

I HEARD IT THROUGH THE

STEAMLINE

**NORTH CAROLINA ASSOCIATION FOR HOSPITAL CENTRAL SERVICE PROFESSIONALS
CHAPTER NEWSLETTER OF THE YEAR - 1993, 1995, 1996**



HAPPY HOLIDAYS!

PRESIDENT'S



MESSAGE

To me, fall is the most beautiful season to live in North Carolina. The warm daytime temperatures, crisp nights, beautiful blue skies, colorful leaves, and for those of you in the eastern part of the state, the end of the hurricane season. You guys have really taken a pounding this year. Our thoughts are with you, and hope for a very speedy rebuilding.

If you haven't heard already, our association has been selected for several awards this year. I have been notified that we have won, for the second year in a row, the Affiliated Chapter Newsletter Award, the Affiliated Chapter Growth In Common Award, and the AMSCO Educational Achievement Award - First Place. In addition to that, we have the Convatec Technician Achievement Award winner in our membership, Ms. Fannie Rhynes (CS Technician I at North Carolina Baptist Hospitals, Inc.). Join me in congratulating everyone for their hard work in making these awards possible. To be recognized in this many areas is truly a remarkable achievement.

In addition to the national elections, we have our own election process underway. This year we are electing our next President-Elect, Secretary, and four Board of Directors. We have an excellent list of candidates running for office this year: Paul Hess for President-Elect, Linda Messick for

Secretary, and the following group for Board of Director - Janet Aultman, Linda Cook, Bernard Dixon, Ruth Falls, Shirley Jones, Frank Sizemore, and David Wooten. This is your opportunity to elect your governing body for this organization. Ballots will be in the mail very soon, only originals will be accepted. Remember to VOTE!

Sincerely,
Frank Sizemore, President

LEARNING TO LIVE WELL by Linda Braswell Employee Assistance Coordinator Cape Fear Valley Medical Center



A friend of mine suggested I start this column on depression with "bah humbug"! Many people describe depression in such terms. It's a feeling of being "down in the dumps" or "feeling blue". But for others depression may be hidden under other symptoms that seem to have nothing to do with depression.

Symptoms that show up as changes in the way our bodies function are known as somatic or physical effects. Fatigue, for example, is often one of those physical effects.

People who are depressed often complain that no matter how much they sleep, they

LEARNING TO LIVE WELL cont.

are unable to feel rested. Some depressed people are bothered by insomnia. They have difficulty falling asleep or staying asleep.

Other symptoms include appetite changes and chronic pain or other unexplained health changes.

People who are depressed often lose weight. Some experience an increase in appetite and gain weight, although this is less common.

Depression can show up through persistent, recurrent headaches or stomach aches that seem to have no cause. Often when the depression lifts these symptoms disappear. Depressed people also complain of digestive problems including dry mouth, nausea, constipation and, less commonly, diarrhea.

Depressed people are worried and irritable people. They have negative attitudes that persist. These attitudes are often accompanied by anxiety and a sense of dread that something terrible will happen.

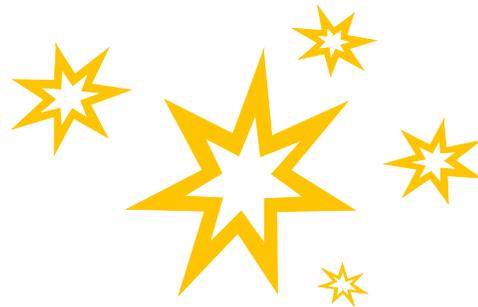
The myth that depression is a sign of weakness or a reason to be embarrassed needs to be dispelled. The fact is that it is a disorder that responds well to various treatment programs.

More people are affected by depression than you would think. In the United States alone, five percent of the population may have a major depression at any given time. Researchers believe that between 10 and 25 percent of all people in the U.S. will experience a major depression at some time in their lives.

Depression strikes people of all ages, backgrounds, nationalities and lifestyles. Some of the possible causes include a genetic predisposition, life events and stresses, as well as “chemical imbalances” in the body. It is almost always caused by a combination of factors in a person’s life. For some people it seems to strike for no reason at all and may occur even when life is going well.

Depression often strikes during the holidays. If you think you might have depression, please contact your Employee Assistant Program, your health care provider, or a local mental health clinic.

SPOTLIGHT



In this issue of the *STEAMLINE*, the spotlight is on Fannie Rhynes, the 1996 winner of the Calgon Vestal Technician of the Year award. Fannie is a Technician I in the Central Service department at North Carolina Baptist Hospitals, Inc. and received her award at the Annual Conference of the American Society for Healthcare Central Service Professionals in Fort Worth, Texas.

Fannie has worked at Baptist Hospital for 15 years. She works in all areas of her department and likes to mentor new technicians, showing them what to do and working alongside them to ensure they are performing well.

SPOTLIGHT cont.

Fannie and her husband, James, have two adult sons and two grandchildren. They are also raising four-year-old twins whose mother is unable to care for them due to illness. Fannie is working towards her General Equivalency Diploma (GED). She puts in a full work week and takes two classes twice a week. As the oldest child of nine, Fannie left school in the sixth grade to help her family. She is determined to get her GED. Fannie says, "I want to prove to myself that I can do it. That's my goal."

The NCAHCSP is so proud of Fannie's accomplishments and want to congratulate her on receiving the Technician of the Year Award! We even heard that she did some bull riding at Billy Bob's in Fort Worth. We're proud of ya pardner!



*Be not afraid of life.
Believe that life is worth living
and your belief will help create the fact.
- William James*

MEMBERSHIP REPORT

1996 ends with a total of 301 members. We thank you for your support and hope you will continue by renewing your membership. Look for your 1997 membership application in this newsletter packet.



CENTRAL SERVICE WEEK?

No, the *STEAMLINE* editorial board hasn't lost their mind. We would like to know how your department celebrated CS Week. Just send us a fax (910)716-5269, an e-mail (jaultman@bgsm.edu), a phone call (910) 716-6271, or even snail mail (Janet Aultman, N.C. Baptist Hospitals, Inc., Medical Center Blvd., Winston-Salem, N.C. 27157). We are going to save your ideas for CS Week, 1997. Thanks a bunch!



HEALTHWATCH



CONTROLLING YOUR RISK FACTORS FOR HEART ATTACK

The four major risk factors for heart attack are high blood pressure, high blood cholesterol, cigarette/tobacco smoke and physical inactivity. The good news is that you can control these four factors and decrease your chances of having a heart attack.

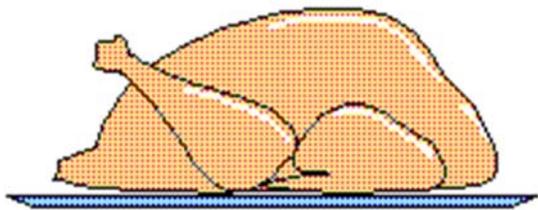
Knowing the risk factors for a heart attack is the first step to reducing your risk. Here are some other steps to help prevent a heart attack.

HEALTHWATCH cont.

Step One: Get Regular Medical Checkups - When you get regular checkups you can find out if you are free of these risk factors. And if not, you can work with your doctor to control them.

Step Two: Cut Your Risk by Changing Your Life - When you reduce your risk factors and alter your lifestyle, you stay healthier longer. **1) Don't smoke. 2) Reach your best weight - and stay there. 3) Eat foods low in saturated fat and cholesterol. 4) Engage in regular physical activity. 5) If you take oral contraceptives, get regular checkups. 6) Keep your stress to a minimum. 7) Take it easy on alcohol.**

REMEMBER, A HEALTHY HEART IS UP TO YOU!!!



Here are some recipes that are worthy of the holidays, but heart healthy!

SWEET POTATO SOUFFLÉ

1 ¼ cups cooked, mashed sweet potato
½ cup frozen egg substitute, thawed
1 (12 oz) can evaporated skimmed milk
¼ cup firmly packed brown sugar
½ tsp ground cinnamon
½ tsp vanilla extract
2 egg whites
¼ tsp cream of tartar
2 tsp powdered sugar

Position knife blade in food processor bowl. Add sweet potato and egg substitute; process until smooth. Add milk and next 3 ingredients; process until smooth, scraping sides of processor bowl once. Transfer mixture to a large bowl. Beat egg whites and cream of tartar at high speed of an electric mixer until stiff peaks form. (Do not overheat.) Gently fold beaten egg whites into sweet potato mixture.

Spoon mixture into a 2-quart soufflé dish. Place dish in a 13 x 9 x 2 inch baking pan; pour hot water into pan to a depth of 1 inch. Bake at 350 degrees for 50 minutes or until soufflé is puffed and golden.

Remove soufflé dish from water. Sprinkle powdered sugar evenly over soufflé. Serve immediately. Yield: 8 servings (111 calories and 2% fat per serving).

**Protein 6.2 / Fat 0.2 (Saturated Fat 0.1)
Carbohydrate 21.2 / Fiber 1.1 / Cholesterol 2
Sodium 98**

MOCK MARGARITAS

1 (6 oz) can frozen lemonade concentrate, thawed and undiluted
1 (6 oz) can frozen limeade concentrate, thawed and undiluted
½ cup sifted powdered sugar
3 ¼ cups crushed ice
1 ½ cups club soda, chilled
Lime slices (optional)

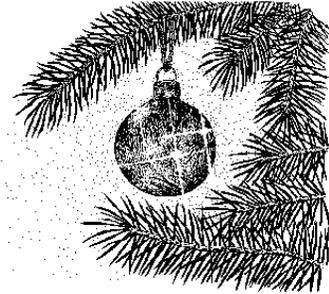
Combine lemonade and limeade concentrates, powdered sugar, and crushed ice in a large plastic container, and stir mixture well. Freeze mixture. Remove mixture from freezer 30 minutes before serving.

Spoon mixture into container of an electric blender; add club soda. Top with cover, and process until smooth. Pour

RECIPES cont.

Into glasses; garnish with lime, if desired.
Yield: 6 cups (143 calories and 1% fat per 1 cup serving.)

**Protein 0.1 / Fat 0.1 (Saturated Fat 0.0)
Carbohydrate 37.3 / Fiber 0.1 / Cholesterol 0
Sodium 13**



TREASURER'S REPORT	
BALANCE (JULY 1996)	\$18,688.33
DEPOSITS	3,214.00
EXPENSES	3,206.88
MONEY MARKET	5,260.57
BALANCE (AUGUST 1996)	\$18,742.10

REGION 3 REPORT



Those of you who had the opportunity to attend the ASHCSP Annual Conference in Fort Worth had the opportunity to meet Shelly Johnson, the new executive director, and her staff. I hope you were as impressed with them as I was. I have to

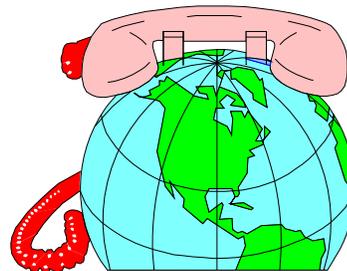
tell you I was very pleased with the educational program, and the hard work in making this conference a success. Join me in congratulating all this year's award winners, not to mention the outstanding showing of our North Carolina group. **Job Well Done!**

During our board meeting, we worked diligently to develop a business plan for the upcoming year. As many of you know already, the ASHCSP'S finances are not the best they have ever been. It's going to be an uphill battle, but I'm confident with the direction we're headed and that we are going to make it. Look for the president's letter explaining the board meeting and decisions. It will be out shortly.

Have a wonderful holiday season and start making plans to attend the meeting in Nashville, October 4 - 8, 1997.

Frank Sizemore, Region 3 Board of Director

NEWSBITS



The NCAHCSP IS NOW ON THE NET!

Please check out our homepage at www.ncahcsp.org and get the latest information about your society. You can keep up with our meeting calendar or print an application for membership - for the NCAHCSP and ASHCSP. Also, there are links to many other healthcare sites, such as the homepage for JCAHO. Many, many thanks to Paul Hess for all his hard work!

NEWSBITS cont.

MORE INTERNET NEWS!

The American Medical Association, Chicago, has Health Insight, with an on-line reference library where patients can look up articles on numerous illnesses and medical procedures, and Physician Select, with biographies of about 650,000 licensed doctors in the United States. Both are on the AMA's Web site, www.ama-assn.org.

Three of the most informative government e-mail addresses are: the National Committee for Quality Assurance's site at www.ncqa.org, the National Institutes of Health site at www.nih.gov, and the U.S. Public Health Service's site at phs.os.dhhs.gov/phs/phs.html.

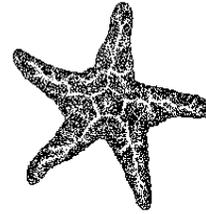
MedicineNet lets users pick an ailment or disease, and access articles on it written by practicing physicians. MedicineNet can be found at www.medicinenet.com.

A new Internet directory describing the services of nearly 2,400 U.S. hospitals is being developed by MultiPlan, New York City, the nation's largest preferred provider organization. Every acute care provider in MultiPlan's network has been asked for color photos and a 150- to 200-word summary of their operations. MultiPlan can be reached by phone at (212) 539-8251, or at its Web site at www.multiplan.com.

Hospitals & Health Networks, October 20, 1996

In the middle of difficulty lies opportunity.

- **Albert Schweitzer**



THE STARFISH

As the old man walked the beach at dawn, he noticed a young man ahead of him picking up starfish and flinging them into the sea. Finally catching up with the youth, he asked him why he was doing this. The answer was that the stranded starfish would die if left until the morning sun.

"But the beach goes on for miles and there are millions of starfish," countered the old man. "How can your effort make any difference?" The young man looked at the starfish in his hand and then threw it to the safety of the waves. "It makes a difference to this one," he said.

SUPERVISOR'S CORNER

Dealing With a Know-It-All

When dealing with a know-it-all, don't attempt to be a know-it-all in return. When you disagree with know-it-alls, they will immediately freeze their plans and won't budge. Then you've created a standoff.

What to do: Instead of telling the know-it-all why the idea won't work, ask questions about the idea. Remember that know-it-alls love to answer questions. As they look for answers, they might just discover that some ideas you present might be useful. In fact, they'll probably

SUPERVISOR'S CORNER cont.

blend some of your ideas with theirs and think that they came up with all of them. But remember that well known communicator Dale Carnegie said that you're doing well if you can make people think that what you've said is their idea.

Source: Ken Nations, human resources development specialist, writing in *Methodist Leadership*, 5615 Kirby Drive, Ste. 800, Houston, TX 77005



**“Keep your boss’s boss off
your boss’s back.”**

First Law of Corporate Survival

**UPCOMING
PROGRAM**



You won't want to miss our next meeting, January 24, 1997, at the Hawthorne Inn, Winston-Salem. The morning session will feature Bill Evans and Patrick Schwab from Convatec. Bill will be speaking on “Waves of the Future” and Patrick will be addressing “The Care of Instruments”. Bill Evans is one of our most popular speakers ever! He is now retired, so this may be one of your last chances to hear him speak and to sing!

The afternoon program will feature Linda Braswell from Cape Fear Valley Medical Center. Linda will speak on “Embracing Change in Uncertain Times - Practical Approaches”. Linda has been a contributor to the *STEAMLINE* and will give us new insights to begin the new year!

Make plans now to attend this great event!

**1996 - 1997
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**NCAHCSP
MISSION
STATEMENT**
**NCAHCSP will
establish itself
statewide as the
leading
educational
organization
through
innovative
programs that
enhance the
development of
Central Service
professionals.**

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*It's
amazing
how close
to perfection
you can get if
you're willing
to try.*