Greetings,

Welcome to Spring! Spring is a time for new beginnings and fresh starts. Go out and do something new!

This Association is committed to sharing information that will assist you in your professional career development and allow you an opportunity to network with your peers.

Quarterly meetings are held in Winston-Salem, North Carolina or at a vendor’s place of business. Please see the specific brochure for each meeting.

In April, 2017, we will hold our annual meeting at the beautiful Myrtle Beach Hilton in South Carolina. We invite all members from every state to join us. If you are not a member, we invite you to become one!

*Lana L. Haecker*

NCAH CSP-President 2016—2017

"Spring makes everything look filthy."

Katherine Whitehorn

The NCAH CSP is now an affiliated chapter of the International Association of Healthcare Central Service Materiel Management
Domino effects and their impact on the CSS department
Katrina Simpson, M.A., CST, CSPDT

Objectives:
Define domino effect.
Distinguish the difference between positive and negative domino effects.
Identify errors in the scenarios discussed regarding decontamination, preparation, and sterilization processes.
Discuss tips for handling stress.
Discuss solutions for creating a positive and productive work environment in CSS.

The Domino Effect
It’s the start of second shift and you are ready for another positive, productive day. As you enter decontamination, you are surprised to see 10 sets of contaminated loaner trays, 10 case carts filled to capacity with heavy items on top of delicate items, along with instrumentation mixed together from dissimilar sets, and 6 washer racks filled to capacity with grossly soiled instruments with closed box locks. Moreover, you recognize three knife handles with the blades still attached! Your coworkers on the preparation, packaging, and sterilization side have been bombarded with disgruntle staff members from the operating room awaiting trays that have not been processed yet. In addition to this, items that have not been completely cooled from the sterilization rack are being requested by the surgical staff, and a load that has just come out of the sterilizer is found to be saturated in fluid. You’re thinking, “Wow can this day get any better (in your sarcastic voice)”! Finally, the manager has just approached one of her experienced technicians about three trays she assembled that were missing critical items needed for Dr. Love’s Coronary Artery Bypass with Graft (CABG) case. You have just begun the start of your day, and it seems as if everyone is being targeted by
the domino effect.

When we discuss the domino effect, we can apply it to just about any situation in our lives, rather it be setting personal goals, creating failures, mismanaging finances, or being productive vs. non-productive in the work place. According to the Merriam-Webster Dictionary (2017), a domino effect can be described as “a cumulative effect produced when one event initiates a succession of similar events”. Can you think of cumulative events that may have initiated the rippling effect of events described above? Was first shift responsible for the back-up triggered in decontamination? Was there a miscommunication regarding the equipment or medical instrumentation needed for the surgical staff for scheduled or added on procedures for the day? Was the experienced technician stressed, under pressure, overworked, overwhelmed, or all of the above causing her to accidentally leave out those critical items? Can you find yourself in any of these scenarios? The circumstances mentioned above describes the domino effect in a negative light, but we can also view it in a positive light to help maintain ideal work ethic and obtain measurable goals in the CSS department. You can view the positive domino effect as such: all dominoes lined up represent a specific goal. Although the last domino represents the ultimate goal, it should not be viewed any different from the previous dominos. Each domino represents a process. In a productive environment, the dominoes along the way are not problems, obstacles, situations, or even challenges, but rather goals (Farber, 2012).

**What Errors Have Occurred?**

Okay, so let’s put the domino effect into a negative vs. positive perspective that represents idea goals in the CSS department. The 10 sets of contaminated loaner trays, 10 case carts filled with heavy items on top of delicate items, along with instrumentation mixed together from dissimilar sets, and 6 washer racks filled with grossly soiled instruments with closed box locks can all have measurable goals to correct the highlighted issues and make the production in the CSS department operate more smoothly and less stressful. Firstly, can you identify the issues this department is facing? There are several! According to the text, loading the mechanical washer is critical to the decontamination process and gross soil should be adequately removed before putting instruments into the mechanical washer (Chobin, 2016). In addition to this, instruments should remain un-hinged and fully open so that cleaning solutions can reach every aspect of the instrument for appropriate cleaning (Chobin, 2016). Can you recognize any other errors? Can heavy items placed on delicate items damage instruments? Sure they can! Is the surgical staff upstairs being properly educated? Is it appropriate to send down used knife handles with the blades attached to them to the decontamination room? How about clean blades? Both scenarios represent unsafe practices and can lead to cuts and injuries to the CSS staff. These incidents can lead to a negative domino effect, causing subsequent, adverse processes, resulting in delayed production in the CSS department.
So how can we reverse these negative effects into positive ones? Sterile processing staff along with surgical staff must be adequately educated to recognize and correct failures. Each process has specific instructions that the technicians must follow normally identified in the manufacturer’s instructions or departmental policies. Once the CSS technician identified the knife handles with attached blades, he/she could correct this error by educating the surgical staff on the dangers of sending down contaminated items with sharps attached to them. A photograph could be taken and delivered to the nurse supervisor. A meeting could be created that includes infection control, surgical staff, and sterile processing technicians to elaborate on the dangers of some practices and educate the staff members on ethical and best practices. Through communication and education, these negative effects can ultimately turn into positive ones.

**Five Tips for Handling Stress in the Workplace**

- **Counteract the negative with a positive attitude:** As you noticed in the scenarios above, the negative domino effects created a negative attitude when the technician started the day off on a positive note. When things are going bad at the start of your day, find the errors and make the decision to correct them. Having a negative attitude will only add to the stressful environment, not alleviate it. Choose a positive mindset over a negative one.

- **Work as a team, you are not alone:** Things can get overwhelming in the CSS department. The good news is you are not alone. If a task is becoming overwhelming and you need assistance, ask for it! If there is available staff to assist you in your department they should be more than willing to do so. If you do not go looking for help, it cannot find you!
Breathe and reflect: There are moments in which you must take a breather. Again, working in the CSS department can be overwhelming. Take time to breathe and reflect on what is causing you to feel stressed. Is there anything you can do to prevent this sudden onset of stress? Taking a few minutes out your work day to focus on your breathing may help to alleviate some of your stress. The relaxation response created through breathing exercises and deep rest exercises can help to decrease elevated heart rates, blood pressure, rate of breathing, and relieve muscle tension (Marksberry, 2017).

Realize that you can’t fix everything: Do not be the person that gets worked up often because you believe you must fix everything. Remember that some of the obstacles you face in the CSS department as a technician will result in the involvement of management. If you are experiencing issues that are above your authority, do not fret because you cannot control the issues at hand. Instead, go to the appropriate personnel to seek resolution form them. It is okay to not have all the answers. Do not add on additional stress trying to fix everything.

Focus on the solutions, not the problems: Again, there are going to problems you face in healthcare as discussed earlier. Instead of getting worked up about all the problems your department has, focus on creating solutions. Be a part of a committee. Create professional development courses. Get involved! You will find that the more you focus on the solutions, the less you will worry about problems.
Domino effects and their impact on the CSS department

Post-Test 2017

1. A domino effect can be described as a cumulative effect produced when one event initiates a succession of similar events.
   TRUE   FALSE

2. Dominos never represent a specific goal.
   TRUE   FALSE

3. In a productive environment, the dominoes along the way represent problems, obstacles, situations, or challenges.
   TRUE   FALSE

4. Grossly soiled instruments should be cleaned and appropriately decontaminated before going into the mechanical washer.
   TRUE   FALSE

5. Hinged items should be open before going into the mechanical washer.
   TRUE   FALSE

6. It is best practices in the CSS department to put heavy items on top of delicate ones.
   TRUE   FALSE

7. It is okay for a surgical technician to keep blades on a knife handle and send them down to the CSS department if the blade has not been used.
   TRUE   FALSE

8. Counteracting a positive attitude with a negative one is useful for reducing stress in the workplace.
   TRUE   FALSE

9. Working as a team can help to alleviate stress.
   TRUE   FALSE

    TRUE   FALSE

To receive one CEU credit, complete the quiz and send this page only, via normal mail:
    Lana Haecherl
    P. O. Box 568
    Pineville, NC  28134-0568

Your certificate will be sent via email if your score is greater than 70%. If you are not a member of NCAHCS, please include a fee of $20.00 along with your Membership Application, found on the website (www.ncahcsp.org). Please allow at least six weeks for processing.

CEU Expiration Date: February 22, 2021

PRINT NAME CLEARLY:   

E-MAIL ADDRESS:   
□ (New e-mail address)

PHONE NUMBER:   
David’s Wild Rice Recipe

Wash one cup of Wild Rice thoroughly.
Fry ¼ pound of bacon in a skillet.
Chop coarsely one medium size onion.
Chop coarsely one cup of mushrooms (any kind)
Using the grease from the bacon, sauté the onion and mushrooms.
Mix Wild Rice, onions, mushrooms, and bacon with two and ½ cups of chicken broth.
Bake all in a covered bowl at 350° Fahrenheit for one hour or until all liquid has been absorbed by the Wild Rice.

Shared with written permission by Dr. David Mathieu-Contributing Faculty, Higher Education Leadership Program & The Center for Faculty Excellence, Richard W. Riley College of Education, Walden University on February 3, 2017.
Dear Steamie,

I am getting ready to complete the recertification process. I was out on medical leave for a while, and wanted to know if I need to provide additional CEU's due to my time missed from work or if a letter from my employer verifying employment would suffice.

Thank You

The organization through which you are certified will determine the requirements for recertification.

IAHCSMM requires that you must maintain a certain number of CEU's annually depending on the level in which you are certified.

CBSPD requires verification of employment from your HR department as well as CEU's based upon your level of certification.
I would suggest that you get your verification letter from HR first to determine the number of CEU's you have earned for employment (CBSPD) and supplement with additional CEU's if needed.

Hope this helps.

Steamie

Business meeting information from meeting held on 2/3/17

- Membership report as of 2/3/17: 74 members.
- Finance report as of 2/3/17: $88,295
  - We couldn’t conduct these meeting without vendor support. Please be sure to thank the vendors.
  - The cost to hold meetings is increasing.
  - Membership dues have been increased to $25 effective 3/1/17.
  - Quarterly meeting fees have been increased to $25 effective 3/1/17.
  - Annual meeting fees have been increased to $125 for three days and $75 for a single day effective 3/1/17.
  - Credit cards will be accepted beginning with our 2017 annual meeting.
  - Stacie Patterson will be assuming the position of treasurer.
- Please submit your questions to Dear Steamie.
- There is a new website under construction! Please look for it soon.
- Please allow six weeks for CEU processing and plan accordingly.
Giving back to the community
Our own Paul Hess making sick children smile.
Thank you
New Hanover Regional Medical Center.
Future Education Meetings

The annual Spring meeting, TECHNOLOGY IS CHANGING — ARE YOU?” is April 26 — 28, 2017, in Myrtle Beach, SC, at the Hilton Myrtle Beach Resort.

The Summer meeting is August 18, 2017 in Winston Salem at the Hawthorne Inn

The Fall meeting is November 3, 2017 in Winston Salem at the Hawthorne Inn

Visit our website www.ncahcsp.org You’ll find details as well as brochures and registration information. We are now IAHCSMM (www.iahcsmm.org) affiliated!
Committees for 2016 / 2017

If you are interested in serving on a committee please contact Lana Haecherl

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  Karen
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North Carolina Association for Hospital Central Service Professionals will establish itself statewide as the leading educational organization through innovative programs that enhance the development of the Central Service Professionals.
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Please welcome to the board
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Christi Tucker
Amanda Parker

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