

I HEARD IT THROUGH THE

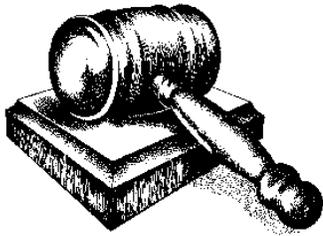
STEAMLINE

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



**THE NCAHCSP ANNUAL
MEETING
MAY 7-9, 1997
MYRTLE BEACH, S.C.**

PRESIDENT'S



MESSAGE

I trust everyone had a wonderful holiday season! I have to say that this year's was the most relaxed holiday I've ever had. My family had decided to do only gifts for the children in the family. I can't begin to tell you how nice it was to not have to get out and fight the crowds at the mall, trying to come up with that perfect gift. Decisions like this help us to remember what the season is truly about: Family & Faith!

Since this is my last President's Message, I write it with both sadness and joy. This has been a tremendous experience! I can't begin to tell you the amount of support I have received from the Officers & Directors, my employer (North Carolina Baptist Hospitals, Inc.), my supervisor (Stephen Huebner), my staff (without them I would not have had the time to devote), and most of all you the membership. I can't begin to tell you how much everyone's support has meant to me. Thanks to each of you for allowing me the opportunity to have served in this position. I have always been impressed with the professionalism in this association and feel honored that you have given me the opportunity to be an active part of it. This May, Ruby Blackwell will become your President. I trust you will provide her with the same

level of support you have given me the last two years. Her dedication to this association, and the profession of Central Service, is unmatched by anyone.

Many of you have been anxiously awaiting the election results. I'm very happy to report this year's winners: President-Elect - Paul Hess, Secretary - Linda Messick, Board of Directors, Janet Aultman, Linda Cook, David Wooten, and myself, and a resounding YES to incorporation. The board has begun work on the legal works to complete the filing for incorporation. My thanks to all of you who voted. Remember this is your association!

Instead of closing this message with a good-bye, I'll just pause till the annual meeting in Myrtle Beach, SC, saving my last comments for the awards luncheon. I hope that everyone will have the opportunity to attend. Not to listen to me, but to experience the educational opportunities, the excitement of the Grand Strand, and of course the ocean (let's pray for no hurricanes).

See you in Myrtle Beach!

Frank Sizemore
President

ASK YOURSELF FOUR QUESTIONS ????

Every once in a while, get off the merry-go-round and ask yourself these questions:

- * What are we doing?
- * What should we be doing?
- * What should we be doing next?
- * What should we not be doing?

Source: Bill New, CEO, Natus Medical, writing in from 36,000 feet ..., 6436 City West Park-way, 440, Minneapolis, MN 55344.

BOOSTING MORALE IN AN ENVIRONMENT OF CHANGE



Managed Care ... Change ... Budgeted Revenue ... Change ... Cut Costs ... Change ... Do More With What You Have ... Change... Do More With Less... Change ... Sounds stressful, doesn't it? We all deal with this kind of stress everyday.

However, there are ways to cope with stress and to boost morale in your hospital department. *Successful Meetings*, (633 3rd Ave., New York, NY 10017) has invented 12 ways to boost morale. Not all of them will work in your department, but at least one or two can help.

1. Group lunch. It doesn't have to be at a fancy expensive restaurant. Ordering pizza or a six-foot submarine sandwich can be just as much fun.

2. Humor board. Designate one bulletin board as a place to post cartoons, jokes, humorous photos, etc.

3. Cartoon memos. Attach a cartoon or a short joke to any of the more mundane memos you distribute.

4. Off-site meetings. Schedule an office meeting away from your office. If it's a nice day, take it outside. Or go to a restaurant and follow it up with lunch.

5. Special days. Hold an "ugly tie" or "ugly sweater" day, or something similar that everyone can participate in. Award joke prizes for winners.

6. Bet on it. A pool to guess when a baby is due can be fun. However, check to see if it's allowed at your institution.

7. Humor break. Take turns designating someone to tell a joke or a story during a daily "humor break".

8. Go to the movies. During lunch breaks, run a funny movie or TV show in your lunchroom or an empty office.

9. Snapshots. Bring a camera to work and get candid shots of employees. Post the photos on your humor board.

10. Be cheerful. Be sure to smile and say hello to your co-workers.

11. Flextime. Work out a schedule that allows people to arrive late or leave early one day every week or every month.

12. Stay in perspective. Remind yourself, and your colleagues, that things aren't as bad as they sometimes seem during the stress of the moment.



The greatest pleasure in life is doing what people say can't be done -from an advertisement by Northern Trust Business Banking

SPOTLIGHT



INTERVIEW

Abdi Mohamed Ali was the lucky winner of the grand door prize at our 1996 Annual Meeting. The prize was free registration to the 1997 NCAHCSP Annual Meeting at Myrtle Beach!

Abdi, a student at the University of North Carolina at Charlotte, has been employed as an Inventory Control Clerk in Supply Distribution at Presbyterian Hospital in Charlotte for the past six years. He is certified as a technician through both Purdue University and The National Institute for the Certification of Healthcare Sterile Processing and Distribution Personnel.

The staff of sixteen in the Supply Distribution department is now using a new inventory system to maintain the par level for the nursing units. The system utilizes eleven computers to keep this system in motion. Being a computer guru, Abdi works closely with the Supply Distribution supervisors and technicians to keep things running smoothly. No wonder that his present title is Operation Assistant.

Sylvia Soles, Manager of Supply Distribution, has nothing but high praise of Abdi's work and contribution to Presbyterian Hospital. Her exact words were, "He is so great, it's hard to describe him. He is one in a million. He has been instrumental in helping to develop the new carousel system. He does the trouble

shooting and the training for the system. He is great with numbers. He goes above and beyond the call of duty. He is known and loved by the entire hospital staff"

By Linda Cook



Whatever your life's work is, do it well. A man should do his job so well that the living, the dead, and unborn could do it no better.

Martin Luther King, Jr.

WELCOME



NEW MEMBERS

James Darrell Agner
Supply Processing & Distribution
VA Medical Center
Salisbury, NC

Kathy Bailor
Supply Processing & Distribution
VA Medical Center
Salisbury, NC

Carolyn M. Beaver
Central Sterile
Iredell Memorial Hospital
Statesville, NC

Janet P. Brown
Central Supply
J.A. Doshier Memorial Hospital
Southport, NC

NEW MEMBERS, cont.

Jennie Claiborne
Supply Processing & Distribution
VA Medical Center
Salisbury, NC

Mona Garrison
Supply Processing & Distribution
VA Medical Center
Salisbury, NC

Linda Huffman
Surgical Services Manager
Wilkes Regional Medical Center
N. Wilkesboro, NC

Judith Loftin
Surgical Services
High Point Regional Hospital
High Point, NC

Gloria McNabb, RN
Staff Development Coordinator
Carolinas Medical Center
Charlotte, NC

Erma Lee Moore
Sterile Processing
Presbyterian Health Services Corp.
Charlotte, NC

Michael Parker
Central Sterile Services
University of NC Hospitals
Chapel Hill, NC

Marvin A Ray, Jr.
Central Sterile Supply
Cape Fear Valley Medical Center
Fayetteville, NC

David Roy
Central Sterile Resources
Beaufort County Hospital
Washington, NC

Michelle Wacaster
Supply Processing & Distribution
VA Medical Center
Salisbury, NC

Gladys Watters
Central Sterile Services
University of NC Hospitals
Chapel Hill, NC



MEMBERSHIP REPORT

Please remember that our membership runs from January to December. You must renew your membership yearly. Look for the 1997 membership application and take a moment to renew now if you haven't already. Thank you.

Linda Messick, CSPDT
Membership Chairperson

WHO'S *REALLY* IMPORTANT IN THE ORGANIZATION? EVERYONE!

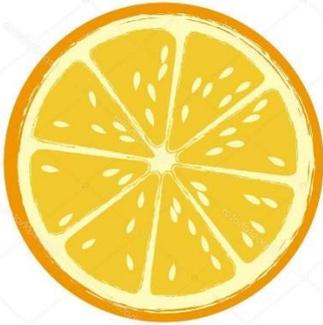
A sea captain and his chief engineer got into an argument about which one was more important to the ship. Finally, they decided to trade places for a day.

The chief went up to the bridge and the Captain went down to the engine room. After a few hours, the Captain suddenly appeared on deck, covered with oil and soot.

"Chief!" he yelled, wildly waving aloft a monkey wrench. "You'll have to come down here! I can't make her go!"

"Of course not!" replied the chief. "We're aground!"

HEALTHWATCH



FOOD NEWS YOU CAN USE

Peppers are a powerhouse for Vitamin C. In equal portions, green peppers have more than one and a half times the vitamin C of oranges and red peppers have almost four times as much.

Buttermilk is butterless and usually has very little fat. Most are made from skim or lowfat (one percent) milk.

Give greenish oranges a second look. They're often riper and sweeter than orange-hued ones.
(American Cancer Research Newsletter)

ON THE LIGHTER SIDE A Vocabulary Update

Artery: *The study of paintings*

Bacteria: *The back door of a cafeteria*

Cauterize: *Made eye contact with her*

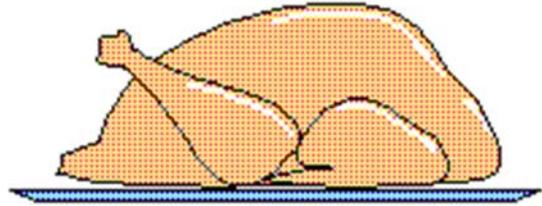
Dilate: *To live Jong*

Nitrates: *Cheaper than day rates*

Urine: *Opposite of you're out*

Varicose: *Nearby*

BROILED HERBED CHICKEN

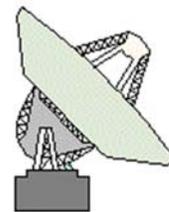


½ pound boneless chicken (skin and fat removed)
2 tbls. frozen orange juice concentrate, defrosted
½ tsp. tarragon vinegar
1 tsp. oregano
¼ tsp. parsley
1 tsp. basil
¼ tsp. dry mustard

Preheat the broiler. Arrange the chicken in a broiler pan. In a bowl combine all other ingredients and mix well. Brush half the mixture over the chicken. Broil for 6 minutes, or until chicken is lightly browned. Turn and baste with the remaining herb mixture. Broil for 6 minutes more, or until chicken is tender.

320 calories per serving.
(*The Good Fat Diet, R. Gold*)

NEWSBITS



FDA studies cath reuse. Cardiac catheter reuse has caught the attention of the Food and Drug Administration. "While the FDA has concerns about reuse, we're not in a position to say hospitals or reprocessing companies cannot do it," said the FDA's director of enforcement, Larry Spears. "It's not likely there'll be any rulemaking any time soon. We don't have enough data yet to say it's an unsafe process. At this point,

NEWSBITS, cont.

we want to collect better patient outcome data." Hospitals that reprocess take on the liability, he pointed out. "What they should do for specific devices is a very difficult call; that's going to be on a product-by-product basis." Cardiac catheters are among the most widely reprocessed instruments. Next month, ECRI will release a report, *Reuse of single use devices: Making informed decisions*, which covers the pros and cons of reuse. It includes a survey of hospitals that are reprocessing cardiac devices. ECRI Plymouth Meeting, Pa., is a not-for-profit research group. The report costs \$195 for ECRI members, \$295 for others. For more information, call ECRI at (610) 825-6000.

Materials Management in Health Care, December, 1996.

Food for thought on hospital meals

Patients have always grumbled that hospital food is unappetizing, and now a new study suggests that it's actually unhealthy as well. When researchers at New York University checked out the chow served at 57 of the nation's top teaching hospitals, they found that only four offered menus that consistently met all federal diet guidelines.

They also found that:

- *Fewer than 20 percent are holding CHOLESTEROL to 300 milligrams per day or less.
- * Less than half are keeping SALT intake below the recommended maximum of six grams per day or providing the suggested dietary fiber -- more than 20 grams per day.
- *Less than half are limiting SATURATED FAT to 10 percent or less of calories consumed daily.

The research, published in the Nov. 7 *New England Journal of Medicine*, may prompt some hospitals to analyze their menus, but

most are already working to stay within federal guidelines, says Patricia Burton, executive director of the AHA's American Society for Health Care Food Service Administrators, Chicago. "It's hard to say whether this study relates to the general state of nutrition in hospital food service departments nationwide because the sample is so small," she says. "More importantly, the majority of meals are now modified, which means they're subject to specific dietary restrictions that are highly analyzed, monitored and well within federal guidelines." But modified meals weren't included in the study.

Hospitals & Health Networks, January 5, 1997, Vol. 71, No. 1

UPCOMING PROGRAM



It's time to make your final plans to attend the Annual Meeting, which will be held May 7 - 9, 1997, at the Ocean Dunes and Sand Dunes Resorts at Myrtle Beach, S.C. We have excellent topics planned - "*Benchmarking - Quality Indicators for Central Services*" by Martha Young, "*Meeting the Standard - Surviving the JCAHO Survey*" by Edwin Ross, and "*Burning Up, Not Burning Out*" by Jan Hinton. Please note that the deadline for special rates at the Ocean Dunes and Sands Dunes is earlier than usual (see the enclosed registration form for the date). Hope to see **you** there!

REGION 3 REPORT



This year begins with changes within the ASHCSP, our new President-Elect (Donna Swenson) has tendered her resignation. Donna has taken an employment opportunity in Chicago that was just too good to pass up, moving into the industrial sector of our business. We wish her the best in her future endeavors.

The Board met in early January (by conference call) to select Donna's replacement. I am happy to report that Ms. Margaret "Peg" Galluppi has been selected as our next President-elect. Having worked with Peg the past two years, I am very excited about the possibility of her being our President-elect. Join me in congratulating her in this outstanding accomplishment.

Work is underway in developing the program to be held in Nashville, October 4 through 7. We'll be returning to the Renaissance Hotel (formerly Stouffer's). Walking distance to countless avenues of entertainment, and restaurants. Mark your calendars now, we hope to have information to you soon.

Frank Sizemore, Region 3 Board of Director

TREASURER'S REPORT

BALANCE (OCTOBER 1996)	\$18,688.33
DEPOSITS	2,468.56
EXPENSES	3,129.32
MONEY MARKET	5,329.87
BALANCE (JANUARY 1997)	\$23,357.44

SUPERVISOR'S CORNER



10 QUESTIONS FOR YOUR STAFF

Most managers can benefit from an honest appraisal of their management skills from their staff. Because your employees may be reluctant to discuss your strengths and weaknesses frankly, you may want to solicit anonymous feedback. Here are some sample questions you can list on a questionnaire:

1. Are my instructions clear, or must you spend time trying to figure out what I want you to do?
2. Do I change my mind often and ask you to alter your assignments after you've already started working?

SUPERVISOR 'S CORNER, cont.

3. Do I often edit or make changes in your work without really improving it?
4. Am I open to new ideas?
5. Do I often seem disappointed in your work?
6. Is my criticism usually constructive?
7. Do you feel you can trust me?
8. Do I help you develop your skills?
9. Am I usually available when you need help?
10. Do I operate in a crisis mode too often?

(Managing, Matthew Bender & Co., Albany, NY 12204)

**1996 - 1997
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ADVICE FROM SUCCESSFUL PEOPLE

Many famous people have equated their success with hard work and the ability to immerse themselves in the project of the moment. For example, Michelangelo said, "If people know how hard I work to get my mastery, it wouldn't seem too wonderful after all."

**And this from Thomas Carlyle:
"Genius is the capacity for taking infinite pains."**

Alexander Hamilton: "All the genius I may have is merely the fruit of thought and labor."

**Thomas Edison: "Genius is one percent inspiration and ninety-nine percent perspiration."
- (Sylvia Simmons, *How to Be the Life of the Podium*, American Management Association, New York, NY)**

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

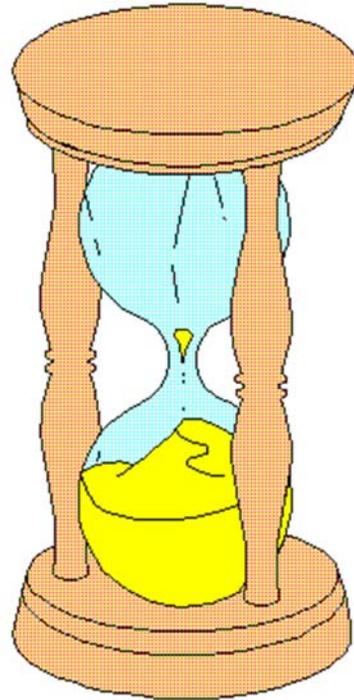
**STEAMLINE EDITORIAL BOARD
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***USE YOUR TIME -- AND
LIVE!***

I would rather be ashes than dust! I would rather that my spark should burn out in a brilliant blaze than it should be stifled by dry rot. I would rather be a superb meteor, every atom of me in magnificent glow, than a sleepy and permanent planet. The proper function of man is to live, not to exist. I shall not spend my days trying to prolong them. I shall use my time.

-- Jack London