

I HEARD IT
THROUGH THE **STEAMLINE**



Seasons
Greetings

PRESIDENT'S MESSAGE

It is hard to believe that another year has almost past! I do hope everyone has had a very productive and successful one. It has been a very busy year for me as I am sure it has for most of you.

As you know, it is election time. We have received several nominations and each of those nominated are excellent candidates as Board of Directors Secretary, and President-elect. I do hope that you will use the opportunity to vote in the election when you receive the ballots. Let me also take this time to thank those who submitted nominations.

The holiday season is just around the corner. I hope everyone has a healthy, safe, and joyous holiday season! During the holiday season, take time to "feel the spirit" of the season, and enjoy the company of your friends, family, and co-workers.

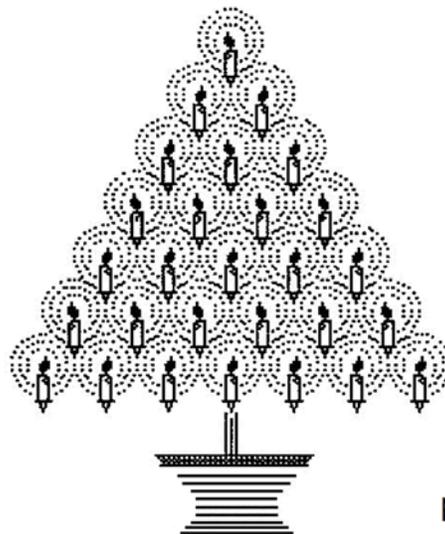
I have some more great news for our organization. We received (for the second time in two years) the **Affiliated Chapter Growth in Common Award** from the American Society for Hospital Central Service Personnel. Again, this is the second straight year we have received this award. I am

extremely proud of the accomplishments that **we** have made in our organization, and I hope to see us maintain this momentum! Thanks to each of you for helping us achieve this award!!

As you know, we will be having our Annual Seminar in Greensboro this year. It will be held at the Sheraton in downtown Greensboro on May 3-5, 1995. Please make plans now to attend. We will have excellent programs for this event and we are confident that you will find this seminar helpful and educationally rewarding. We hope to see each of you there!

Again, I hope you have a joyous holiday season! As always, if I (or any of the Board of Directors) can be of service to you, please do not hesitate to contact us. **And don't forget to vote!**

Sincerely,
Carl L. Winge
President, NCAHCSP



At Day's End

*Is anybody happier because you
passed his way?*

*Does anyone remember that you
spoke to him today?*

*The day is almost over, and its
toiling time is through;*

*Is there anyone to utter now a
kindly word of you?*

*Can you say tonight in parting
with tile day that's slipping fast;*

*That you helped a single brother
of the many that you passed?*

*Is a single heart rejoicing over
what you did or said;*

*Does the man whose hopes were
fading now with courage look
ahead?*

*Did you waste the day or lose
it?*

Was it well or sorely spent?

*Did YOU leave a trail of kindness;
or a scar of discontent?*

*As you close your eyes in
slumber, do you think that God
will say,*

*"You have earned one more
tomorrow by the work YOU did
today?"*

- John Hall



HEALTH CARE WORKER'S DUTY WITH PATIENTS

by Patricia Adams, C.R.C.S.T.
from HPN / October 15, 1994

An old man kissed my cheek this afternoon. A kiss of gratitude? A kiss of surrender? A kiss of fear? I'm not sure. All I know is that his heart opened and my heart cried.

No one told me when I started in this field that I should buy stock in Super Glue because my heart would break on a regular basis. I need something to help keep things patched up.

I think children are the worst for me. They are so tiny and fragile-looking, yet if you really look into their eyes...well, they are the epitome of the phrase

HEALTH CARE WORKER's cont.

"windows to the soul." I have watched them rally and grow strong and get well. And I have had to give their shroud out when they die.

There's an episode of the TV show "M*A*S*H" when the head nurse talks about death after a soldier dies on the operating table. She remarks about how there is no fanfare or trumpets. There is no big pyrotechnic show. Things just stop. Life slips away. A feeling of helplessness fills the air.

In this business, adrenaline runs hard and it runs deep. When a Code Blue is sounded, it is as though there is a silent mental push from all the employees of "Come on; you can make it. I'm pulling for you." Sometimes when we have known that the patient has been suffering, a silent plea of "Please ease their pain, let them go" goes out instead. Day after day, it is never the same. The work is hard, the hours are long and the rewards are few.

But there are rewards. I remember my first miracle. I had just started working in the storeroom of a local hospital. It was a couple of weeks before Christmas and a friend of mine was broadsided by a drunk driver who went through a stop sign. She was rushed to the trauma center with

massive injuries. She was not expected to live. She was 17.

I remember going to see her daily in intensive care. I remember the machines and the tubes and the bruises and how her chest rose and fell only because of the ventilator she was hooked up to. Then on Christmas Eve, when I went in to see her, her mother met me at the door. Her face was shining with total joy. My friend had woken up. I felt cold. I felt tingly. I felt relieved, and I prayed that it wasn't a joke. When I saw her, her eyes opened a little. I told her I loved her, and she squeezed my hand. It took her well over a year to recover, but my friend came back 100%.

Since then, for 14 years, I have watched miracles happen on a daily basis. Whether great or small, they happen. You can see them if you look.

In central service we sometimes feel protected or even "out of the loop," because we don't have much patient contact. Sometimes it doesn't take much.

I have interpreted for years, and today I was asked to come and interpret for a patient in the front lobby. As it turned out, the man was in the wrong hospital. He was looking for the speech therapy department and had not been given correct directions on

HEALTH CARE WORKER'S cont.

where to find his appointment. He was confused, lost and very tired. I was able to get him a new appointment and redirect him to where he needed to be.

When I asked him if he was OK to leave, he told me he was tired and in pain. After four operations, a bout with cancer and waiting for news about a new cancer, I could understand why. I held his hand and told him that I understood and wished I could do more for him. He bent over, kissed my cheek and left. I cried.

Taking all of five minutes out of my day, placing one call and telling someone I cared was not too much to ask. I thought of the place where his appointment was and wondered why there was such a mix-up. I know we are busy in this field of health care, and I know that many demands are placed on us daily.

But I also know that we have a tremendous responsibility to our patients, even if we don't have direct contact. Patient's and their families come to us with absolute trust. These people are compromised. They have no privacy and very little dignity while here. And while we must do more with less, the family really does not want to hear how "bad" we have it, whether we complain to them directly or if they hear us

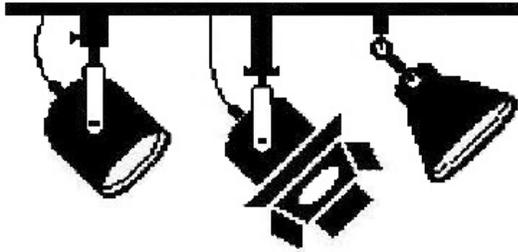
at lunch. When a young woman is fighting for her very life and the hospital personnel at the nurses' station are complaining and griping about how bad the work conditions are, quite frankly, the family and / or the patient really doesn't care. I have even had the misfortune to watch hospital personnel give a patient only part of the information they needed because the employee was in a hurry to go to break or lunch. Is this why this man was lost and ended up in our hospital?

What we do, how we say it and how we act matters. We can help, or we can hinder. I feel it is a personal choice, but I also feel in some lines of work, certain ideals must be upheld. We have responsibilities and accountability. Let us not forget.

Patricia Adams has been a health care professional for 14 years and is currently CS supervisor at Lancaster Community Hospital Lancaster; CA. Adams became a CRCST in 1981, achieved instructor status in 1988 and currently teaches at a vocational school in Lancaster.



SPOTLIGHT



INTERVIEW

The spotlight this month is on Darlene Deal, CSPDT, who is a supervisor in Central Sterile Supply at Watauga Hospital in Boone.

Darlene says that she has been a part of Watauga Hospital all her life. She was born at the hospital and began working there at the age of eighteen. Working part-time, Darlene continued at the hospital while going to nursing school and biomed school. Before beginning her career in CS, Darlene worked as a scrub nurse in the OR.

When asked what she likes most about working in CS, Darlene says that she enjoys the people. She said, "Our job is so important, but sometimes the administration does not think so. Patients don't hear about us, but what we do determines their outcomes!"

Darlene's family includes her husband, Victor, who also works at Watauga, and a Yorkie who

thinks he's a baby named Targa. They live just outside Boone in a new house built about a year ago. In her spare time, Darlene loves to watch movies. She also bowls and plays volleyball on hospital teams.

In CS, Darlene supervises a staff of five. Her duties include working two days each week in the OR. She has been a member of NCAHCSP for about eight years. We're glad to have her on our team!



PLAN AHEAD FOR HEALTHY HOLIDAY EATING

This is the time of year when we gather together with family and friends to celebrate the many traditional holiday events. The last six weeks of the year include numerous celebrations and festive occasions. For many people, this is a time to "eat, drink, and be merry" and they do just that! They

Healthy Holiday Eating cont.

fudge...and cookie...and eggnog ... and sweet potato pie...the whole way up the scale. In fact, statistics show that an average American gains seven pounds over the holidays. **WOW** and then it's back to square one in January with bigger and better New Year's resolutions - strong on intent but weak with commitment.

But it doesn't have to be that way. You can still eat healthy while enjoying some of your old favorites! A little common sense and planning could save you from the overweight and high cholesterol blues. Here are some strategies for making it through the holiday season.

Plan extra exercise and calorie burning activities through the holidays. Start a traditional "Family Christmas Walk". Park your car far from the shopping mall so that you'll burn a few extra calories walking to the entrance.

Before leaving for a party or special event, try to anticipate the food you will face. Have a general idea of what you will and should eat. Focus on one favorite food. Decide ahead of time what dish you want the most - have it - but have a reasonable portion.

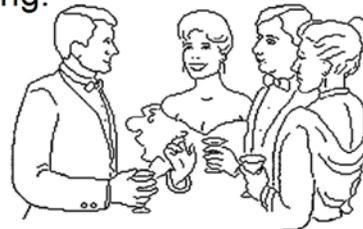
Never arrive at a party with your

stomach **SCREAMING FOR FOOD!**

This is one of the biggest mistakes you can make. Remember, a couple handfuls of peanuts add up to 650 calories and 71 grams of fat. A cube of cheese on a cracker is no fewer than 120 calories and 12 grams of fat. And one potato chip with a generous amount of onion dip gives you about 75 calories and 9 grams of fat. Eat a piece of fruit before hitting the party trail so you'll be less likely to attack the high fat foods

At holiday parties, eat in one place and preferably far from the food. You have probably noticed people who walk around all night with a plate of food - continuously eating unconsciously. To prevent this from happening to you, find **one** single place to sit down and enjoy your **one** plate of food.

Follow the dancer's dress code. Wear a snug belt or fitted waist when you eat and refuse to loosen it. Your waistline will let you know when it's time to stop eating.

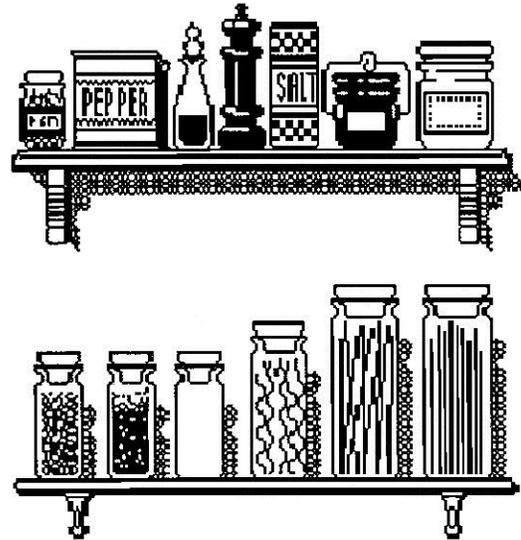
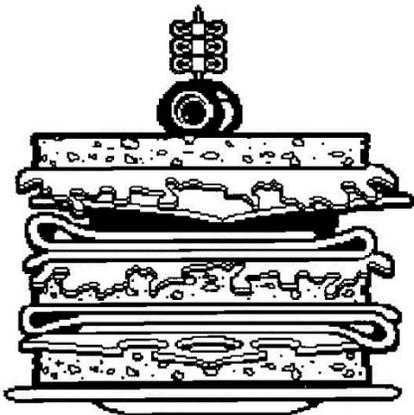


Healthy Holiday Eating cont

DO **NOT** gobble your food. You might be eating turkey, but you don't have to act like one. It takes 20-30 minutes after your first bite before your brain gets the word that you're full. Keep an eye on others and be the slowest eater. Put your fork down between bites.

If you are preparing a special dinner, save calories and fat by preparing lower-calorie versions or substituting those high fat ingredients for healthier ones. Make heart healthy recipes and give your family and friends a head start on saving their lives.

This is especial time of year that everyone can and should enjoy. Even for the weight and cholesterol conscious, this time of year can be festive, entertaining, and fun. The key is being prepared for those high-risk situations. Planning ahead will make you one step ahead towards success! **GOOD LUCK!**



RECIPE REVISIONS

CHEESE DIP

- 1 (8 oz) Light Cream Cheese
- 1 (8 oz) Fat Free Cream Cheese
- 1 (8 oz) can crushed pineapple in its own juice, drained
- 1/4 cup green pepper, diced
- 2 tbsp onion, diced
- 3/4 tsp Beau Monde Seasoning
- 3/4 cup pecans, chopped

Mix all ingredients. Chill. Serve with lowfat or fat free crackers. Makes 16 servings. Per serving - 87 calories, 6.5 g fat, 244 mg sodium

Recipe Revisions cont.

PARTY MIX

- 1/4 cup diet tub margarine
- 1/2 tsp onion powder
- 1/2 tsp garlic powder
- 1/4 tsp Tabasco sauce
- 1 tbsp. Worcestershire sauce
- 2 cups unsalted pretzels
- 2 cups Cheerios
- 2 cups Crispix cereal

Preheat oven to 250°. Melt margarine in skillet or wok. Add garlic powder, onion powder, Tabasco, and Worcestershire sauce. Stir. Add remaining ingredients and toss together. Bake party mix 45 minutes, stirring twice during cooking. Serve warm. Makes 16 1/2 cup) servings. Per serving - 66 calories, 2 g fat, 90 mg sodium

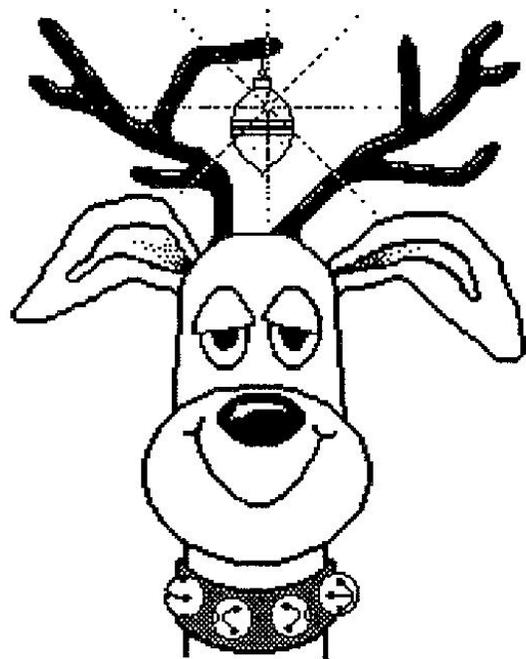
LEMON BLUEBERRY MUFFINS

- 2 tbsp sugar
- 1 tbsp lemon juice
- 2 1/2 cup flour
- 2 tsp baking powder
- 1/2 tsp baking soda
- 1/4 cup sugar
- 1 1/2 cup nonfat buttermilk
- 1/4 cup canola oil
- 1/4 cup egg substitute or 2 egg whites
- 1 tsp vanilla extract
- 1 1/2 cup frozen blueberries, unsweetened and thawed

Preheat oven to 375°.

Combine 2 tbsp sugar and lemon

juice. Stir well and set aside. In a separate bowl, combine flour and next 4 ingredients. Stir well and make a well in the center of the mixture. Combine buttermilk, oil egg substitute, and vanilla. Add to flour mixture, stirring just until dry ingredients are moistened. Gently fold in blueberries. Spoon batter into large muffin tins sprayed with Pam. Fill three-fourths full. Bake for 20 minutes. Remove pans from oven. Brush hot muffins with lemon juice mixture. Bake an additional 6 minutes or until muffins are golden brown. Remove from muffin tins immediately. Let cool on wire racks. Makes 1 dozen.



RECIPE REVISIONS cont.

BANANA PUDDING

6 pkg Sweet N Low
1/4 cup sugar
3 tbsp flour
Dash of salt
1 cup egg substitute
3 egg whites
2 cup skim milk
1/2 tsp vanilla extract
NI LLA wafers
5-6 medium bananas, fully ripe,
sliced

Combine Sweet N Low, flour & salt in top of double boiler. Mix in egg substitute. Stir in skim milk. Cook, uncovered, over boiling water, stirring constantly until thickened. Remove from heat, add vanilla. Spread small amount on bottom of 1 1/2 qt casserole dish. Cover with layer of NILLA wafers. Top with layer of sliced bananas. Pour about 1/3 of custard over bananas. Continue to layer wafers, then bananas, then custard to make 3 layers of each – ending with custard. Beat 3 egg whites still, but not dry. Gradually add 1/4 cup sugar and beat until mixture forms stiff peaks. Pile on top of last layer of custard covering entire surface. Bake in preheated oven at 425° for 5 minutes or until delicately browned. Serve warm or chilled. Makes 8 (3/4 cup) servings. Per serving - 240 calories, 4.5 g fat, 157 mg sodium

MEMBERSHIP REPORT

I would like to thank everyone for their support this year. Our membership is now at 343. Last year it was 338. Look for the 1995 membership application in this newsletter and make a New Year's resolution to join now. Thanks again for your support!

Linda Messick
Membership Chairperson

LATE BREAKING NEWS!

At the last meeting of the Board of Directors on November 10, 1994, a mission statement for our organization was adopted. It reads: **NCAHCSP will establish itself statewide as the leading educational organization through innovative programs that enhance the development of Central Service Professionals.** Also, it was voted to change the word personnel in our title to professionals. We will now be the **North Carolina Association of Hospital Central Service Professionals.**

LATE BREAKING NEWS cont

Northwest AHEC (Area Health Education Centers) will be sponsoring a CS technician's class. This class will provide an overview of Central Service functions. The class will follow the CS Technician's Training Manual and would be helpful in preparing for the certification exam. (However, this course will not cover everything on the exam and should not be used solely to prepare for the exam.) Also, this course is meant as an introductory course and will **not** offer points toward recertification.

The class will be held at the Health Department in Winston-Salem. It will begin on January 23, 1995 and run for 10 consecutive Monday nights ending on March 27, 1995. Classes will be held from 6 - 9 pm each Monday night.

An exam will be given at the end of the course and those with a grade of 70% or above will receive a certificate. Also required is 8 hours of observation in a Central Service Department in another facility.

The cost of the course is expected to be \$100. For further information, please contact Jen Hinton at Northwest AHEC (910) 716-9197.

Your Board of Directors hopes that this class will be the beginning of a fruitful relationship with AHEC and will fulfill a need of our members for continuing education. If you are interested in this type of program, but live out of the area served by Northwest AHEC, please contact the AHEC in your area and express your interest.

UP COMING PROGRAMS



As January 1, 1996, quickly approaches (the current deadline for CFC's), those of us who are using this ethylene oxide mixture must decide what avenue we will take. In January, we'll have the opportunity to review, and ask questions, about a couple of alternatives to ethylene oxide. We'll have representatives from Sterrad, Johnson & Johnson, and Plazlyte, Abtox, with us for the morning. You will be able to review for yourself, first hand, how these products work, and the reason for using them. Be sure to bring your contacts within the Operating Room, or any other department that depends on your

UPCOMING PROGRAMS Cont.

sterilization services.

Since you'll have your OR person with you, we'll take that opportunity to discuss relationships with the OR and SPD (or whatever name your department uses). This will be a wonderful opportunity to see the other persons' point of view.

Make plans to join us January 13, at the Hawthorne Inn in Winston-Salem. Remember, register early!

Frank Sizemore
Program Planning Chairman



For Your Information

A new detergent used to clean surgical instruments, and that is environmentally safe, has won Argonne National Laboratory the 1994 National Department of Energy Pollution Award for zero generation of environmental pollutants. Citranax - brand detergent is an environmentally sound alternative to hazardous solvents. The detergent is manufactured by Alconox, Inc.
Material Management in Healthcare, October 1994

The August pricing report of the National Association of Purchasing Management, Temple, Arizona, indicates that the explosion of an Exxon plant this summer has contributed to an ongoing ethylene oxide shortage. Shortages have been raising ED prices for months before the Exxon explosion.
Material Management in Healthcare, October 1994

The first supervisor's exam was offered by the National Institute for Certification of Healthcare Sterile Processing and Distribution Personnel, on October 13, 1994. This exam certifies working Central Service supervisors. The first manager's exam will be April 25, 1995 in conjunction with the supervisor's exam. For information and to obtain a Candidate Bulletin please contact:
NICHSPDP
c/o Applied Measurement Services
770 Woodlane Road, Suite 53
Mount Holly, New Jersey 08060
1-800-352-0637

Exam dates: Saturday, April 22, 1995 - Technicians/ Supervisors/ Managers, Saturday, October 14, 1995 - Technicians/Supervisors/ Managers

FYI cont.

The CDC new isolation categories will be available November 15, 1994. These new categories will be published in Morbidity, Mortality Weekly Report.

*Hospital Infection Control
August 1994*

A new disinfectant is undergoing the 510K FDA approval. A stabilized buffered peracetic acid solution has been offered as a safer alternative to glutaraldehyde in the UK. Johnson and Johnson plan on marketing this product "Nucidex" in the United States pending FDA approval.

*American Journal of Infection
Controls 18-99-117*



17 EASY WAYS TO SPEND LESS ON YOUR HOLIDAY FOOD BILL

With the arrival of the holiday season, your food bill will probably skyrocket. But there are easy ways to economize at the supermarket - now and throughout the year.

The following tips could save a family of four about \$50 a month, \$600 a year. Your family could use these savings to fund part of next year's holiday celebration.

WAYS TO SAVE

1. *Use coupons* - but only buy products you usually use and make sure the discounted price is lower than that of competing brands.
2. *Buy in bulk* - but first do your math to make sure the largest size is a better deal per ounce or pound than other sizes. Don't buy more than your family can eat before the product becomes spoiled.
3. *Don't buy better quality meat than you need* Don't use steak or chop-quality meats for stews or casseroles, for example.
4. *Buy food in its natural form.* Ready-made popcorn or microwavable packs cost 10 to 20 times more than plain kernels. Packaged bread crumbs are 25 times more expensive than making crumbs from day-old bread. Regular oatmeal costs half as much as presweetened and flavored varieties.
5. *Buy cold cuts at the deli counter.* Having ham or turkey breast sliced to order instead of buying prepackaged meat could save you up to \$2 a pound.

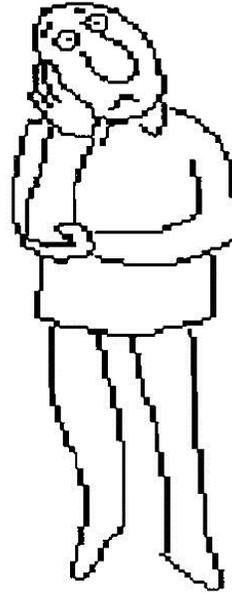
SPEND LESS cont.

6. Buy cheese in blocks

Pre-sliced and shredded cheese can cost 10% to 40% more.

7. Compare turkey prices. Fresh turkeys usually are cheaper at Thanksgiving, but frozen birds cost up to 30 cents less per pound the rest of the year.

Heavier turkeys generally are the best value - a 20-pound tom offers more edible meat per pound than a 15 pound hen.

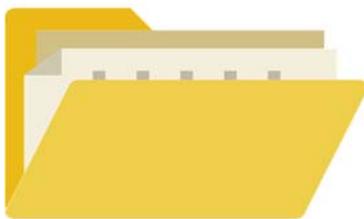


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TREASURY REPORT

BALANCE (7/94)	\$21,012.61
DEPOSITS	1,421.60
CHECKS	4,845.71
BALANCE (11/94)	\$17,588.50



GETTING PEOPLE TO CARE ABOUT QUALITY

1. Let people know what quality is. Give your employees feedback to keep their picture of quality clear and to help them do good work. Everyone should know what's expected of them to do quality work.

2. Help employees see how much quality matters. Always share positive feedback from customers with your employees. Everyone likes to know that their efforts are appreciated.

3. Make sure employees get quality service from you. Pitch in and help your team when

SUPERVISOR'S CORNER cont.

short-handed. Celebrate an individual's achievement at staff meetings. Share knowledge about products or services with your team that will benefit customers.

4. Maintain a positive Atmosphere. Establish a Confidence building environment. Don't dwell on mistakes - fix the problem, learn from the situation, and move on. Encourage suggestions from your team members and implement them whenever possible.



REGION 3 REPORT

As most of you may or may not know, I am serving as Program Planning Chairperson to the American Society for Healthcare Central Service Personnel (ASHCSP) this year. With this dubious honor comes all the planning for the Annual Conference which will be held in Charlotte, NC. I am extremely pleased to tell you that we will

have a two track "Pre-Conference" this year. One track will be dedicated to the technicians of our profession, and the other track held for the management/ supervisory levels. This is the first time ASHCSP has provided this session on a management/ supervisory level. I am looking forward to having a large turnout for both of these sessions, for those persons who can't afford (either the time or money) to go to the full conference.

The Annual Conference and Pre-Conference will be held in Charlotte, NC from October 28 - November 1, 1995. The Pre-Conferences will be on October 28 for both levels. All sessions, banquet, and exhibits will be held in the new Convention Center, and the Omni Hotel will serve as our "primary" hotel for lodging. The Radisson will serve as our "overflow" hotel. Both of the hotels are connected by sky walks and are within 50 yards of the Convention Center entrance. These accommodations are outstanding, and I think everyone will be very satisfied with them. (There are "lots" of shops located

REGION 3 REPORT cont.
along the sky walks and hotels
from the inside!)

The Program Planning Committee
(which I invited Frank Sizemore
and he graciously accepted to
serve on) met in Chicago earlier
this month to begin the
development of the conference
programs and speakers. A lot of
thought and hard work went into
this and I feel that the programs
will be extremely educational and
rewarding. I look forward to having
a very high number of attendees
(quite possibly the highest ever).
Do make plans to attend either the
Pre-Conference or the Annual
Conference & Exhibition if at all
possible.

The ASHCSP office was moved
about two weeks ago. Everything
appears to be settling down with
the staff, and we now have another
temporary person filling in as our
Administrative Assistant. Her name
is Tammy Sanchez and she will be
with us until at least the first of the
year.

Again, the new address and phone
numbers for ASHCSP are:

ASHCSP
ONE NORTH FRANKLIN
CHICAGO, IL 60606
Phone: (312) 422-3750
Fax: (312) 422-4572
Executive Director: Jackie
Croteau

As always, if you should have
any questions or need any
information regarding ASHCSP,
membership, or what ASHCSP
has to offer, please do not
hesitate to contact me. I look
forward to seeing you in Charlotte
in October, 1995!

Sincerely,
Carl L. Winge
Region 3 Representative

STEAMLINE EDITORIAL BOARD

**VOLUME 5----- ISSUE 4
DECEMBER 1994**

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*Best Wishes
for a
Merry Christmas*