

I HEARD IT THROUGH THE

STEAMLINE

NORTH CAROLINA ASSOCIATION FOR HOSPITAL CENTRAL SERVICE PROFESSIONALS



SEASONS GREETINGS

PRESIDENT'S MESSAGE



As we move into the holiday season, it is important for each of us to take a few moments to pause and reflect on our accomplishments this year. We have seen dramatic changes in healthcare in North Carolina, with the introduction of managed care, consolidation of departments, reengineering of positions, reductions in FTE's, and trimming the operating budgets. After all that, we need to catch our breath.

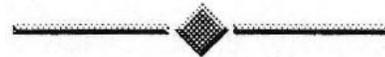
As a professional society, we have good reason to look back at our accomplishments. Our newsletter, "I HEARD IT THROUGH THE STEAMLINER", was chosen as newsletter of the year (once again) by the American Society for Healthcare Central Service Professionals. In addition, North Carolina received the second place award for educational programs, an award sponsored by AMSCO International. I guess we will have to work "a little harder" next year for first place.

Since this is election season, many of you have received your ballots by now. I hope you have taken a moment to exercise your right to vote. We have an excellent choice of individuals running for Board of Directors positions. Since we only had one nominee for the position of Treasurer, we feel confident that Jo will

win. Remember that **no duplicate ballots will be accepted**, and that all ballots must be in no later than December 31, 1995. Winners will be announced at the business meeting January 26, 1996.

In closing, I would like to encourage everyone to enjoy the holiday season, rest-up for the upcoming year, and take another deep breath (just because it may be the only one we get this year). I hope each and every one of you have a safe and wonderful holiday season.

Sincerely,
Frank Sizemore
President



ASHCSP / IAHCSSM POSITION PAPER ON MANAGEMENT OF LOANER INSTRUMENTATION AND IMPLANTS

ASHCSP / IAHCSSM POSITION PAPER COMMITTEE MEMBERS

Betty Anderson, CCST, BA
Asst. Manager Material and
Supervisor Sterile Processing
Kaiser Foundation Hospital
San Rafael, CA

Randall Corn
SPD Director
Carondelet St. Mary's Hospital
Tucson, AZ

POSITION PAPER cont.

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CS Asst. Director
Holmes Regional Medical Center
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Management
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Camden, NJ

Miles Higginbotham, CRCST
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Gasden Regional Center
Gasden, AL

Natalie Lind, CCSMC, ACE
CS Program Director
United Hospital
Grand Forks, ND

Introduction:

The management of loaner instrumentation and implants for specialty operative procedures in health care institutions is recognized as a problem by many health care professionals today. It is a particular concern for central service personnel who are responsible for processing, storing, and issuing medical / surgical devices and equipment for those who provide direct patient care.

Health care facilities may have a need to borrow instrumentation and surgical implants for a surgical procedure from a neighboring health care facility or a specific vendor or consign items from vendors for subsequent use. In such cases, controls must be in place to ensure effective management of these instruments and implants so that this practice does not cause a decline in the quality of service and ultimately in the quality of care for patients.

In recognition of the need to systematically manage the loaner instrumentation and implants, the American Society for Healthcare Central Service Professionals and the International Association of Healthcare Central Service Material Management have collaborated and adopted the following position:

There should be policies and procedures in place for the systematic management of loaner instrumentation and implants from acquisition to disposition.

The designated staff responsible for the acquisition and return of loaner instrumentation and implants must be trained and knowledgeable in this process.

Statement of Purpose:

To establish a standardized format that can be used as a guideline to develop policies and procedures to systematically manage loaner instrumentation and surgical implants. This would include items loaned from other health care facilities and vendors for specific surgical procedures as well as items consigned by a vendor to a health care facility and

POSITION PAPER cont.

Stored in-house for their use. The recommended guidelines should include the following:

*Acquisition
Accountability
Disposition*

Scope / Impact on CS:

The scope of this position paper is to establish guidelines for the acquisition, accountability, processing, and disposition of loaner instrumentation and implants. This information will help to ensure efficient and effective management of such items that can be utilized by a central service department or sterile processing area.

Proposed Plan of Action:

Central service departments that borrow or consign surgical instrumentation and implants from other health care facilities or vendors need to have policies and procedures in place for their control.

The following guidelines will provide a standard format of essential information to all central service departments to promote the safe, efficient, and effective management of these high-cost items.

Guidelines:

I. Acquisition of Loaner Instrumentation

- A. Scheduled need communicated to designated person or persons responsible.
 - 1. Arrangements made with vendor or other health care facility.
 - 2. Central service notified of specifics involved: item, surgical case, date and time of

anticipated use, mode of transportation, and estimated time of arrival.

B. Loaner instrumentation and implants sent to health care facility via:

- 1. Courier
- 2. Public Transport (bus, train, plane)
- 3. Mail (USPS, UPS, FedEx)
- 4. Vendor (manufacturers rep)

C. Items delivered to designated receiving area:

- 1. Receiving area
 - a. Document receipt or package
 - b. Deliver promptly to designated person or area
- 2. Operating Room
 - a. Carefully check in items
 - b. Deliver to processing area.
- 3. Central service – processing decontamination area
 - a. Carefully check in items
 - b. Begin processing

II. Accountability and Record Keeping

A. Vendor / Other Health care facility

- 1. Deliver instruments to health care facility, allowing sufficient time to permit in-house cleaning, packaging, and sterilizing of the instruments before the scheduled surgery. (If implants are included, allow enough time to hold for biological reading.)
- 2. Provide packing list or inventory sheet of loaner instruments and implants. Identify quantity, catalog number, and description.

POSITION PAPER cont.

3. Provide manufacturer's written instructions for cleaning, packaging, and sterilizing of instruments.
- B. Check-in area (OR or central service) The check-in area personnel should check loaner instruments for accuracy of the original order. Responsibility for lost or damaged instruments should be negotiated between vendor and the user prior to use.
 1. Log receipt of loaner instrumentation and implants
 - a. Date
 - b. Time
 - c. Signature of individual receiving
 - d. Patient's name
 2. Perform inventory control check
 - a. Verify types of instruments and implants
 - b. Verify quantities of instruments and implants
 3. Perform quality assurance check
 - a. Visually inspect instruments and implants for damage
 4. An inventory control sheet should follow the instrument set / sets through all the processes.
- C. Central service - sterile processing – decontamination area
 1. Accept loaner instrumentation and documentation from receiving area. Review documentation.
 2. Follow the manufacturer's written instructions for cleaning packaging, and sterilizing the instruments. If written instructions have not been provided, contact the manufacturer and have the pertinent information faxed. Follow standard sterilization practices (IAHCSMM, ASHCSP, AAMI, AORN).
 - a. Check instruments for proper function
 1. Document problems
 2. Notify OR of problems that may delay or jeopardize the surgical procedure
 - b. Perform quality control sterilization monitoring per hospital policy and procedures.
 3. After sterilization is complete, including cool down or aeration, release sterilized instruments to OR for use.
 - a. If any implantable items have been sterilized, the items should be quarantined until the results of biological monitoring are available. If items are released from quarantine, a report should be written documenting the circumstances and the physician should be notified of the situation.
 4. After the surgical procedure is completed, return the instrumentation to the decontamination area.
 - a. Clean and decontaminate all the instruments

POSITION PAPER cont.

- b. Verify that all loaner instruments are accounted for by:
 - 1. Type
 - 2. Quantity
 - 3. Condition
 - c. Document findings, report discrepancies to OR for correction.
5. Return loaner instruments to the designated person responsible for returning to the supplier.
- a. Record
 - 1. Date
 - 2. Time
 - 3. Signature of processing individual
 - 4. Authorized number or purchase order, if applicable.
 - b. Maintain complete records
- III. Disposition
- A. Return items to vendor or other health care facility
 - 1. Designated person in policy and procedure should arrange return via appropriate service
 - a. Courier
 - b. Public transport (bus, train, plane)
 - c. Mail (USPS, UPS, FedEx)
 - d. Vendor (manufacturer's rep)
 - B. Include documentation of items to verify items returned
 - C. Arrange for replacements of damaged or lost instruments and used implants.

- IV. Other considerations
 - A. All items received as sterile for one time use in original packaging from vendor
 - 1. Inspect for damage and cleanliness and confirm integrity of package.
 - 2. If acceptable as sterile, do not process as above.
 - 3. Open only when needed in surgical procedure.

Partnering with Vendors:

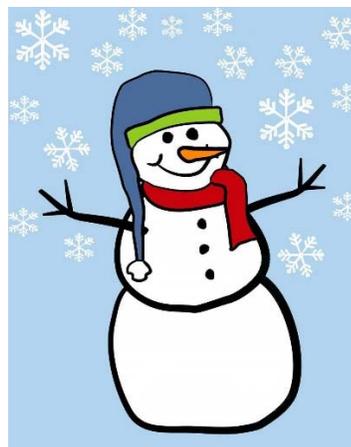
A partnership must be developed between the vendor, central service, and the OR. This partnership must be built on mutual trust and collaboration.

References:

American Society for Healthcare Central Service Personnel, Recommended Practice, Section 6 – Sterilization, Chicago, AHA, 1995

Association for the Advancement of Medical Instrumentation, AAMI Standards and Recommended Practices, Sterilization, Part 1 – Good Hospital Practices, Vol. 1.1. 1995 edition, Arlington VA. AAMI, 1995

Association of Operating Room Nurses, Inc. Sterilization in the Practice Setting. In AORN Standards and Recommended Practices for Perioperative Nursing, Denver: AORN 1994 July



SPOTLIGHT



INTERVIEW

The “Steamline” spotlight focuses on Grace Cater as she exits from the North Carolina Association for Hospital Central Service Professionals. Grace, her husband Dennis, and their twelve year-old daughter Ashley recently moved to Houston, Texas, where Dennis has a new job.

Grace has been employed at Frye Regional Medical Center in Hickory for the past eighteen years. She began her nursing career as an operating room nurse and functioned as the Nurse Manager of Sterile Processing for the past three and one-half years.

Grace finds enjoyment and relaxation in backpacking, hiking and camping. As a Girl Scout leader, she shares her love for the outdoors with the girls in her troop. She hopes to become involved with Girl Scouts in her new hometown.

The last two years, Grace has been a dedicated member of the NCAHCSP Board of Directors. Her words to describe our state organization is “really great”! Grace states that the fellowship, the interchange of ideas, and networking with other central service professionals has made her job most rewarding. Grace is taking her enthusiasm for her work and for the state organization with her as she heads to her new career at Methodist Hospital in Houston.

A word to Grace’s new friends and co-workers: Grace is a witty lady, full of fun and laughter. Our loss is truly your gain.

To Grace, we wish you well!

By Linda Cooke



For anyone who would like to get in touch with Grace, here’s her address and work phone number.

Grace Cater Griffin
715 Rennie Drive
Katy, TX 77450
(713) 793-1551



*What the future holds for us
depends on what we hold for the
future.*

*Hard working “today’s
”make high winning “tomorrows”
William E. Holler*

MEMBERSHIP



REPORT

1995 ends with a total of 330 members! Look in this newsletter packet for your 1996 renewal application. Please take this moment to renew for 1996. Thanks for all Your support!

Linda Messick, CSPDT
Membership Chairperson

WELCOME NEW MEMBERS!

Pam Bledsoe
Operating Room
Hugh Chatham Memorial Hospital
Elkin, NC

Janice Campbell
Central Service
N.C. Baptist Hospitals, Inc.
Winston-Salem, NC

Heather Carter
Materials Management
Halifax Memorial Hospital
Roanoke Rapids, NC

Crystal Childers
Supplies, Processing & Distribution
Grace Hospital
Morganton, NC

Patricia Mae Cowfer
Sterile Processing & Distribution
Grace Hospital
Morganton, NC

Michael Griffith
Central Service
N.C. Baptist Hospitals, Inc.
Winston-Salem, NC

Carol Hawk
Central Sterile Supply
High Point Regional Hospital
High Point, NC

Sharon Lucille Hill
Sterile Processing
Frye Regional Medical Center
Hickory, NC

Josephine Hinson
Central Sterile Services
UNC
Chapel Hill, NC

Patricia Jenkins
Central Sterile Supply
Hugh Chatham Memorial Hospital
Elkin, NC

LaVerne Johnson
Surgical Services
Wilkes Regional Medical Center
N. Wilkesboro, NC

Lynne Raker
Sterile Processing
Frye Regional Medical Center
Hickory, NC

Clarista Robinson
OR Instrument Room
UNC
Chapel Hill, NC

MEMBERSHIP REPORT cont.

Elizabeth Ann Stylski
Sales Representative
ConvaTec
Cary, NC

Shirley Jean Wilson
Supply Processing & Distribution
Moses Cone Hospital
Greensboro, NC

Martha E. Wright
Operating Room
Hamlet HMA Hospital
Hamlet, NC

ANNOUNCEMENT!



Northwest AHC will be sponsoring another Central Service Technician Training Program, January 15 – March 11, 1996. The sessions will be held at the Forsyth County Health Department on Highland Avenue in Winston-Salem. Registration is \$100 before January 3 and \$125 after January 3. For more information, please call (910) 716-9201.

HEALTHWATCH



WANT THATB EXTRA-GOOEY CHOCOLATE-CHIP COOKIE? INDULGE AND KEEP POUNDS AT BAY WITH THESE QUICK CALORIE-BUSTERS.

HERE ARE SOME WAYS TO BURN 100 CALORIES

CHORES

<u>ACTIVITY</u>	<u>MINUTES</u> (to burn 100 calories)
cleaning	27
cooking	36
dusting	41
food shopping	30
ironing	53
making beds	41
mowing lawn (manual)	25
mowing lawn (power)	29
shoveling snow	15
typing	59
vacuuming	17
washing floors	27
washing windows	26
watching television	77
weeding garden	19

FUN & FITNESS

<u>ACTIVITY</u>	<u>MINUTES</u> (to burn 100 calories)
aerobics (high/low impact)	10
basketball	13
bicycling (6 mph)	26
bicycling (12 mph)	11
bowling	38
calisthenics	26
dancing (slow)	34
dancing (fast)	12
gymnastics	26
horseback riding	15
ice skating	20
jogging (5 mph)	13
jumping rope	16
rollerblading	22
rowing	22
running (7.5 mph)	8
running (10 mph)	8
skiing (downhill)	13
soccer	17
stationary bike (10 mph)	16
swimming (backstroke)	22
swimming (crawl)	28
volleyball	34
walking (3 mph)	27
walking (4 mph)	18
walking upstairs (1 step per sec)	14
weight training (light)	20

Now that we know how to burn a few of those extra holiday calories, here's a recipe that's worth exercising for!

**Linda Messick's "to die for"
Chocolate Macadamia Chip
Cookies**

325° F oven
Makes 24 large or 48 small cookies

- 3 cups flour
- 1 tsp. baking soda
- 1/8 tsp. salt
- 1 cup unsalted butter
- 1 T. vanilla
- 1 cup brown sugar (dark) firmly packed
- 1 cup sugar
- 2 eggs
- 2 cups white chocolate chips
- 1 cup macadamia nuts chopped

Mix dry ingredients and set aside. Cream butter together, beat in sugar, beat in eggs. Stir in dry ingredients. Stir in chocolate chips and nuts. Drop onto ungreased baking sheet and bake at 325° F for 10 to 12 minutes. Watch carefully and enjoy!



HEALTHWATCH cont.

Also, here is a healthy dish that would be great at your department's Christmas dinner.

CHICKEN, BROCCOLI, CAULIFLOWER CASSEROLE

Serves 4

Ingredients

- 4 chicken breasts
- 1 bunch broccoli
- 1 cauliflower
- 1 cup low-fat mayonnaise
- 1 can cream of chicken soup (low fat)
- 1 tsp. lemon juice
- ¾ cup bread crumbs
- 8 oz. low-fat cheese

Boil chicken. Steam vegetables, 10 minutes. Mix in mayonnaise, cream of chicken soup and lemon juice. Layer chicken mixture, vegetables and cheese. Cover top with bread crumbs. Bake at 350^o F for 30 minutes.

Nutrition Per Serving
Calories 136
Fat 2.78g

TREASURY REPORT	
BALANCE (JULY 1995)	\$19,865.70
DEPOSITS	4,827.00
EXPENSES	11,328.86
MONEY MARKET	5,000.00
BALANCE (November 1995)	\$16,328.86



REGION 3 REPORT

I would like to start my last Region 3 report by introducing the new Region 3 Board of Director, starting January. He is someone we all know and appreciate, and I know he will serve our region well! Frank Sizemore was elected the new Region 3 Board of Director and has served in many capacities, of course one being our President of the NCAHCSP, as well as several committees to the ASHCSP! He will represent us well with his many talents and contributions!!!

In conjunction with congratulating Frank on his newly elected office, it seems only fitting that I talk (**no brag!**) about the accomplishments of the NCAHCSP! Again we won first prize for the fantastic newsletter we produce, and second place in the AMSCO Educator of the Year award!!! Yes, we can be extremely proud of our organization and all the accomplishments we have made! And on top of that, **we** were the most represented chapter at the Annual Conference and Seminar (both in numbers and new attendees)! I have to say just one more thing for you to think about. I can think of no other chapter in the US & Canada that can boast of having a chapter with so many active members...and so many accomplishments!!! Thanks to everyone who attended the Annual Conference in Charlotte. You can be very proud of our organization!!!

REGION 3 cont

For those of you who were unable to attend the Annual Conference & Exhibits in Charlotte. I feel you missed a lot of valuable educational experience! The one thing I wanted everyone to obtain was the opportunity to meet others from all over the US and to gain from the experiences of others as you utilize the friendships you could have developed! The programs were (might I say) outstanding and the topics were relevant to today's environment in our profession. While "talking" about how good the conference was, I must acknowledge a few individuals that helped to make it successful! I would like to thank Frank Sizemore, Grace Cater, and Virginia Coffey who graciously gave of their time and energy to make it as successful as it was!! **Thanks** to each of these individuals ... and thanks to each of you who were able to attend!

As I indicated in the last newsletter, we have restructured the various committees of the ASHCSP. I do feel that the changes will give us the opportunity to gain knowledge and experience from the membership ... and not a "selected" few! I believe this was evident in the conference, and I think the local chapters feel a little more involvement with the national organization. It is my wish (and I'm sure Frank's) that you stay or become involved in our organization, as well as ASHCSP ... and that you share your talents and experiences for our profession!

Well, I think I have "said" enough here, but one thing I cannot say enough is **THANKS**!! Thank you for your involvement in both organizations, and thank you for allowing me to serve as

your Region 3 representative!!! You have no idea how proud I am of our organization's accomplishments, not to mention the reputation of the NCAHCSP as being the most active and **the best** chapter in the US! I am extremely proud of our chapter and hope to see us continue on our road to even further success! I do hope to continue to serve our organization in whatever capacity I can ... and I do appreciate all the hard work and these efforts members of our chapter have given me! Thanks again!!!

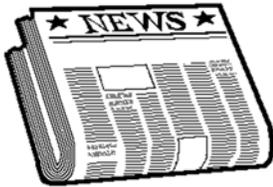
One **last** note! As some of you may know, and others of you may not, I have changed my "location of work" from Carolinas Medical Center to Frye Regional Medical Center as of November 13. I enjoyed 19 years at CMC, but I am so fortunate that I can now share all the experiences I gained and enjoyed there with my new family! With that gain came an extremely large loss to our organization ... in that Grace Cater has moved to Houston, Texas to follow her husband's career change. Her loss to us is enormous, but she is happily employed at Methodist Hospital in Houston. I was the fortunate person who "stepped into her shoes", although I will **never** fill them! I do have to say that Grace left one fantastic place to work which I am enjoying so much. I was fortunate to continue the wonderful work she had done there!! I have asked that the newsletter include her address and phone number along with mine in case you wish to call her or write to her! Again, **thanks** for allowing me to serve as your BOD and I hope to see each of you at the NCAHCSP's programs and Annual Conference in the future!

Sincerely,
Carl L. Winge, Region3 BOD

You can reach Carl at (704) 324-3064

We would accomplish many more things if we did not think of them as impossible.

C. Malesherbes



Employers looking to cut health care costs know that every little bit helps.

One way to save is by convincing workers to roll up their sleeves for a yearly flu shot.

According to a study from the Minneapolis Veterans Affairs Medical Center, employers can save up to \$47 for each person vaccinated by reducing medical care and sick leave. Researchers found that the vaccine was linked to a 43 percent drop in work absences due to upper respiratory illnesses, and a 44 percent drop-off in doctor visits.

The complete study was published in the Oct. 5 issue of the *New England Journal Of Medicine*.

HOSPITALS & HEALTH NETWORKS, November 20, 1995, Vol. 69, No. 20

MDT to push forward with sterilizer plans. MTD Corp. Morrisville, NC reported that it will file documentation with the Food and Drug Administration in the first quarter of 1996 for permission to market a gas plasma sterilizer.

The sterilizer has already gained some notoriety, being the subject of a lawsuit with Mundelein, IL based AbTox, Inc. MDT and AbTox had sued each other,

claiming each had infringed on the other's patent for the gas plasma technology. That case was decided two months ago, with both sides claiming victory. (See Oct. 15, 1995, **Healthcare Purchasing News**.)

AbTox received permission to market its sterilizer, called Plazlyte™ Sterilization System, in January 1995.

Thomas Hein, MDT's chief financial officer, said his company's sterilizer will be suitable for a broader range of devices than current plasma sterilizers. It will feature an "out-of-field" system, meaning actual sterilization will take place away from the plasma. Hein said plasma has destructive properties.

HEALTHCARE PURCHASING NEWS, November 15, 1995, Vol. 19, No. 11.

AAMI document on glutaraldehyde.

The finishing touches were being put on a proposed recommended practice on glutaraldehyde usage at press time.

The document, "Safe Use and Handling of Glutaraldehyde-Based Products in Health Care Facilities," could be available for public comment by the end of the year.

The recommended practice, being developed by the Association for the Advancement of Medical Instrumentation, Arlington, VA, "will clear up a lot of misconceptions about glutaraldehyde and will give users some practical information about how to use it safely," said consultant Margaret Fortescue of Sewickley, PA, co-chair of the association's chemical sterilants hospital practices working group.

NEWS cont.

The document, which has been in the works for approximately two years, will address design considerations for areas in which liquid chemical sterilization is performed; proper work practices to help minimize occupational exposure to glutaraldehyde (including preparing, transporting and storing solutions, as well as handling glutaraldehyde spills.); personnel qualifications, training, protective attire and health considerations, and vapor monitoring. *HEALTHCARE PURCHASING NEWS*, November 15, 1995, Vol. 19. No. 11

SUPERVISOR'S



CORNER

In today's healthcare environment, we are all concerned with how to provide good customer service. After all, our livelihood depends on patients wanting to be treated in our hospitals.

Working in Central Service, where we are often located in the basement of the hospital, makes it difficult to remember that we do affect how patients feel about our hospital.

Here is an article from a Patient Relations Newsletter that will help to remind your employees of the important role they play in a patient's or visitor's hospital experience.

You are this hospital. You are what people see when they arrive here. Yours are the eyes that they look into when they are frightened and lonely. Yours are the voices people hear when they ride the elevators and when they try to sleep and when they try to forget their problems. You are what they hear on their way to appointments which could affect their destinies. And what they hear after they leave those appointments.

Yours are the comments people hear when you think they can't.

Yours is the intelligence and caring that people hope they'll find here. If you're noisy, so is this hospital. If you're rude, so is this hospital. And if you're wonderful -- so is the hospital.

No visitors, no patients can ever know the *real* you, the you that *you* know is there – unless you let them see it. All they can know is what they see and hear and experience.

And so, we have a stake in your attitude and in the collective attitudes of everyone who works at the hospital. We are judged by your performance. We are the care *you* give, the attention *you* pay, the courtesies *you* extend.

Thank you for all you're doing.



Here's a new version of an old favorite Christmas song, courtesy of the songsters of Central Sterile Supply at High Point Regional Hospital.

**CS BELLS
(To be sung to the tune of
"JINGLE BELLS")**

**Dashing down the halls, with an
isolation cart
Checking ante-rooms, bringing
down the carts ...
Cleaning up the gook, blowing up
machines,
Oh, what fun it is to work in Central
Sterile Supply!**

**Oh, vest restraints, SCD's, I need a
K-pad!
Give it to me with a smile
And I'll give you no flap!**

**CSS, CSS, our home away from
home!
CSS, CSS, where "bugs" no longer
roam!**

**UPCOMING
PROGRAM**

Jan

On January 26, 1996, we have an exciting program that you won't want to miss. In the morning session, we will have Ed Dunlow, from Rowan Memorial Hospital, speaking on the Basics of Microbiology. In the afternoon, Cynthia Spry, of Advanced Sterilization Products, will speak on Changing Roles in Healthcare. Please make plans to attend now!

**1995 NCAHCSP
BOARD OF DIRECTORS**

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Some luck lies in not getting
what you thought you wanted
but getting what you have,
which once you have got it you
may be smart enough to see it
is what you would have wanted
had you known.

Garrison Keillor

**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 4
DECEMBER 1995**

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