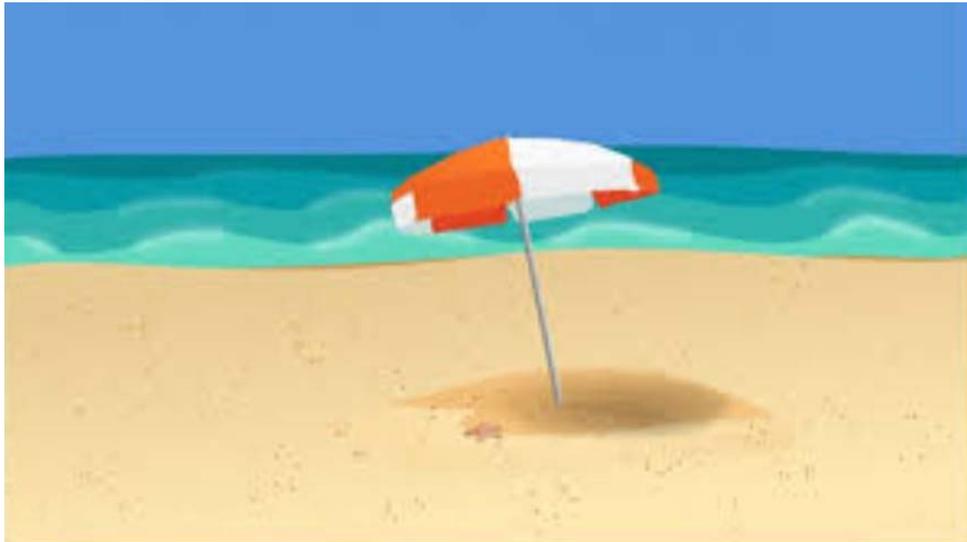


I HEARD IT THROUGH THE

STEAMLINE

NORTH CAROLINA ASSOCIATION FOR HOSPITAL CENTRAL SERVICE PROFESSIONALS



PRESIDENT'S MESSAGE



To begin my first president's message, I would like to thank Carl Winge for his excellent leadership the past two years. Under Carl's guidance we have seen our organization reach new records for membership, the development of our mission statement, and our name changed to professionals from personnel. Truly remarkable accomplishments, and the NCAHCSP greatly appreciates your work!

During the next two years, we will continue to meet the examples set by our past presidents, with this association reaching even higher plateaus. The Board of Directors, which you have elected, are an excellent working group, accepting the challenges of today's healthcare environment to continue to provide superior educational opportunities at a reasonable cost.

As an association, it is extremely important to have your participation. Your ideas, thoughts, and even criticisms are greatly appreciated and make this organization stronger. As a part of this newsletter, all of the Board of Directors' names, addresses, and phone numbers have been included to enable you to contact any of us with your questions, comments, and suggestions. It is our goal to always be available. We may not have the answer, but we are all part of a

great networking group and we will help you find your answer. One of the most rewarding benefits of this organization is the networking. This association is rich in knowledge and experience; I encourage you to tap into that resource.

In closing, I am extremely excited about the upcoming two years. The program planning committee is hard at work preparing the educational opportunities to enhance your knowledge of Central Service, Infection Control, and Distribution. I look forward to hearing from you and seeing you at future meetings.

Sincerely,
Frank Sizemore
President

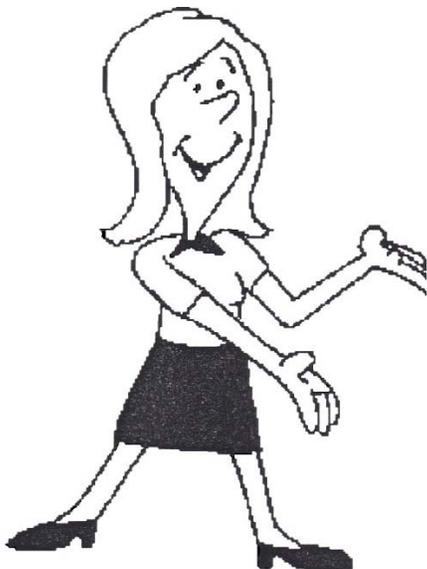
Quality belongs everywhere ...

I'll close with a story about a business woman who stopped at a coffee shop and ordered a cup of coffee. The waitress grudgingly delivered it and asked, "Anything else?"

"Yes", said the business woman. "I'd like some sugar, cream, a spoon, an napkin, and a saucer for the cup."

"Well, aren't you the demanding one," snapped the waitress.

"Look at it from my point of view," said the business woman. "You served a cup of coffee and made five mistakes."
(Earnie Oeavenport. CEO of Eastman Chemical)



YOU NEVER HAVE A SECOND CHANCE TO MAKE A FIRST IMPRESSION!

By Sallie Simpson, RN, BSN, MBA
Manager, Materials Use Evaluation
N. C. Baptist Hospitals, Inc.

When I was asked to write an article about first impressions, I decided to find out what my co-workers thought. The responses were very interesting!

"A" first impression forms your opinion of the whole place. "

"People make the impressions, not the place. "

"The first impression is the last impression. "

"I try not to form an opinion based on first impressions because often they are wrong -- but they do hang with you. "
The clerks at (store X) are so rude unless you are buying -- I won't go in there anymore. "

"First impressions are what people base their opinion of a situation on. "

"Others base a first impression on how you are dressed and how you look. "

Obviously, first impressions have a major impact on people's opinions. It is easy to understand that people are more sensitive to first impressions when they are under stress. New staff members, especially new graduates, are usually "stressed out" if not absolutely terrified when they begin their first job. Just imagine how much better they would feel if they received a warm welcome from the staff -- in other words, if they received a positive first impression. Likewise, patients and family members would feel more at ease and would be more likely to have a good feeling about the hospital if they had a positive first impression.

It is obvious that all of us have good days and bad days and at times are in a better mood than at other times. What can we do to ensure that we always project a positive image and positive first impression?

As a first step, we need to recognize that as humans we have "response-ability" we have the ability to choose a response. We should not allow conditions or circumstances to dictate our behavior. Our behavior is a product of our conscious change. Knowledge, skill, and desire are all within our control. If we truly value a positive image, we can subordinate any negative feelings we have. By working on our own habits and responses, we control our own behavior.

What can we do about others? Setting a good example is the real key to influencing the behavior of others. It is

FIRST IMPRESSIONS cont.

important that each of us take the initiative by setting a good example. Taking the initiative does not mean being pushy, aggressive, or obnoxious; it means recognizing our responsibility to make things happen.

If each of us becomes more aware of the image we project and strive to make that image a positive one, we will be rewarded with a happier work place. Our co-workers will be more satisfied with their environment. Our patients and their families will feel more positive about the hospitalization. Let us make the conscious choice to respond according to our values, not our immediate circumstances.

SPOTLIGHT



INTERVIEW

The spotlight this month is on Susan Avery, CSPDT, who is the supervisor in Central Sterile Supply at Halifax Memorial Hospital in Roanoke Rapids. Susan went to nursing school at Community Memorial Healthcare in South Hill, Virginia to become a Licensed Practical Nurse and began her career in healthcare by working on a

med/surg unit at Community. She then "retired" for 13 years to raise her children.

In 1972, the Avery family moved to Roanoke Rapids, North Carolina. In 1985, Susan came out of retirement" to relieve the CS tech, who was on maternity leave, at Halifax Memorial. When the tech did not return to work, Susan began an unexpected career in CS.

Susan and her husband, Jack, have been married for 30 years and have three children - Susanne, who works in advertising; John, who works in auto glass; and Laura, who is working on a Masters in Performing Arts degree on the clarinet at the University of Michigan. Susan says that they do not have any grandchildren yet, but they do have "grand dogs"!

In her spare time, Susan enjoys needlework, crocheting, sewing, and playing the piano for her church. Susan and Jack also enjoy camping at Kerr Lake. The NCAHCSP is glad to have Susan as a member!

By Janet Aultman, CSPDT , .



CONGRATULATIONS to Margaret Nixon, Infection Control Nurse, who retired on January 31, 1994, and Claire Gay, Assistant Director of Materials Management, who retired on September 30, 1994. Both Margaret and Claire worked at Halifax Memorial Hospital in Roanoke Rapids and have been longstanding and faithful members of the NCAHCSP. We will miss them and wish them a *wonderful retirement!*



MEMBERSHIP REPORT

Currently, we have 234 members. If you have not yet rejoined, you will receive a reminder in the mail. Remember, if you have not renewed your membership by July 1, 1995, you will no longer receive mailings from the association.

Linda Messick, CSPDT
Membership Chairperson

WELCOME! NEW MEMBERS

Patricia Baldwin
Sterile Processing/Distribution
Carolinas Medical Center
Charlotte, NC

Donna Back
Operating Room
Maria Parham Hospital
Henderson, NC

Tammy A. Dyson
Sterile Supply
Women's Hospital of Greensboro
Greensboro, NC

Nancy Evans
Central Supply Services
Wilson Memorial Hospital
Wilson, NC

Holly Garris
Central Service
Pitt County Memorial Hospital
Greenville, NC

Rodney Darrin Gooch
Central Service Reprocessing
Durham Regional Hospital
Durham, NC

Shirley J. Greenlee
Sterile Processing Dept.
Presbyterian Hospital
Charlotte, NC

Peggy Grimes
Central Service
Pitt County Memorial Hospital
Greenville, NC

Ella Mae Harris
Central Sterile Supply
Beaufort County Hospital
Washington, NC

Doretta C. Harrison
Operating Room
Rowan Memorial Hospital
Salisbury, NC

Tammy Holdren
Central Sterile Supply
Medical Park Hospital
Winston-Salem, NC

Zernalla Jefferson
Central Service
Pitt County Memorial Hospital
Greenville, NC

Diane Lowery
Operating Room
Carolinas Medical Center
Charlotte, NC

NEW MEMBERS cont.

Charlie McRae
Supply, Processing & Distribution
VA Medical Center
Salisbury, NC

Penny M. Pendleton, RN, BSN
QM/RM/IC Coordinator
Northern Hospital of Surry County
Mt. Airy, NC

Glenda Presnell
Sterile Processing
Frye Regional Medical Center
Hickory, NC

Valarie Quick
Operating Room
Marlboro Park Hospital
Bennettsville, SC

Brenda Trivette
Operating Room
Watauga Medical Center
Boone, NC

Bobby Whichard
Central Service
Pitt County Memorial Hospital
Greenville, NC

Kathy L. Willard
Central Supply
Wesley Long Community Hospital
Greensboro, NC

Pauline Wooten
Central Processing
Mercy Hospital
Charlotte, NC

*CONGRATULATIONS to Kimlyn
Dollars from Watauga Medical Center
in Boone. Kimlyn won the grand door
prize of free registration to the 1996*

*NCAHCSP Annual Meeting, given away
at the end of the 1995 Annual Meeting.*



AWARD WINNERS!

The following awards were presented during the awards luncheon at the May 1995 Annual Meeting in Greensboro.

The Joe Stanley Memorial Award was established in memory of Joe Stanley, who was a member of the NCAHCSP Board of Directors before his untimely death in 1993. This award is presented for excellence in the education of Central Service professionals. This year's award was presented to Bernard Dixon of Pitt County Memorial Hospital, Greenville, N.C.

The Ray Manning, Sr. Achievement Award is presented for outstanding

AWARDS cont.

achievement in the field of Central Service. This year's award was presented to Judy Sosnowski of Western Wake Medical Center, Cary, N.C.

The NCAHCSP Merit Award is presented annually by the Board of Directors for outstanding merit and contributions in the field of Central Service. This year's award was presented to Carole Caniford of Western Wake Medical Center, Cary, N.C.

**CONGRATULATIONS TO
BERNARD, JUDY, AND CAROLE!**

HEALTHWATCH



From the Nutrition Action Healthletter, here are their top 10 list of foods you should never eat.

1. Quaker 100% Natural Cereal. This overrated granola cereal's ten grams of fat per half-cup serving make it high in fat compared to other cereals. And, despite the crunch, it's not high in fiber. A much better choice would be a low-fat, whole-grain cereal like Kellogg Nutri Grain Wheat, Post Grape-Nuts, General Mills Wheaties, or Nabisco Shredded Wheat. Or look for low-fat granola by Quaker and Kellogg.

2. Contadina Alfredo Sauce. A typical four-ounce serving contains 34 grams of fat -- 20 of them artery-clogging saturated fat. That's like drowning your pasta in more than a third of a stick of butter. If you want a good bottled pasta sauce, try Enrico's Spaghetti Sauce No Salt Added, Tree of Life, or Colavita.

3. Nissin Chicken Cup O'Noodles. It will give you a surprisingly strong shot of fat (about 3 teaspoons' worth) and almost as much sodium (1,700 mg) as you should ideally eat in a whole day. Try Fantastic Foods Only A Pinch soups instead. A serving averages just half a teaspoon of fat and 120 mg of sodium - a much healthier alternative.

4. Taco Bell's Taco Salad with Shell. With the shell, this platter of beef, cheese, and beans has 14 teaspoons of fat, more than 5 teaspoons of saturated fat, and 905 calories. That's almost all the fat and saturated fat an adult should eat in an entire day. If you're in the mood for a fast-food salad, head to McDonald's. Its Chunky Chicken Salad contains a single teaspoon of fat and ¼ teaspoon of saturated fat. (Now, Taco Bell has lighter choices, with half the fat of their counterparts.)

5. Swanson Great Starts Scrambled Eggs & Sausage with Hash Browns. This measly 6 1/2-ounce breakfast will slap you with more than half the fat you should eat in a day. You'd be better off skipping breakfast entirely. For a healthier microwave morning, have a Healthy Choice English Muffin Breakfast. At just one teaspoon of fat per serving and 15 to 20 mg of cholesterol (it contains egg whites, no yolks), it's a far "healthier" choice.

HEALTHWATCH cont.

6. Oscar Mayer Lunchables. It would be hard to invent a worse food than these combos of heavily processed meat, artery-clogging cheese, and mostly white-flour crackers. The line averages 5 1/2 teaspoons of fat (that's 55 percent of calories) and 1, 51 7 mg of sodium. You'd get less fat and salt from two slices of Pizza Hut's Pepperoni Pan Pizza.

7. Haagen-Dazs Ice Cream. Gourmet ice creams like Haagen-Dazs and Ben & Jerry's are loaded with grease. A one cup serving has as much artery-clogging saturated fat as 1/4 cup of lard. Choose an ice milk like Breyers Light and you'll cut the fat by 75 percent. Buy Sealtest Free or Edy's or Dreyer's Fat Free and you'll get rid of almost all the fat.

8. Campbell Chunky Soups. They're brimming with salt. Half a can contains 975 mg of sodium. That's about half your ideal quota for an entire day. If you're looking for more than salty water, check out Pritikin Soups. A cup has 160 mg of sodium and less than one gram of fat. That's a bit less fat -- and far less sodium -- than you'll find in Campbell's Healthy Request or Con Agra's Health Choice Soups.

9. Swanson Hungry Man Turkey Pot Pie. If you think that turkey products are always lower in fat than foods made with beef or pork, you're wrong. Crammed into a single pie are 650 calories, 36 grams of fat, and 1,470 mg of sodium. That makes it worse than Swanson's Hungry Man Beef Pot Pie.

10. Stouffer's Entrees. Despite their popularity, Stouffer's entrees get a greater percent of their calories from fat

(44%) than any other major line of frozen dinners or entrees. Not one of Stouffer's 52 varieties meets our criteria for a "healthy" frozen meal. If you want low-sodium, low-fat frozen meals, try Tyson Health Portions, Healthy Choice Dinners, or Le Menu New American Healthy.

Now that you know what not to buy at the grocery store, here's a "healthier" recipe to try at home.

CRUNCHY OVEN-FRIED CHICKEN

1/4 cup plain nonfat yogurt
2 tbs chopped fresh parsley
1/2 tsp poultry seasoning
1/4 tsp creole seasoning
1/4 tsp salt-free lemon-herb seasoning
4 (6 oz) skinned chicken breast halves
1 cup nutlike cereal nuggets
Vegetable cooking spray
Fresh parsley sprigs (optional)

Combine first 5 ingredients in a small bowl; stir well. Brush chicken with yogurt mixture and dredge in cereal. Place chicken on a rack in a roasting pan coated with cooking spray. Bake, uncovered, at 400 degrees for 45 minutes or until chicken is tender. Garnish with parsley sprigs, if desired. Yield: 4 servings (269 calories and 7% fat per serving).

Protein 34.9/ Fat 2.0 (Saturated Fat 0.5)/
Carbohydrate 27.6/ Fiber 2.2/
Cholesterol 76/ Sodium 392

DID YOU KNOW?

The average person spends about 200,000 hours asleep during his or her lifetime. -The Better Sleep Council



TREASURY REPORT

BALANCE (JANUARY 1995)	\$15,467.19
DEPOSITS	18,838.00
CHECKS	4,901.48
BALANCE (MAY 1, 1995)	\$29,403.71

REGION 3 REPORT



The program is almost complete for the Annual Conference and Exhibits to be held in Charlotte, October 29 through November 1, 1995. The Pre-Conference programs (October 28) have been set as well. I feel the programs will be excellent and very educational to those of you who are able to attend.

Nomination forms have been mailed to the membership for you to nominate someone to run for Region 3 Board of Director and for the office of President of the ASHCSP. I hope you have taken the time to nominate someone you feel

can represent you in both of these positions. If you are a member, exercise your right and nominate someone for these positions.

The ASHCSP Board of Directors will be meeting in Fort Worth, Texas, July 6-9, 1995, to finalize the Annual Conference, as well as, to discuss and vote on by-law changes. There is one possible change that I have concerns about and that is extending the term of President/President-elect from one year each to two years each (total of four years). I personally feel that this is going to limit the number of qualified people to run for this office, as they may not be able to commit themselves to 4 years of hard work and travel. (Their facilities may not be able to allow them to commit for this period of time as well.) If you have any thoughts or feelings on this, one way or the other, please send them to me so that I can present them at the board meeting in July. I need your comments no later than June 23 so I can organize them and be prepared to express them at the board meeting. Again, please exercise your rights as a member.

We now have a new publication catalog, which lists all the educational material we have available for purchase. If you are interested in obtaining one, please contact me or the society's office to have one sent to you. For those of you, who are not members but would like membership information, please contact me and I will see that you receive it.

Again, I hope to see you in Charlotte at the ASHCSP's Annual Conference and Exhibits in October. If you cannot attend the conference itself, perhaps you can attend either the Technician or

REGION 3 cont.

Supervisor/Manager Pre-Conference on October 28, 1995. I would love to see Region 3 well-represented at both. I know you will benefit from the educational material that will be presented there, as well as, meeting and making new friends throughout the United States. Hope to see you there!

Sincerely,
Carl L. Winge
Region 3 Board of Director



NEWS BITS

Bryan Corporation, Woburn, Massachusetts has stopped ordinary shipments of sterile talc. They ship on a compassionate-use basis to those with investigational new drugs numbers. The company is waiting for FDA approval, which will regulate the production of sterile talc.

Materials Management in Healthcare,
May, 1995

AAMI recently updated its standards on sterilization. The set consists of Good Hospital Practices, Hospital Equipment, and Industrial Control. The set is \$380 (\$300 - AAMI members), plus \$10 shipping. To order call 1-800-332-2264.

Association for the Advancement of Medical Instrumentation, 3303

Washington Blvd., Suite 400, Arlington,
Virginia

"You Arx A Kxy Pxrson"

"Evxn though my typxwritxr is an old modxl, it works vxry wxll -- xxcpt for onx kxy. You would think that with all thx othxr kxys functioning proprly, onx kxy not working would hardly bx noticxd; but just onx kxy out of whack sxxmx to ruin thx wholx xffort."

"You may say to yoursxlf -- Wxll, I'm only onx pxrson. No onx will noticx if I don't do my bxst." But it dosx makx a diffxrxncx bxcausx to bx xffctivx, an organization nxxds activx participation by vxry onx to thx bxst of his or hxr ability."

"So thx nxxt timx you think you arx not important, rxmxmbxr my old typxwritxr. You arx a kxy pxrson."

SUPERVISOR'S



CORNER

Cooperation is defined by Webster's New Collegiate Dictionary as common effort. Without the cooperation of our employees, all the planning and organizing that we do as managers and supervisors would be useless.

SUPERVISOR'S CORNER cont.

Do you ever dread asking a certain employee to do something because he or she is very resentful and uncooperative? Well, maybe it's not what you say, but how you say it. It is very important to treat your employees the way that you would want to be treated. Asking someone's cooperation to do a task is very different from ordering them to do a task. Now, you are probably thinking -- if the department is on fire, I should politely ask someone to get the fire extinguisher? Of course not, there are situations that warrant giving direct orders. However, you should be aware of the situation before you speak.

Another important step in motivating employees to cooperate is to show your appreciation for their work. We all like to know that our efforts are appreciated. Thanking an employee for running an errand or completing a task for you will go a long way to encourage cooperation. Also, do not forget to document in writing when employees go above and beyond the call of duty and have the memo placed in their personnel files.

If you follow these steps, the next time you have to ask that dreaded employee to do something, you might be surprised to hear, "Sure, I'll be glad to".

By Janet Aultman, CSPDT

*Team spirit is what gives so many companies an edge over their competitors.
George L. Clemments*



Congratulations to all of you who became Certified Sterile Processing & Distribution Technicians after passing the April exam given by the National Institute for the Certification of Healthcare Sterile Processing and Distribution Personnel (NICHSPDP).

Although the CS tech certification exam has been around for a few years, it is sometimes difficult to find information on the exam and how to prepare for it. To receive a candidate bulletin and an application, call Applied Measurement Services, Inc. at 1-800-352-0637 from 8:30 am to 5:00 EST, Monday-Friday. The candidate bulletin provides an outline of subjects covered in the exam and sample questions.

To get a jump on studying for the next exam, here is list of references that NICHSPDP recommends for the subject areas covered on the exam.

American Society for Healthcare Central Service Personnel. Training Manual for Central Service Technicians. Chicago, IL., 1986. \$40.00 Call 1-800-AHA-2626.

Workbook for Training Manual for Central Service Technicians. Chicago, IL., 1987. \$20.00 Call 1-800-AHA-2626.

Domette, William H.L., M.D., J.D., Editor. Central Service Technique Manual. Chicago,

CERTIFICATION cont.

IL. International Association of Hospital Central Service Management, 1981.

Perkins, J.J. Principles and Methods of Sterilization in Health Sciences 2nd ed., Springfield, IL: Charles C. Thomas, 1983.

Smith, G.L., Davis, P., Steiner, S.S. Quick Medical Terminology 2nd ed., John Wiley & Sons, New York, 1984.

ASHCSP. Ethylene Oxide Use in Hospitals: A Manual for Health Care Personnel. Chicago: American Hospital Association, 1986. Call 1-800-AHA-2626.

The NICHSPDP Study Guide. \$25.00
Call 1-800-352-0637.

I hope this information will be helpful to anyone planning to take the next exam.

By Janet Aultman, CSPDT

UPCOMING PROGRAM



Our next meeting is scheduled for July 21, 1995 at the Hawthorne Inn in Winston-Salem. We are looking forward to a full day of educational programs and a lot of fun. We will start the day with Sandra Lee, Manager of Professional Education for AMSCO Healthcare. Her topics for the morning will be "Evaluating New Sterilization Technologies -- Reasonable Expectations & Questions to Ask" and "Preparing Instruments, Basins, and Textiles for Steam Sterilization". Those of you who had the opportunity to hear Sandy before

know that her presentations are

TERRIFIC!

In the afternoon, we are planning to have a lot of fun! Everyone loves game shows and CS professionals are no exception! If you have seen Jeopardy, then you already have an idea of how "The Sterile Bowl" works. We will be looking for teams and cheerleaders for the afternoon. You will truly want to be part of this exciting event!

WELCOME ABOARD!

Please welcome the new members of the NCAHCSP Board of Directors - Linda Cook and Paul Hess.

Linda Cooke is the director of Central Sterile Supply at High Point Regional Hospital. She was promoted to director two years ago after serving as assistant director for the department for six years. Linda is a graduate of High Point Regional Hospital School of Nursing and is continuing her education by pursuing a degree in health care administration through the Outreach Program in Graceland College of Lamoni, Iowa.

Paul Hess is the director of Central Sterile Processing at New Hanover Regional Medical Center in Wilmington. He has served as director of CSP since 1991. In 1990, Paul and his family moved to North Carolina from Boston, MA. Paul received a Bachelor of Science in Nursing from Boston State College in 1978 and certification as a CRCST in 1993.

Both Linda and Paul have strong commitments to the education and certification of Central Service professionals and will be excellent additions to the NCAHCSP Board of Directors!

1995 NCAHCSP
BOARD OF DIRECTORS

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Winston-Salem, N.C. 27157
(910) 716-6270

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3333 Silas Creek Parkway
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Louise Rahilly, RN.
Cape Fear Valley Medical Center
Box 2000
Fayetteville, N.C. 28304
(910) 609-6199



**Take a music bath once or twice a week
and you will find that it is *to* the soul
what the water bath is to the body.**
OLIVER WENDELL HOLMES
American Physician and Author

**NCAHCSP
MISSION
STATEMENT**
NCAHCSP will
establish itself
statewide as the
leading
educational
organization
through
innovative
programs that
enhance the
development of
Central Service
professionals.



STEAMLINE EDITORIAL BOARD

**VOLUME 6----- ISSUE 2
JUNE 1995**

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