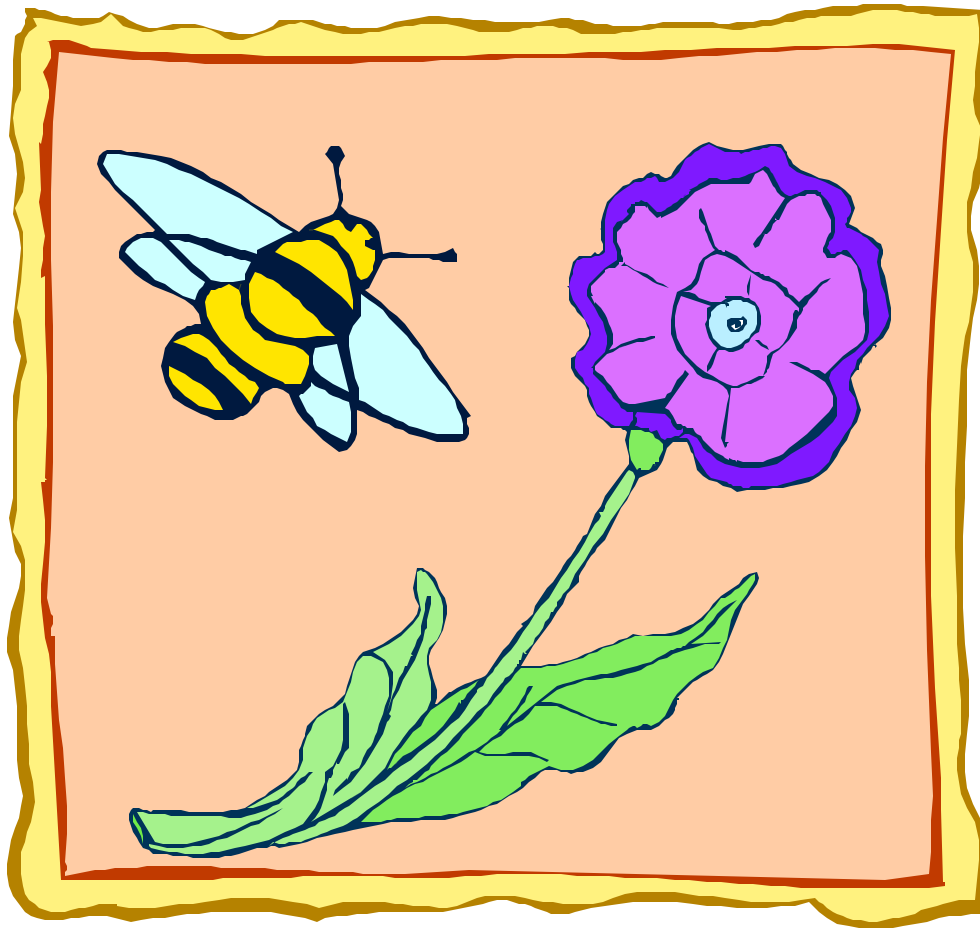
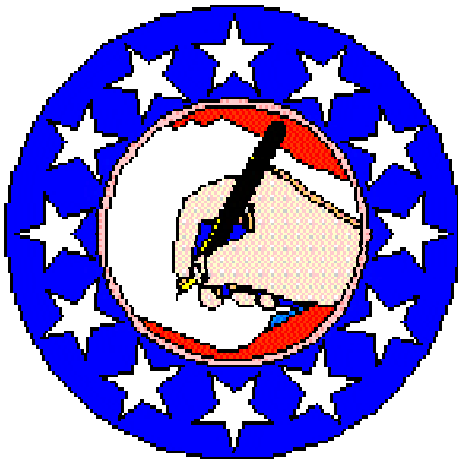


I HEARD IT THROUGH THE STEAMLINE



HAVE A WONDERFUL SUMMER!

PRESIDENT'S MESSAGE



Our 22nd Annual Meeting of the North Carolina Association for Hospital Central Service Professionals (NCAHCSP) held at the Ocean Dunes, in Myrtle Beach, South Carolina was excellent. It was well attended, especially by vendors. The location and weather was great. I commend Paul Hess, President Elect, and the board on their planning and putting together a wonderful program. I am looking forward to our next meeting that will be held July 24, 1998 at the Hawthorne Inn – Winston-Salem North Carolina.

In the fall of 1998, we will be looking for qualified people to run for office in our organization, both state and nationally. The North Carolina Association for Hospital Central Service Professionals (NCAHCSP) will need your help in coming up with a ballot. If you or someone you know is interested and qualified, please make the board aware. When the ballot is completed and mailed out to each voting member, please take the time to vote and mail your ballot back to the NCAHCSP. We are expecting your response to be greater than 20% this year. The American Society for Healthcare Central Service Professionals

(ASHCSP) will be mailing their members a ballot also. We need to use our voting power to elect national officers.

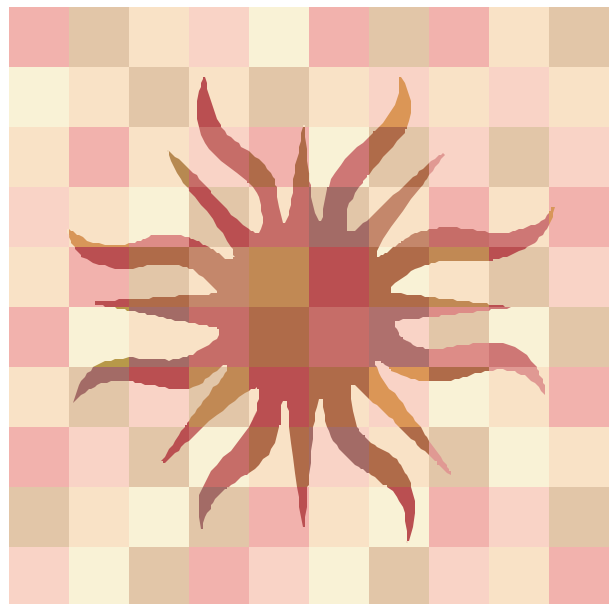
The more you get involved and Participate in your organization, the more you influence the decision making process. Be active, get involved and we will be heard by many instead of a few.

Vote! Vote! Vote!

It is important for this board to hear from you. Voice your concerns, whether they are positive or negative. If you have topics you want presented, if you know speakers that would benefit our organization, or if you have a topic that you would like to share with the organization, let your board members know.

Working together, we can accomplish great things, working alone we struggle, You are a great group to work with. I look forward to seeing you in July.

Ruby Blackwell
President





LEARNING TO LIVE WELL

Linda Braswell
Employee Assistance Coordinator
Cape Fear Valley Medical Center

- People must be on time.
- Kids shouldn't be so noisy.
- People ought to appreciate how hard I'm working.
- My boss has to give me a raise.

Inside of you lives a little legislator who makes up laws about how everyone should behave and how everything should operate.

The legislator can even make laws about you, governing how you should behave, what you should think and how you should feel. The legislator stays in session 12 months a year, and works through holidays and late into the night.

Do you recognize your own legislator?

When the principles you think other people should live by are ignored, you attempt to get the changes you want by making demands. Because you cannot force the changes you want, you fuel the anger by adding drama. Drama makes your anger bigger and more powerful. You may say things like:

"This is the worst thing that could ever happen to me."

"I absolutely cannot believe she did that."

Yet dramatic thinking creates greater distance between the ideal you have legislated and what is real. Frustration builds along with anger. To get free from the hurt and pain, you attempt to make sense of it. So you ask yourself "why?"

A father explaining to his son why his round of golf was poor said: "You know, this is your mother's fault. I was supposed to take her to the beauty shop this morning and she wasn't ready in time. I had to rush her there and rush here to make our tee time. All that rushing around makes me miss these shots. If she had been on time, I'd be shooting much better."

One of the easiest answers to "why" questions is blaming someone else. It lifts responsibility from you but it also makes you angry with the person you are blaming.

Like all of your emotion, anger has a number of purposes, some positive and some negative. It is a natural response to hurt that helps protect you from pain. Anger is also a way to push more appropriate feelings away.

Our teachers, preachers and parents have taught us that some emotions are good and some are bad. Most likely you learned that calmness was good, anxiety was unfortunate and anger was bad. But the truth is that feelings are neither right nor wrong, good nor bad.

At certain times, anger might help you. Sometimes it will sabotage you or hurt you. In learning how to reduce anger, you will learn how to express it so that it helps you and how to avoid hurting others.

Realize that you create your own anger, therefore you can control it. Haven't all of us said:

"My kids make me so mad sometimes."
"My boss is driving me straight up the wall."

When those statements are made, We have placed the cause of our anger outside of ourselves and by doing so; we lose control of it. If you believe your anger is caused by other people or situations, then you are powerless to do anything about it. None of us likes that feeling.

Certainly it takes a stressful situation to get your thinking going, but your anger is triggered by what you think about the situation.

The more you are able to accept given situations, the less anger you will have. To do that, you need to begin by challenging your beliefs that cause you to be angry. One way is to eliminate the "shoulds," "oughts," "musts," and "have to's." They generate anger faster than any other set of thoughts. Those thoughts demand that life be conducted in certain ways, as we have talked about earlier in this series. There is a sense of urgency and insistence., Start today by believing that in the great scheme of life's events, this event is not that important."

The following principles from Dr. Dale Olen's book, *Reducing Anger*, can help you express it:

- Express your anger directly when you think it will work for you.
- Express your anger in a way that others can receive it.

- Don't express your anger directly if it pushes the other person away (unless that's what you want).
- When you get angry, acknowledge it and accept it. Don't repress it and then decide what to do with it.
- Once you own your anger, you control its expression.

To sum up, there are three basic ways to reduce anger:

- Slow down your adrenaline,
- Reduce the stressors in your life.
- Change your angry beliefs.

NO MORE COMMUTER'S NIGHTMARE

IF YOUR CAR OVERHEATS IN TRAFFIC ON A HOT AFTERNOON, THESE THREE STEPS CAN HELP YOU TO YOUR DESTINATION WITHOUT PULLING OVER:

1. TURN OFF THE AIR CONDITIONER.
2. OPEN ALL WINDOWS.
3. GRIT YOUR TEETH AND TURN ON THE HEAT TO THE HOTTEST SETTING AT THE HIGHEST FAN SPEED. (THE HEATER DISSIPATES ENGINE HEAT.)

YOU WON'T ARRIVE HOME IN A GOOD MOOD, BUT IT SEATS SITTING IN THE HOT SUN, WAITING FOR YOUR ENGINE TO COOL!

FOR BEST RESULTS: SHIFT INTO NEUTRAL WHENEVER

SPOTLIGHT ON MEMBERS



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

Randy Hurder, Technician III - Central Processing at Rowan Regional Medical Center was the winner of the Ray Manning, Sr. Achievement Award. Randy was described by his supervisor as someone who continually strives to improve service to customers and goes beyond his job description to get whatever is needed for a patient in surgery or housewide. One of Randy's greatest assets is his ability to communicate with his peers and all customers throughout the hospital.

Margaret Lowery, Technician I - Central Service at N.C. Baptist Hospital, was the winner of the Joe Stanley Memorial Award. Margaret runs the decontamination area of her department with dedication and perseverance. She developed her own system for tracking items from ancillary departments through decontam to prep and pack. She also is compassionate and caring with her co-workers.

Janet Aultman, Assistant Manager of Central Service at N.C. Baptist Hospital, was the winner of the Merit Award. Janet is a past and present board member of NCAHCSP; co-editor of *I HEARD IT THROUGH THE STEAMLINE*, and a

past winner of the Ray Manning, Sr. Achievement Award.

Margie Morgan, Assistant Director of Sterile Processing at Moore Regional Medical Hospital, was the winner of the "You Done Good" award. Several "infamous" sales representatives presented this award.

CONGRATULATIONS!



WELCOME NEW MEMBERS

Judy Brown
Surgical Services
McLeod Regional Medical Center
Florence, SC

Nicole Gilley
Operating Room
Spruce Pine Cone Hospital
Spruce Pine, NC

Marian Ivey
Central Sterile Supply
Lexington Memorial Hospital
Lexington, NC

Rachel Kinsland
Central Sterilizing & Processing
Haywood Regional Medical Center
Clyde, NC

Suzette Naylor
Surgical Services
Sampson Regional Medical Center
Clinton, NC

Dave Petkovich
SPS Medical Supply Corp.
Rush, NY

Melissa Row, RN
Surgical Services
McLeod Regional Medical Center
Florence, SC

Michael Robinson
Central Processing
UNC Hospitals
Chapel Hill, NC

Tanya Tant
Surgical Services
Morehead Memorial Hospital
Eden, NC

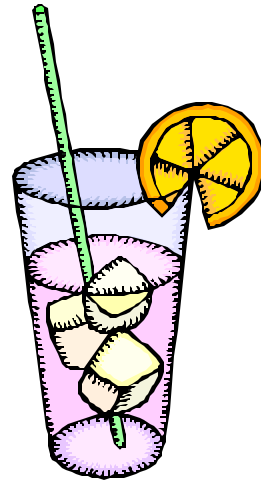
Michael Tucker
Sterile Processing
Spartanburg Regional Medical Center
Spartanburg, SC

Membership Report

Currently, we have 218 members. If you have not yet rejoined, you will receive a reminder in the mail. Remember, if you have not renewed your membership by July 1, 1998, you will no longer receive mailings from the association.

Linda Messick, CSPDT

HEALTH WATCH



It is the time of year to clean up the grill and think of eating out-of doors. Here are some low fat recipes to spice up you next picnic.

Extra-Creamy Coleslaw

1/3 c. sugar
1/2 t. salt
1/8 t. freshly ground pepper
1/4 c. 1% milk
1/2 c. Hellmann's low-fat mayonnaise
1/4 c. low-fat buttermilk
1 1/2 Tbsp. white vinegar
2 1/2 Tbsp. lemon juice
8 c. finely chopped cabbage (about 1 medium head)
1 c. grated carrots

In a large bowl, combine the sugar, salt, pepper, milk, mayo, buttermilk, vinegar, and lemon juice and beat with an electric mixer until smooth. Add the cabbage and carrots and toss to blend the dressing. Cover and refrigerate for at least 3 hours before serving.

Makes 8 servings.

Per Serving - Calories, 88; Fiber, 2 gm; Cholesterol, 1mg; Sodium 303 mg
% Calories from: Protein, 7%, Carbohydrate, 85%, Fat 14 % (1.4 gm)

Deluxe Baked Beans

1 large yellow onion, chopped
5 strips Louis Rich less-fat turkey bacon, diced
2 16-ounce cans (or 1 32-ounce can) vegetarian baked beans
2 to 4 T. packed brown sugar (to taste)
1 T. prepared mustard
½ C. chili sauce

Preheat the oven to 350 degrees. Coat a large nonstick frying pan with nonstick cooking spray. Add the onion and bacon and cook over medium-low heat until the onion is tender and the bacon is crisp. Remove from the heat and stir in the beans, brown sugar, mustard and chili sauce. Spoon into a 2-quart casserole dish that has been coated with nonstick cooking spray. Bake for 35 to 45 minutes, until bubbling.

Makes 7 servings.

Per Serving - Calories, 211; Fiber, 6.6 mg; Cholesterol, 7 mg; Sodium, 975 mg
% Calories from: Protein, 18%; Carbohydrate, 74%; Fat 8% (1.8 gm)

Oatmeal Chocolate Chip Cookies

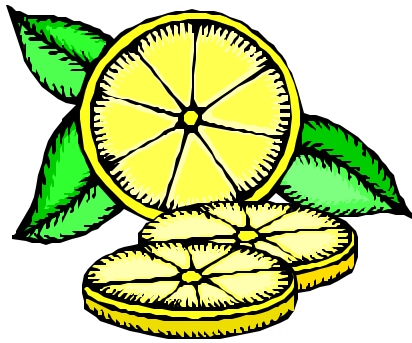
½ c. (1 stick) butter, softened
½ c. fat-free cream cheese
1 c. packed brown sugar
1 large egg
2 T. fat-free egg substitute
¼ c. maple syrup
1 T. vanilla extract
1¾ c. all-purpose flour
1 t. baking soda
½ t. salt
2 ½ c. quick or old-fashioned Quaker Oats
1¼ c. (7½ ounces) milk chocolate or semisweet chocolate chips
Preheat the oven to 375 degrees. Coat two cookie sheets with nonstick cooking spray. In a large bowl, beat the butter and cream cheese together. Add the sugars and beat until creamy. Add the egg, egg substitute, maple syrup, and vanilla; beat well. Combine the flour, baking soda, and salt and beat into the egg mixture, mixing well. Stir in the oats and chocolate chips; mix well.

Drop by rounded tablespoonfuls to form cookies and place 2 inches apart on the prepared cookie sheets.

Bake, one cookie sheet at a time, in the upper third of the oven for about 9 minutes for chewy cookies and about 12 minutes for crisp cookies. Cool for 1 minute on cookie sheets, then remove to wire racks.

Makes 3 dozen large cookies





Low-Fat Lemon Squares

1 c. all-purpose flour (If using self-rising flour, omit the baking powder and salt..)
¼ c. confectioner's sugar
5 T. diet margarine, melted
1½ c. granulated sugar
2 eggs
¼ c. light sour cream
1 T. grated lemon zest (optional)
3 T. lemon juice
¾ t. baking powder
3/8 t. salt
Confectioner's sugar for sprinkling

Preheat the oven to 350 degrees. Coat a 9-inch square baking pan with nonstick cooking spray. In a small bowl, mix the flour, powdered sugar, and melted margarine. Press evenly over the bottom of the pan.

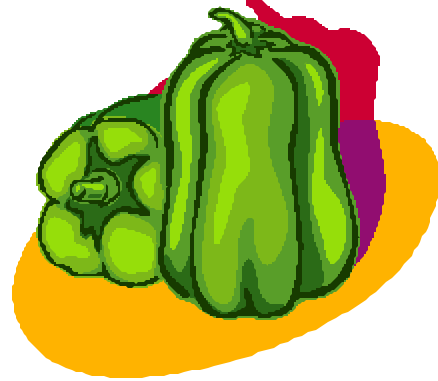
In a large bowl, beat the sugar, eggs, sour cream, lemon zest, lemon juice baking powder, and salt until light and fluffy, about 3 minutes. Pour over the crust. Bake for 35 to 40 minutes, or until the center is firm to the touch. Let cool on a wire rack while still in the pan. Sprinkle with confectioner's sugar. Cut into squares.

Makes 25 squares (You could also lower the cholesterol in this recipe by using egg substitute)

Special thanks to Linda Smith from Stanley Memorial Hospital for these recipes.

Meatless

There are about two million vegetarians in the U.S.



Vegetarians do not eat meat, fish or fowl.

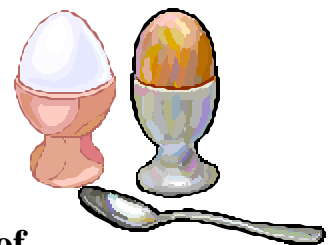
Lacto-ovo-vegetarians eat dairy products and eggs, but no flesh foods.

Vegans do not eat any animal products, including honey.

(Over 20% of U. S. households eat four or more meatless dinners a week, according to a recent Land O' Lakes survey.

Source: The Vegetarian Resource Group: (410) 366-VEGE (for nutrition information and to order cookbooks)

White of Brown?



The breed of the hen determines the color of an eggs shell. Shell color has *nothing* to do with egg quality, flavor, or nutritional value.

Source: U.S. Department of Agriculture

Habits

% of Americans who practice unsafe food handling:

50%Eat raw or undercooked eggs

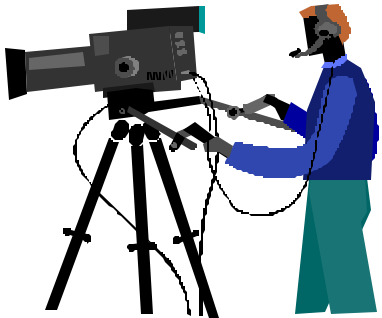
23%Eat undercooked hamburger

17%.... Eat raw clams or oysters

26%.....Do not wash cutting boards after cutting raw meat or poultry

Source: U.S. Department of Agriculture

IN THE NEWS...



HEALTH WORKER RECEIVES \$1 MILLION IN LATEX CASE

By Marilyn Marchione, Milwaukee *JOURNAL SENIYNEL NEWS*

February 26, 1998

In a verdict that's expected to have far-reaching impact nationwide, a Milwaukee County jury Wednesday awarded \$ 1 million to a health care worker, saying it wanted to tell manufacturers to improve the safety of latex gloves.

The landmark decision came Wednesday in Circuit Judge Charles Kahn's court in a suit brought by Linda Green against Smith & Nephew ABP Inc. Green is one of 34 plaintiffs suing that firm or Baxter Healthcare Corp., the nation's largest latex glove maker, over latex allergies caused by wearing such gloves at work.

It's the first major latex product liability case in the United States to go to trial. Lawyers for both sides agreed to try a single case before proceeding with others.

"This is a test case," said Green's lawyer, Rober Habush. "There are cases pending all over the United States: by health care workers who developed such allergies, he said. Habush and Green said this case could enhance the changes that other such lawsuits could be settled to avoid trial.

Jurors awarded Green \$34,000 for past medical expenses, \$42,000 for future medical expenses, \$90,000 in lost earnings, \$250,000 for lost future potential earnings, and \$584,000 for pain and suffering - \$1 million in all. Habush had sought \$2.6 million.

Green worked for St. Joseph's Hospital for 13 years, the last five operating CT scans in the late 1980s and early 1990s. She testified that she changed gloves 20 to 40 times a day, and developed a problem with latex sensitivity in 1989. Green said she had to leave her job in radiology; she's now a medical assistant for Oncology of Wisconsin.

Starting in September, the U.S. Food and Drug Administration will require warning labels on all products that contain latex. Manufacturers also will be barred from labeling any latex glove as "hypoallergenic."

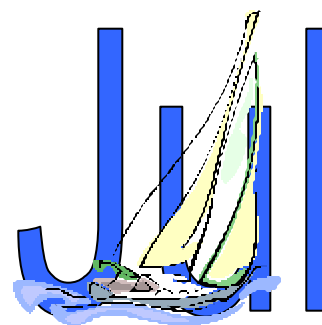
Scrub up. The rate of hospital-spread infection is soaring, according to a new study from the Centers for Disease Control and Prevention. The rate of infections has risen 36 percent since

1975 - 1980, when the CDC last made a full count. Contributing factors include antibiotic-resistant microbes and sicker patients, whose weaker immune systems and need for invasive treatment create infection routes. The CDC also says *simple precautions like hand washing could prevent nearly a third of the infections*. Hospital-acquired infections add about \$4.5 billion to annual health care costs, but the situation could be far worse: The CDC estimates that infection rates would be 50 to 70 percent higher if hospitals didn't have infection-control programs, which have been required for accreditation since 1976.

Materials Management in Health Care, Vol. 7, No. 5, May 1998

REGION 3 REPORT

The 31st Annual Conference & Technical Exhibition of the American Society for Healthcare Central Service Professionals will be held on October 24 - 27, 1998 in Reno, Nevada at the John Ascuaga's Nugget Hotel (800-843-2427). A very desirable rate of \$92, plus tax, has been confirmed. This year's theme, "Nuggets of Knowledge", will highlight the following: validation of sterilization of single-use devices, creative strategies to motivate staff, latest technologies, product standardization, development and options relative to instrumentation, transporting sterile supplies, cost justification, and much more. Registration for this meeting is \$375 for members, \$475 for non-members. Contact 312-422-3750 for more information.



Our next educational program will be held on July 24, 1998 at the Hawthorne Inn in Winston-Salem. Dr. Gary S. Graham will present two topics in the morning session: Sterilization in the 90's and Biological Indicators and Sterilization Monitoring. In the afternoon, Barbara Maher will present Changes in the JCAHO Scoring System. Please make plans to attend!

TREASURER'S REPORT

BALANCE (FEBRUARY 1998)	\$19,1467.29
DEPOSITS	16,058.00
EXPENSES	5,106.51
MONEY MARKET	5,703.04
BALANCE (July 1998)	\$35,800.82

"Man is still the most extraordinary computer of all."

- John F. Kennedy



SUPERVISOR'S CORNER

Almost nothing is more helpful in dealing with people than a sense of humor. Now, a sense of humor doesn't necessarily mean a knack for telling jokes. Rather, it means that ability to take some setbacks and still see that the world has not come to an end.

If you can keep from taking a situation or yourself too seriously, you'll get much better results. If you don't take yourself too seriously, there are always things in any situation that are still amusing, that you can still smile about. And a smiling, cheerful leader invariably wins more cooperation than a grim or gloomy one.

If all you do in a crisis is add to the heat and confusion, people will soon lose respect for your abilities under pressure. But if you can maintain your sense of proportion and humor when the world seems to be failing apart, people who rely on you will show their appreciation in better work and greater loyalty.

Yes, some problems are serious - but there's nothing to be gained by exaggerating their importance. Get in the habit of taking yourself and your problems less seriously. Learn to smile at yourself and the world as well. You'll get better results - and actually have more good things to smile about - when you do.

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STATEMENT

NCAHCSP WILL ESTABLISH
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ORGANIZATION
THROUGH INNOVATIVE
PROGRAMS THAT
ENHANCE THE
DEVELOPMENT OF
CENTRAL SERVICE
PROFESSIONALS

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