

I HEARD IT THROUGH THE

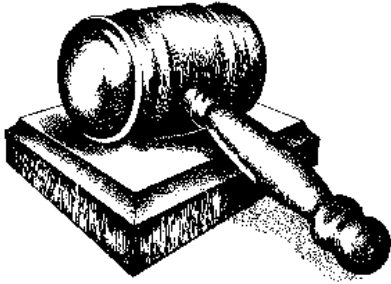
STEAMLINE

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



HAVE A GREAT SUMMER!

PRESIDENT'S MESSAGE



PRESIDENT'S MESSAGE

I would like to take the time to reflect over the past two years. 1995-1996 were very successful years for this organization. In 1996, we came from Fort Worth Texas with four national awards. They were growth, educational, newsletter, and technician of the year. The membership has been very supportive of our quarterly and annual meetings. The companies that our institutions do business with have been there to support us in many ways and we thank them. We realize that we are only as strong as our weakest link.

To our past President Frank Sizemore and the Officers and Board of Directors, thank you for your excellent leadership of this great organization (NCAHCSP) Thank you for being there for me during a very difficult time in my life. The loss of a child is devastating but you helped me to realize that life must go on!

In May, we were at Myrtle Beach for our 21st Annual meeting. We were at the Ocean Dunes Resort Villa and they made our stay a delightful one. Martha, Ed and Jan filled us with educational information to bring back to our coworkers and our institutions. Here the gavel was passed on to the new administration. You can expect and will

receive from this administration the high standards that have been provided to you in the past. We said good bye to Carl, and Virginia as Board Members. Knowing the two of them, they will continue to support our organization any way they can.

Thank you for allowing me to be your President. If you have any questions or need assistance, please feel free to contact any Board of Director or Officer. We look forward to working with you.

Sincerely,
Ruby Blackwell, President

PROPOSED STANDARDS FOR MOIST HEAT STERILIZATION



Most experienced Central Service professionals have extensive knowledge of the current standards which address steam (moist heat) sterilization set by the Association for the Advancement of Medical Instrumentation (AAMI); but few of us understand how these standards are formulated and of the working relationship between AAMI and the International Organization for Standardization (ISO).

The ISO is an international organization comprised of representatives from different countries. One of the many functions of ISO is to make known to the

PROPOSED STANDARDS, cont.

public, information on various health related standards. This is accomplished through a consensus of opinion on any proposed standard from an international group of representatives. AAMI represents the United States. ISO standards are not mandatory and any ISO representative (such as AAMI), has the option of adopting all or any part of any ISO standard.

Many of the standards for sterilization developed by ISO are for industrial applications, but one standard specifically addresses steam sterilization in health care facilities. "Sterilization for Health Care Products - Requirements for Validation and Routine Control of Moist Heat Sterilization in Health Care Facilities" was published in April, 1996 (#13683).

This standard would require a health care facility to establish a series of different steam sterilization cycles based on standard load configuration and in the presence of thermocouples within the sterilizer chamber. Each cycle requires an initial validation of sterilization, using physical monitors of conditions inside the sterilizer and biological indicators where appropriate. There would be no need for further routine use of a B.I. when that cycle is used. AAMI's sterilization standards committee is in the process of evaluating this ISO standard to decide whether the entire document, or portions of it, should be adopted. Once this decision is made, implementation methods will be addressed. The final outcome of these decisions are at least two years away; however, it is a fair assumption that routine use of B.I.'s in

steam sterilization will be very limited in the future and its days are numbered. Information on this and other AAMI activities can be obtained by contacting:

Joseph Lewelling
AAMI, Suite 400
3330 Washington Blvd.
Arlington, VA 22201
Fax (703) 276-0793

compiled by
Virginia Coffey
Rowan Regional Medical Center

References: *Communique*, May-June, 1997, Sept-Oct. 1996. *APIC Journal*, March-April, 1997.

SPOTLIGHT



INTERVIEW

In this issue of the *STEAMLINE* the spotlight is on our award winners from the Annual Meeting held last May in Myrtle Beach, S.C.

Mazie Speas, Certified Instrument Technician at North Carolina Baptist Hospitals, Inc. in Winston-Salem, was the winner of the Ray Manning, Sr. Achievement Award. In her nomination, Mazie was described as always going the extra mile for her customers and the hospital's patients. She eagerly shares her

SPOTLIGHT, cont.

knowledge of central service by giving "on the spot" in-services to customers on packaging and sterilization methods.

Lois Click, CSPDT /Supervisor at Columbia Davis Medical Center in Statesville, was the winner of the Joe Stanley Memorial Award. Lois constantly looks for educational opportunities for her staff, to keep them informed of the latest trends in central service. She encourages certification for her staff and tries to find ways to make their workload easier. Lois also established a retrieval cart system for her department.

Frank Sizemore, Manager of Central Service at North Carolina Baptist Hospitals, Inc., was the winner of the Merit Award. Frank is a past president of the NCAHCSP and a past and present board member. He is also currently serving as Region 3 Representative to the ASHCSP.

Under Frank's leadership, the NCAHCSP won many national awards from the ASHCSP. They include: the 1995 Newsletter Award, 1995 AMSCO Educational Award - Second Place, 1996 Newsletter Award, 1996 Affiliated Chapter Growth Award, 1996 Steris Chapter Educational Achievement Award, and the 1996 Calgon-Vestal Technician of the Year Award (who is a member of the NCAHCSP)!

CONGRATULATIONS!



?? DID YOU KNOW??



A fiber optic cable can carry 30,000 or more simultaneous phone calls (depending on the size of the cable).

WELCOME



NEW MEMBERS

Zoe Z. Aler, RN
Consultant
Material Resources
Timonium, MD

Shamon Amis
Surgical Technician II, Resource
Distribution
Durham Regional Hospital
Durham, NC

Alberta Atwater
Clinical Nurse Assistant Supervisor
Surgical Services
UNC Hospitals
Chapel Hill, NC

NEW MEMBERS, cont.

Betty Beshears
Nursing Coordinator
Sterile Processing
Catawba Memorial Hospital
Hickory, NC

Richard C. Blackburn
Manager, SPD
Gaston Memorial Hospital
Gastonia, NC

Cathy Bolen
Materials Management Director
Cleveland Regional Medical Center
Shelby, NC

Cherrie Bowen
Central Supply Supervisor
Stokes-Reynolds Memorial Hospital
Danbury, NC

Todd Boyd
Certified Technician II
Central Processing
Rowan Regional Memorial Center
Salisbury, NC

Adelaida Brazell
Supervisor, Sterile Processing
Lexington Medical Center
West Columbia, SC

Dave Brosnahan
Sales Representative
Calgon Vestal Labs
Asheville, NC

Denise Bundens
System Sales Director
OmniCell Technologies, Inc.
Raleigh, NC

Katie Bums-Locklear
Technician II
Central Sterile Supply
Cape Fear Valley Health System
Fayetteville, NC

Pamela Caudell
Manager
Central Sterile Reprocessing
Durham Regional Hospital
Durham, NC

April Childress
OR Technician
Stokes-Reynolds Memorial Hospital
Danbury, NC

Tammy Clark
Technician, Sterile Processing
Lenoir Memorial Hospital
Kinston, NC

Amy H. Dixon
Processing Coordinator, SPD
Gaston Memorial Hospital
Gastonia, NC

David Finison
Finison Associates
Charlotte, NC

Jane Freeze
Technician I
Central Processing
Rowan Regional Medical Center
Salisbury, NC

Dean Gass
Sales Representative
Calgon Vestal Labs
Raleigh, NC

NEW MEMBERS, cont.

Sherry Gibbs
Central Service Technician
N.C. Baptist Hospitals, Inc.
Winston-Salem, NC

Dr Zory Glaser
Glaser & Associates
Laurel, MD

Debra Humphries
Central Service Technician
Cleveland Regional Medical Center
Shelby, NC

Carol Krupel, RN
Manager Sterile Reprocessing
Carolina Medicorp, Inc.
Winston-Salem, NC

Joy Lewis
Central Service Technician
N.C. Baptist Hospitals, Inc.
Winston-Salem, NC

Michael Littell
Midwest Sales Representative
H.W. Andersen Products, Inc.
Haw River, NC

Kendell Miller
Technician, Central Sterile Supply
Cape Fear Valley Medical Hospital
Fayetteville, NC

Thomas C. Pritchard
Sterilizer Technology Corp.
Greensboro, NC

Joyce Rackley
Certified Sterile Processing Technician
New Hanover Regional Medical Center
Wilmington, NC

Teresa Rhinehart
Technician
Sterile Processing Department
Mission-St. Joseph's Hospital System
Asheville, NC

Phyllis Shuler
Certified Technician
Central Sterile Reprocessing
Harris Regional Hospital
Sylva, NC

Georgia C. Williams
Central Services Coordinator
Lenoir Memorial Hospital
Kinston, NC

Priscilla Worth
SPD Technician II
Carolinas Healthcare System
Charlotte, NC

Ray Zimmer
Zimmer Contracting Services, Inc.
Bethel Park, PA



MEMBERSHIP REPORT

Thanks to your continued support we currently have 204 members. We also have a lot of new faces. Let's take time to welcome them as we continue to network with one another and share information. If you haven't renewed your membership at this time, please take

MEMBERSHIP REPORT, cont.

a moment to do so. You can obtain an application by contacting me at (910)716-4891 or by our Internet home page. The address is in this newsletter.

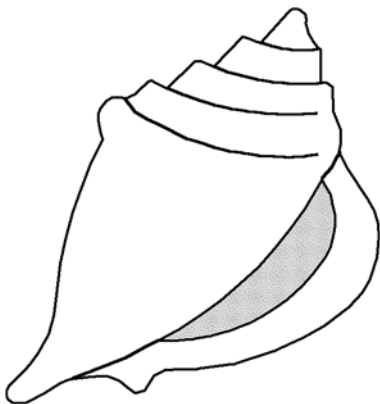
Linda Messick, CSPDT
Membership Chairperson

THANK YOU...

The "Surfing New Horizons" Myrtle Beach Seminar was very informative and most rewarding, with lots of *tasty* food. The ultimate event was the ceremony for the awards.

I, Lois Click, was quite surprised and felt very honored to receive the JOE STANLEY AWARD. People like Joe Stanley were pioneers paving the way for central service professionals. We've come a long way guys, and I am proud to be a part of the central service professional team. I know Mr. Joe Stanley would be proud of us and the progress we've made because of people like him.

Thanks a million!
Lois Click
Columbia Davis Medical Center



HEALTHWATCH



BEVERAGES

It's a hot summer's day and all we can think of is a tall, cool glass of iced tea. But, have you ever given thought to the importance of water and liquids in your diet? Do you drink 6 to 8 glasses of liquid per day? On average, you lose more than two and a half quarts of liquids from your body every day. The body is in a continuous state of chemical reactions - all taking place in a liquid environment. Don't depend on feeling thirsty to drink water and liquids. Concentrate on drinking liquids just as you do eating every day!

ANNOUNCEMENT

On July 11, 1997, Advanced Sterilization Products will sponsor an educational program titled, "Healthcare in the 90's: Difficult Challenges, Innovative Solutions." This program will be presented at The Hotel Roanoke in Roanoke, Virginia. Registration fees are \$25 before July 1 and \$30 after. For more information, call Mr. Paul Jordon (919-556-8067).

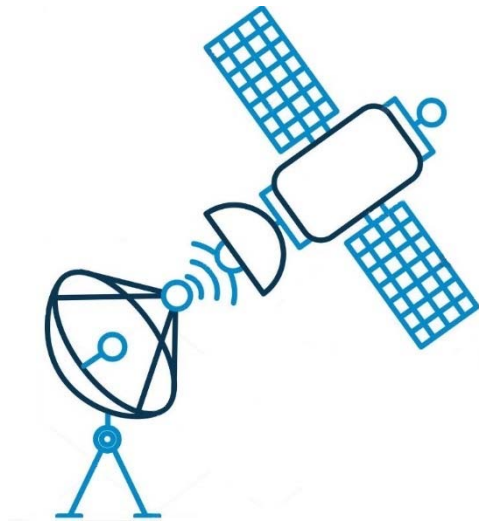
SUMMER SAFETY ALERT
PICKUP TRUCK BED LINERS
AND METAL GAS CANS

You should never fill a metal gas can in the bed of a pickup truck with a plastic bed liner. The insulated effect of the plastic bed liner prevents the static charge generated by gasoline flowing into a metal can from grounding. As the charge builds, it can create a static spark between the can and the gas nozzle, igniting the gasoline and burning those nearby.

If you have a pickup truck with a plastic bed liner, always place the gas can on the ground when filling the can with gas.

from the Crescent Conductor

NEWS BITS



A strategic alliance will link Advanced Sterilization Products, Anaheim, Calif, with Getinge/Castle, Rochester, N.Y., and they'll work to sell each other's products. The main attraction is a hunch that the *ASP Sterrad 100 sterilizer will work well alongside Castle's new washer/disinfector,*

which just received FDA approval. Together they form a freestanding workstation that can be installed in operating rooms. A combined sales force will work on the joint promotion in North and South America.

Materials Management in Health Care, May 1997, Vol. 6, No. 5

Universal precautions against deadly viruses may not be so widespread after all. Compliance with Centers for Disease Control and Prevention standards to stop the spread of HIV and hepatitis B varies greatly, says a study in the March issue of the *Journal of Environmental Medicine*. The study of 322 hospital-based physicians found that 94 percent follow glove-use guidelines, and 92 percent follow needle disposal guidelines. But *only 55 percent wear protective clothing and only 56 percent follow proper needle-recapping procedures*. Doctors who ignored the guidelines tended to be at least 37 years old, and most saw a conflict of interest between providing care and protecting their own health. The study was conducted by the University of Texas, Houston; the University of Minnesota, Minneapolis; and Johns Hopkins University, Baltimore. *Materials Management in Health Care, May 1997, Vol. 6, No. 5*

The following is a excerpt from Q & A in *Infection Control & Sterilization Technology*, May 1997, Vol. 3, No. 5

We are just beginning to look at replacing some of our sterilizers and would like to know how we can get copies of the 510(k) submissions that the manufacturers of sterilizers receive from the FDA to market their product.

NEWSBITS, cont.

The easiest way to get a 510(k) is to ask the manufacturer. Most submissions are quite voluminous; therefore, you only need to ask for the condensed summary information. Another way to get what you are looking for is to use the World Wide Web and Freedom of Information Act (FOI). For direct access to listings of 510(k)s, search <http://www.fda.gov/cgibin/htmascript?510k.hts>. Select "General Hospital," and when the screen appears select specific product codes (FLE for steam sterilizers; FLF for EtO, ozone, and plasma; KMH for dry heat, FRG for sterilizer wrap, etc.). Once you find the K number, use the FOI Act to get a copy of the summary report. It's a lot easier to get this from the manufacturer. Most are only too happy to give you what you want if you are a legitimate sales prospect.

On the lighter side

The Facts of Life

The two most common elements in the universe are hydrogen and stupidity.

If at first you don't succeed, skydiving is not for you.

Money can't buy happiness ... but it sure makes misery easier to live with.

Nothing in the universe travels faster than a bad check.

It has recently been discovered that research causes cancer in laboratory rats.

Clothes make the man. Naked people have little or no influence on society.

Vital papers will demonstrate their vitality by moving from where you left them to where you can't find them.

Law of Probability Dispersal: Whatever it is that hits the fan will NOT be evenly distributed.

Always remember to pillage BEFORE you burn.



UPCOMING PROGRAM



Our next meeting will be held on July 25, at the Hawthorne Inn in Winston-Salem. The topic of the morning session will be Developing Competency Based Performance Criteria, given by Virginia Coffey, Rowan Regional Medical Center, and Janet Aultman, N.C. Baptist Hospitals, Inc. The afternoon session will feature our annual Sterile Bowl - not only entertaining, but a good review of central service basics. Hope to see you there!

Future meeting dates are:

October 24, 1997

February 27, 1998

May 6, 7, 8, 1998

July 24, 1998

October 23, 1998

THE LAST WORD

WHAT'S THE ONE THING THAT SINCE TIME BEGAN THAT HAS NEVER GONE UP IN PRICE OR DOWN IN VALUE? A SMILE.

REGION 3 REPORT



Many of you have already heard that Shelly Johnson, and JD. Beacham, have left AHA. Their departure was unexpected and, for those of us who had the opportunity to work with them, disappointing. But, we have been making headway and have become aligned with Katherine Svedman as our new executive director. Kathy has been with AHA for a number of years where is also the director for ASHES (American Society for Healthcare Environmental Services), the Health Care Executive Assistants, and the At-Large Personal Membership Group. Kathy's staff offers us the opportunity to work with multi-talented individuals in much the same way we working with Shelly. I'm sure you'll see the benefit of continuing that relationship with the products that are forth coming from ASHCSP.

Many of you saw some of those products at our last meeting in Myrtle Beach. The Training Manual, Workbook, and Instructor's Guide have been completed and are available for sale. Many of you expressed interest in obtaining copies, and what follows is the ordering information.

The training manual (#031824) is available for \$70 (Member), or \$90

(Non-member), the workbook (#031825) is \$40 (Member), or \$55 (Non-member), and the instructor's guide (#031827) is \$55 (Member), or \$75 (Non-Member). You can place your orders by calling (800) AHA-2626. These manuals are impressive, to say the least, which can be attributed to Jean Hodge. Jean is the chairperson for the Publication Committee, and has worked very hard in getting these manuals revised and ready for print She is diligently working toward updating several other publications, which we hope to have ready prior to this year's meeting in Nashville, Tennessee.

At our last board meeting, we discussed the ASHCSP regions compared with the AHA regions. Several years ago, regions were redistributed to provide a more equitable distribution of members per board member. This change has caused major problems for many of us, in difficulty in mailings, obtaining nominations, and processing ballots. We have decided to realign ASHCSP regions with AHA regions. In doing so, Region 3 will become Delaware, District of Columbia, Kentucky, Maryland, North Carolina, Virginia, and West Virginia. South Carolina will become part of Region 4. This change will take place January 1, 1998.

Frank Sizemore
Region 3 Board Member



ANNOUNCEMENT



Audrey Kelly, of Rex Hospital, will be retiring on July 1, 1997. Audrey has been a very talented and dedicated member of the Board of Directors for the past several years. We wish her all the best and will miss her greatly.

TREASURER'S REPORT

BALANCE (JANUARY 1997)	\$12,820.77
DEPOSITS	18,025.94
EXPENSES	6,211.06
MONEY MARKET	5,423.48
BALANCE (MAY 1997)	\$30,059.13

INTERNET NEWS!



If you haven't seen the NCAHCSP web page, please *surf* on over and visit! We receive statistics on the

number of hits (times our site is viewed) made monthly. It is amazing! From November, 1996 through February, 1997, we received 4,728 total hits. Our site has even been *surf*ed by individuals in the United Kingdom and Finland.

Included on the web page are membership applications for the NCAHCSP and ASHCSP, as well as links to many other sites of interest to central service professionals. The address is located on the cover of the *STEAMLINE*.

SUPERVISOR'S CORNER



A FRIENDLY REMINDER: THE CUSTOMER COMES FIRST!

In the day to day bustle, it's sometimes easy for people to lose sight of putting the customer first. If you or your coworkers start to lose sight of your purpose, here's a little reminder:

Customers are:

- not dependent on us. We are dependent on them.
- not an interruption of work. They are the purpose of it.
- doing us a favor when they call. We are not doing them a favor by serving them.
- integral parts of our business; not outsiders.
- not cold statistics. They are human beings with feelings and needs like our own.
- not people to argue or match wits with.

SUPERVISORS CORNER, cont.

- people who bring us their wants. It's our job to satisfy those wants.
- the lifeblood of our business.

16 WORDS AND PHRASES THAT KEEP CUSTOMERS COOL

Hello!

Good Morning!

Please.

Thank you.

I'm very sorry.

Excuse Me.

You're welcome.

May I help you?

I'm sorry to keep you waiting.

Thank you for waiting.

It was nice talking to you.

Is there anything else I can do for you?

Thank you for coming in (calling).

It's been a pleasure to serve you.

I'd be happy to do that for you.

We appreciate your business.

from *Patient Relations Newsletter, Ninth Edition, May 1997*

1997 - 1998

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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.**

