

**I HEARD IT THROUGH THE**

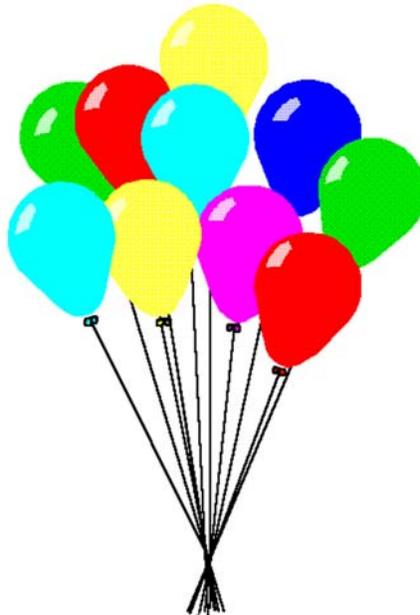
# **STEAMLINE**

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**NORTH CAROLINA ASSOCIATION FOR HOSPITAL CENTRAL SERVICE PROFESSIONALS**  
**CHAPTER NEWSLETTER OF THE YEAR - 1993, 1995, 1996**  
[www.ncahcsp.org](http://www.ncahcsp.org)

**CELEBRATE!**

**National Healthcare Central Service Week**



**October 12-18, 1997**

## PRESIDENT'S MESSAGE



Summer is over, the kids are back in school and our young adults are off to institutions of higher learning or spreading their wings to see what life has to offer them. I hope each of you have had a lovely summer doing some of the things you enjoy with family and friends. The NCAHCSP had a successful summer. Our quarterly meeting was well attended, and we would love to have had many more attending, but due to many restraints, we are appreciative to those who did attend. The meeting was held at the Hawthorne Inn and the program was excellent. We would like to thank Janet Aultman and Virginia Coffey, two of our own, for their excellent presentations - "Developing Competency Based Performance Criteria" and Douglas Kruger with Kern Medical for the "Sterile Bowl Competition".

Now that my favorite time of the year, "Autumn" is just around the corner, let's enjoy the most beautiful season of the year by taking in all the beautiful colors and the scheduled activities and events coming up in our organizations.

October is a busy month for us. Some of us will be attending the ASHCSP National meeting in Nashville, Tennessee. The NCAHCSP Nominating Committee will be hard at work seeking members to run for officers and board

members. You will be getting information in the mail concerning persons to consider for officers and board members. If you or someone you know in the organization is qualified, please submit a form completed and mail it back to us.

October 12 - 18, 1997 is Hospital Central Service Week. This is the time each year that our institutions and managers can recognize central service technicians for the excellent work they do and how valuable they are to health care organizations. Last but not least, I look forward to seeing all of you at our quarterly meeting October 24, 1997.

We announced at the quarterly meeting in July that our plans did not work out for the 1998 Annual Meeting to be held at the Omni Hotel in Chapel Hill, N.C. We will be going back to the Ocean Dunes Resort Villa at Myrtle Beach, S.C.

The board and I hope we are doing the things you expect from us. We have to assume that because we hear very little from you. Please give us some feedback on these areas:

- Education topics you would like to see presented
- Speakers that you would be interested in
- Companies that you would like to see sponsor programs or parts of programs
- Would you like to be a speaker for a meeting?
- Topics or articles for the newsletter.

Please let your board members know of any such interest. Always remember, we are only as strong as our weakest link. It

*PRESIDENT'S MESSAGE cont.*

Takes all of us individually and collectively to maintain or improve our organization

Sincerely,  
Ruby Blackwell, President



Operation Renewed Hope is a North Carolina based humanitarian relief effort. ORH is a volunteer, non-profit organization which provides relief efforts by:

1. Soliciting donated medical/surgical equipment and supplies for developing countries. (Panama is the primary focus.)
2. Coordinating and directing on-site medical clinics in developing countries.
3. Interacting/coordinating with other agencies to provide medical clinics and relief efforts.
4. Designated agency to act on behalf of the Panamanian Government to solicit medical/surgical supplies and equipment for the country of Panama.
5. Provide spiritual counseling in developing countries.

In July 1996, ORH presented an overview of its organization and requested support from the North Carolina Association for Hospital Central Service Personnel. ORH appreciates the calls and donations of surplus supplies and equipment. These supplies and equipment have been received and shipped to developing countries. In addition to these shipments, Jan Milton (ORH), Bill Dennis (Duke), and Mark Mosley (MAP, Inc.) spent a week in Panama in January, 1997. The visit included meeting with the Panamanian Government officials, military personnel, and numerous hospital/clinic visits. The team also visited the Belen village where ORH has established a clinic. Belen is in the jungles of Panama, the most remote area of the country. Life is very difficult in this region and truly the ORH presence is making a difference in improving day-to-day life for the people.



In July 1997, ORH sponsored a third on-site medical clinic in Panama. A team of doctors, nurses, and support personnel provided direct medical relief to approximately 1,800 people in four days. Minor surgeries, vaccines, medicines and dental care were provided to people who otherwise would not have received medical care.

ORH continues to be busy and progressing forward with its missions. Any NCAHCSP member or their hospital can help tremendously by remembering ORH for considerations of donations of surplus medical/surgical supplies and equipment. You can and have made a difference, especially to many children and older people in this beautiful but

*ORH cont.*

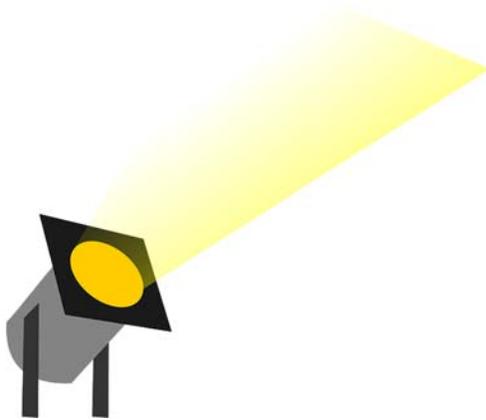
rough country. Please contact Jan Milton or myself with donations or questions at the address and phone number listed.

Jan Milton  
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3 000 Scotty Hill Road  
Fayetteville, N.C. 28303  
910-867-1166

William B. Dennis  
Director, Sterile Processing  
Duke Medical Center  
P.O. Box 3820  
Durham, N.C. 27710  
919-681-4153

Sincerely,  
William B. Dennis

## SPOTLIGHT INTERVIEW



A familiar face has been missing from NCAHCSP meetings this year. We were saddened to learn that Fern Page, L.P.N., had resigned her position as Senior Technician at Cape Fear Valley Medical Center because of health problems.

Fern's adult life has centered around her family and her work in the health care setting. Fern was serving a tour of duty in the Navy when she met the man that she would marry and also began her health care career. When she trained as a surgical technician at the Bethesda Naval

Hospital, Central Supply was part of the surgical technician's responsibility. After her military duty, Fern continued her career by working in Central Supply at different hospitals. Her experiences included working as a member of the team that set up the E.R., O.R., *LID*, and CS at the Apex branch of Wake County Hospitals.

After the birth of her fourth child, Fern decided to return to the structured classroom to continue her education and to become a licensed practical nurse. With this increased knowledge of health care, she resumed her career in Central Supply soon after the birth of her fifth child.

Fern has been a dedicated member of the Central Supply staff at Cape Fear Valley Medical Center for the past nineteen years. Fern's contributions to Central Supply have been recognized not only by colleagues at Cape Fear Valley Medical Center, but by those in Central Supply throughout North Carolina. An example of her contributions has been decorations for the awards banquets at NCAHCSP Annual Meetings. When compliments have been given to her regarding decorations, Fern quickly stated that her artistic work is limited mainly to her visions, plans, and organization of the project. Regardless of where her talent lies, her work has been enjoyed by all that have observed the end results of her projects.

Fern reflected on the changes that she has observed in the functions of Central Supply during her career. She used an analogy of comparing addition and subtraction to calculus when describing functions of the Central Supply of years

*SPOTLIGHT cont.*

past and the functions of CS today. Fern commented that the amount of knowledge that is required of a technician today demands that one can no longer be brought into the department "off the streets". With her insight, knowledge, and performance, Fern has epitomized the Central Supply professional.

Best wishes are extended to Fern as she pursues her present goals of getting out of the house and regaining her independence.



Excellence can be attained if you...  
Care more than others think is wise.  
Risk more than others think is safe.  
Dream more than others think is practical.  
Expect more than others think is possible.

**WELCOME NEW MEMBERS**



Patricia Artis  
MPD Technician  
Material Processing Distribution  
Wake Medical Center  
Raleigh, NC

Brenda Blalock  
CST  
Materials Management  
Cleveland Regional Hospital  
Shelby, NC

Arlean Creech  
MPD Technician  
Material Processing Distribution  
Wake Medical Center  
Raleigh, NC

Doris Grady  
Certified Technician  
Central Sterile  
Wayne Memorial Hospital  
Goldsboro, NC

Betty Helms  
Instrument Technician  
Sterile Processing Dept.  
Northeast Medical Center  
Concord, NC

Wanda McInnis  
Clinical Specialist  
AbTox, Inc.  
Pinebluff, NC

Carolyn Wilson  
Central Supply Aide  
Watauga Medical Center  
Boone, NC



## MEMBERSHIP REPORT



Membership is down this year with 235 members. At the last board meeting a problem was discussed concerning returned checks. We have been experiencing a problem with returned checks and the charges the association incurs due to these. The board voted to initiate to the responsible party a letter concerning the returned check requesting a response in thirty days to cover the check and our processing fee from our financial institution. Membership will be suspended until restitution is made.

Linda Messick,  
Membership Chairperson

## HEALTHWATCH



### **Allergic Rhinitis: It's Nothing to Sneeze At!**

Rhinitis, an inflammation of the membranes of the nose, is the most common allergic condition seen by

physicians and other health care providers in the United States. The swelling and watery drainage can affect the eyes, too. Allergic rhinitis contributes to millions of days of restricted activity, missed work and missed school days each year.

The two types of allergic rhinitis are seasonal (commonly known as hay fever) and perennial (year-round). The seasonal type is related to exposure to the pollen of trees, grasses or weeds. The perennial type is related to indoor allergens such as dog or cat dander, house mites, cockroaches, feathers and molds. Some unfortunate people suffer both seasonal and perennial symptoms.

The symptoms of allergic rhinitis may include sneezing, itchy nose, runny nose, post-nasal drip, congestion of the nose, ears and sinuses, fatigue and malaise. Some people also have conjunctivitis caused by allergy. Loss of smell or taste may occur when the nose is very stuffy and swollen. Symptoms of seasonal allergic rhinitis are usually most troublesome during spring and fall.

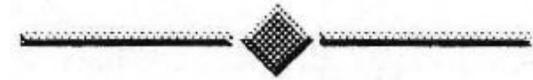
Allergic rhinitis typically, but not invariably, develops before people reach age 20. If it is left untreated, infections of the ears or sinuses sometimes ensue.

You may feel overwhelmed by the impact of allergic rhinitis, but take heart in the fact that it can be controlled! Avoidance of allergens is the most effective treatment. At times that is possible, but at others it cannot always be arranged. Further options are available through medications such as antihistamines, decongestants and nasal sprays and through immunotherapy.

HEALTHWATCH cont.

(allergy shots). Ask your doctor to help you find what is best for you.

RESOURCE CENTER NEWSLETTER,  
Volume 2, No. 2



*Those that do not find time for exercise will have to find time for illness.*

- Proverb

## NEWSBITS



Cabarras Memorial Hospital of Concord, N.C. is now called Northeast Medical Center.

Congratulations to Elaine Melton, who was named Employee of the Month for July at N.C. Baptist Hospitals, Inc.

**State proposes regulated reuse.** Illinois hospitals are sweating out an attempt to ban reprocessing surgical devices labeled for single use. A bill making Illinois the first state to regulate such use passed the House and Senate and was awaiting Gov. Jim Edgar's signature at press time. The bill originally was written to ban reuse outright, but several organizations lobbied to amend it to exempt hospitals. A position statement from the Illinois

State Medical Society, Illinois Hospital and HealthSystem Association, Illinois Freestanding Surgery Centers Association, and the Association of Medical Device Reprocessors commends the bill's "important safeguards". The bill would ensure that:

- Hospitals that reprocess medical devices do so in accordance with regulations set by the Illinois Department of Public Health
- Medical device reprocessing is performed only by firms or hospitals that have met the conditions of this legislation.

*MATERIALS MANAGEMENT IN HEALTH CARE*, July 1997, Volume 6, No. 7

Tragedy struck last spring when two hospital patients died from drug-resistant tuberculosis caused by inadequately cleaned bronchoscopes. Apparently *the scopes were never immersed in disinfectant or properly cleaned between uses*. Two other patients infected by the same means are alive and well. Infection control experts said the incidents highlight the need for better education. For more information see *Transmission of multidrug-resistant tuberculosis via bronchoscopy*, presented at the Epidemic Intelligence Service Conference, April 14 - 19, Atlanta.

*MATERIALS MANAGEMENT IN HEALTH CARE*, July 1997, Volume 6, No. 7

The big, tough important things I can get through ... but then I walk out of the house and into the clothesline.

-Will Rogers

## UPCOMING PROGRAM



Our next meeting will be on October 24, 1997 at the Hawthorne Inn in Winston-Salem. The topic for the morning session will be "Care, Inspection and Handling of Surgical Instruments", presented by Peter Metzner of Aesculap. The afternoon topic will be "Sterilizer Inspection, Operation, Testing and Biological Monitoring", presented by Brian Starling of Surgicot. Make your plans to attend now!

## REGION 3 REPORT



The Board of Directors for the American Society for Health Care Central Service Professionals has been extremely busy this summer conducting conference calls for committee meetings and board meetings. We've also been working very closely with the new staff in Chicago, orienting them to the society. I'm very pleased to say this is going extremely well with information flowing in both directions.

I'm pleased to announce we have chosen a logo and tag line for the society which

you'll be seeing very soon. We wanted to establish a recognizable logo for our products to help us establish ourselves in the marketplace.

A great deal of work has been going into the annual program to be held in Nashville, Tennessee this fall. The program will be mailed to members very shortly (if you haven't already received it). Dennis Moore, Past President, chairs this year's program planning committee and has done an excellent job in developing the program. Remember to mark your calendars for October 4 through 7 to attend. This year's conference will be held at the Renaissance Hotel, right in the heart of Nashville. It's a going to be a great experience you'll not want to miss.

It's also time for election for ASHCSP board members and president-elect. This year we will be electing regions 3, 7, and 9, as well as the next president-elect. I'm extremely pleased to inform you we have two excellent candidates for region 3, Mike Anderson (Holy Cross Hospital - Maryland), and Carolyn Johnson (Virginia Baptist - Virginia). It will be a tough choice, but both are extremely capable of representing this region. Running for president-elect, we have three candidates, Jean Hodge (Madison, WI), Carl Winge (Hickory, NC), and Frank Sizemore (Winston-Salem, NC). I'm sure each candidate would appreciate your support. Be sure to exercise your right to vote, and submit those ballots!

Frank Sizemore  
Region 3 Board Member

TREASURER'S REPORT	
BALANCE (MAY 1997)	\$24,635.65
DEPOSITS	7,995.00
EXPENSES	11,726.50
MONEY MARKET	5,493.51
BALANCE (JUNE 1997)	\$26,397.66

## INTERNET NEWS



In the last issue of *THE STEAMLINER*, we included the number of hits (times our site is viewed) made to our web site since its debut in November, 1996 - February, 1997. Here are the latest statistics.

### WEB PAGE ACTIVITY HITS

March	3,710
April	3,044
May	2,463
June	2,371

Paul Hess has done an outstanding job as our "webmaster". Drop by [www.ncahosp.org](http://www.ncahosp.org) and see what's new!

# ANNOUNCING ...

Northwest AHEC is sponsoring a one-day seminar titled, "Demystifying the Process of Sterilization" on Saturday, September 13, 1997 at Catawba Memorial Hospital in Hickory. The target audience for this program would be health care professionals involved in sterilization processing in the medical office, specifically those utilizing table top sterilization.

The speakers will be Virginia Coffey and Frank Sizemore. If you know of anyone in your facility who could benefit from this event, please ask them to call (910) 713-7018

## SUPERVISOR'S CORNER



### How to Run a Good Meeting

Here are some tips on how to run a Meeting:

- **Don't compete** with group members. Give their ideas precedence over yours
- **Listen** to everyone. Paraphrase, but don't judge.
- **Don't put** anyone on the defensive. Assume that everyone's ideas have value.
- **Control** the dominant people without alienating them.
- **Realize** that your interest and alertness are contagious.
- **Keep all** participants informed about where they are and what's expected of

*SUPERVISOR'S CORNER cont.*

them. Keep notes on flip charts on a board that everyone can see.

- **Check with** the person who owns the problem to find out if an idea is worth pursuing or if a proposed solution is satisfactory.

- **Give others** a turn at running the meeting. Those who learn to lead learn how to participate.

*Source: Financial Times, 14 E. 60th. St., New York, NY 10022.*



Leadership: The art of getting someone else to do something you want done because he wants to do it.

- Dwight Eisenhower

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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.**

**STEAMLINE EDITORIAL BOARD  
VOLUME 8-----ISSUE 3  
OCTOBER 1997**

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