital  
Camp Lejeune, NC

Crucita Rodriguez  
Technician  
Central Supply  
Cape Fear Valley Medical Center  
Fayetteville, NC

*New Members continued*

Nancy C. Sides  
Technician  
Central Service  
Carteret General Hospital  
Morehead, NC

Chuck Siems  
Customer Account Representative  
AMSCO Healthcare  
Charlotte, NC

William Stewart Simmons, CSPDT  
Technician I  
Central Service  
N.C. Baptist Hospitals, Inc.  
Winston-Salem, NC

Tony L. Thompson  
Supervisor  
Materials Services  
Moses Cone Group of Healthcare  
Services  
Greensboro, NC

Patricia Ann Van Wy  
Technician  
Central Supply  
Cape Fear Valley Medical Center  
Fayetteville, NC

Bud Watson  
Chief  
Supply Processing & Distribution  
VA Medical Center  
Huntington, West Virginia

Leonard White  
Lead Medical Supply Technician  
Supply Processing & Distribution  
VA Medical Center  
Salisbury, NC

Patricia R. Vassar  
Technician  
Central Supply  
Morehead Memorial Hospital  
Eden, NC



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Some members raised questions on the evaluation sheets from the Wilmington meeting. I'd like to take this opportunity to respond and share some information:

*"It would be nice if the hotel and/or the Association would provide a snack before the first morning meeting (coffee, juice, bagel."*

The hotels will not provide this type of service at no cost, and we shouldn't expect them to. Most have restaurants which are there to supply early morning dietary needs. Therefore, if we provide these items, we will have to pay for them. A coffee break, depending on the number of people in attendance, ranges from \$500 to \$750. Naturally, registration fees would have to be adjusted to incorporate this addition. Registration fees may then become too high to enable technicians to attend.

*"Look at pricing hotels in the surrounding area of the meeting; send a list of these and prices with registration."*

When negotiating with hotels, the number of guaranteed sleeping rooms determines the cost of the meeting space. Fewer rooms guaranteed will consequently raise

the total expenses for the meeting. In addition, providing information regarding other hotels is in direct conflict with our contract with the site hosting our meeting.

I am confident that this information reflects our overall low fee structure. Very few organizations can boast such low yearly fees and low registration fees.

Frank Sizemore  
Program Planning Chairman

<b>TREASURY REPORT</b>		
BALANCE (5/94)		\$28,566.98
DEPOSITS		5,063.00
CHECKS		12,564.37
BALANCE (7/15/94)		\$21,065.61



## **REGION 3 REPORT**

The American Society for Healthcare Central Service Personnel held its 27th Annual Seminar & Conference in New Orleans September 10 - 14. There was a Pre-Conference held Saturday prior to the conference. The Pre-Conference was directed towards Central Service technicians and had around 80 persons in attendance. The number of people attending the conference was one of the largest ever. There were 83 vendor booths at the Vendor Exhibits. The programs were exceptional, and everyone appeared to have a wonderful time at the social events. Region Three had one of the highest number of members attending the conference.

Next year's Annual Seminar & Conference will be held in Charlotte, NC at the Omni Hotel (vendor exhibits at the new Charlotte Convention Center) October 28 through November 1, 1995. I am serving as Program

Planning Chairperson for this event, and I hope to have as many of you attend this event as possible. I assure you that programs will be educational, that the friendships you develop there will benefit you in years to come. Again, I do hope that you make plans now to attend. You will be receiving more information regarding this event later; however, if you should have any questions or ideas which might help me in setting up the conference, please do not hesitate to contact me.

The ASHCSP has moved to their new location in Chicago. The new address and phone numbers are as follows:

ASHCSP  
1 North Franklin  
Chicago, IL 60606  
Phone: (312) 422-3750  
Fax: (312) 422- 4572

Executive Director  
Jackie Croteau  
Phone: (312) 422-3751

Administrative Assistant:  
(312) 422-3753

Communications & Marketing:  
(312) 422-3753

The Board of Directors met two days prior to the Seminar & Conference. The first day was devoted to new board members

### *Region Three continued*

orientation and committee meetings. We also developed mission statements for the various committees of ASHCSP. Most of our time was spent putting the "final touches" to the Annual Seminar & Conference.

The Program Planning Committee will be meeting in Atlanta in November. We will also be looking at Atlanta as the possible site for the 1997 conference. The entire Board of Directors will be meeting in Charlotte in February, and the Program Planning Committee again in April. This will give us a chance to see the facilities we will be using next year in Charlotte, as well as, an opportunity to "scope" the area for our social events.

Sincerely,  
Carl L. Winge  
Region 3 Board Member

### **EPA PROPOSES NATIONAL EMISSION STANDARD FOR EO**

By Judith A. Veale, J.V.  
Biomedical Consultants  
Rehoboth, Massachusetts

The Environmental Protection Agency (EPA) has proposed a national emission standard for

hazardous air pollutants (NESHAP) for ethylene oxide (EO). The proposed standard was published for public comment in the March 7, 1994 *Federal Register*.

A NESHAP for ethylene oxide has long been planned by EPA, but it was not until the agency received increased regulatory authority from the 1990 amendments to the Clean Air Act that EPA was able to overcome long-standing legal challenges to such a standard.

The proposed standard sets limits on EO emissions from "major sources" of EO (operations using more than 9,070 kilograms (kg) per year) and on "area sources" (facilities that use more than 907 kg of EO per year). Facilities using less than 907 kg of EO per year will be exempt from the proposed emissions controls.

Under the proposed standard, new and existing "major sources" and existing "area sources" would have to control emissions to the "maximum achievable control technology" (MACT), whereas new "area sources" would have to use "generally available control Technology" (GACT). Specific concentration limits would be established. A variety of control measures would be permissible under the proposal, including

## *EO Standard continued*

reduced volume, reclamation systems, end work practices. The EPA has asserted that many facilities will already be in compliance with the proposed standard, as a result of compliance with existing state regulations and with the Occupational Safety and Health Administration's standard limiting occupational exposure to EO. In such cases, EPA contends, the cost impact would be small.

*International Association of  
Healthcare Central Service  
Material Management  
July / August 1994*

## **IN SERVICE EDUCATION**

### **TUBERCULOSIS (TB)**

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TB is a disease caused by the bacteria *M. Tuberculosis*, which harms the lungs and can hurt other parts of the body.

Eight million new TB cases occur each year in the world. From 1950 to the mid-1980's, the numbers of people in the United States with TB decreased. Since the mid-1980's, the number of TB cases has increased. This increase is due to increased numbers of people living in close quarters,

such as homeless shelters, prisons, and nursing homes where the environment allows the transmission of TB. Also, TB is found in patients weakened by HIV infection.

Tuberculosis falls into two categories:

1. TB infection ("latent" TB) - means that the person would not look or feel sick and would not infect other people because their TB infection is not active.

2. TB disease - means that the person's infection is active. A person with TB disease will usually have some or all of the following signs: fever, weakness, loss of appetite, persistent cough (for three weeks or more), weight loss, night sweats, coughing up blood, and chest pain when coughing

A person with TB disease can cause other people to become infected. The TB bacteria is spread through the air, when the infected person coughs, sneezes, speaks, laughs, talks, and sings. You can get TB bacteria if you have close, frequent contact with a person who has TB disease.

The spread of TB can be prevented in the hospital if the following steps are used:

## *In-service continued*

- Early detection of persons with active TB
- Isolation of persons who are known or suspected of having TB disease
- Face masks should be worn by everyone going into the patient's room
- Prompt treatment with TB medications
- Patients with active TB should cover their mouth and nose when sneezing and coughing
- If a TB patient is moved out of their room, they should wear a mask that fits well.

Drug therapy for TB can keep it from becoming an active disease. It can also cure TB disease if it is in the active state. If a person who has TB disease does not take their medication as directed, the TB bacteria will become drug-resistant. This means that the TB bacteria mutate in such a way that they survive after standard drug therapy. This is why completion of drug therapy is very important. Remember: **MOST CASES OF TB CAN BE CURED!**

By Mary Jo Perkins  
NC Baptist Hospitals, Inc.



## **UPCOMING PROGRAMS**

On November 11, 1994 at the Hawthorne Inn in Winston-Salem, we will present "Decontamination & Sterilization of Air Powered Surgical Instruments." This program will be presented by Julie Needler of Baxter / Zimmer. Please register early. Don't miss this one. We are expecting a full house!

On January 13, 1995 at the Hawthorne Inn in Winston-Salem, we will present two timely topics - "Alternatives to Ethylene Oxide" (with the Sterad and Abtox technologies) and "Relationships between OR & SPD" (presented by Rose Marie Petrellie from Pymah.

Meeting Announcement  
NICHSPDP is sponsoring a Central Service Symposia on October 18, 1994 at the Mountain Area Health Education Center in Asheville, NC. Five and one-half contact hours will be awarded for attendance. Contact Sue McManus at St. Joseph Hospital (704) 255- 3074 for more information.

## **28 SECRETS TO HAPPINESS**

1. Live beneath your means and within your seams.
2. Return everything you borrow.
3. Donate blood.
4. Stop blaming other people.
5. Admit it when you make a mistake.
6. Give all the clothes you Haven't worn in the last three years to charity.
7. Every day do something nice and try not to get caught.
8. Listen more; talk less.
9. Every day take a 30-minute walk in your neighborhood.
10. Skip two meals a week and give the money to the homeless.
11. Strive for excellence ... not perfection.
12. Be on time.
13. Don't make excuses.
14. Don't argue.
15. Get organized.
16. Be kind to kind people.
17. Be even kinder to unkind people.
18. Let someone cut ahead of you in line.
19. Take time to be alone.
20. Reread a favorite book.
21. Cultivate good manners.
22. Be humble.
23. Understand and accept that life. Isn't always fair.
24. Know when to say something.
25. Know when to keep your mouth shut.
26. Don't criticize anyone for 24 hours.
27. Learn from the past ... plan for the future...and live in the present.
28. Don't sweat the small stuff.

### **STEAMLINER EDITORIAL BOARD**

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Salisbury, NC 28144

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Frank Sizemore  
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Winston-Salem NC 27103