



Kevin Potts, CHE, CBET
NCBA President

PRESIDENT'S FORUM

The Pinehurst Resort has been the venue for the NCBA Symposium for many years; there are two years remaining on the Pinehurst-NCBA contract. Over the past couple of years we have experienced an increase in the number of vendors requesting a booth at the NCBA Symposium. The vendor exhibit area at Pinehurst will only accommodate 93 vendor booths; the demand for booths last year was approximately 120. Many vendors are turned away each year when we reach maximum booth capacity. By figuring out a way to increase the quantity of booths available, we can increase valuable interaction between members and vendors. Increasing the quantity of vendor booths also increases the NCBA's revenue, which funds scholarships and educational events. A two year plan to address the issue was developed at the Board of Directors' planning session. The plan will result in 16 additional booths at the 2007 symposium and 28 more booths in 2008. Below you'll find an outline of how we plan to increase booth capacity by 47% over the next two years.

Year 1 - (2007 NCBA Symposium: 16 additional booths)

The Cardinal Ballroom will be a high traffic area in future symposiums. It will be the location where all members come to register. Breakfast will be held there on all three days; lunch will be served there on Monday and Wednesday. It will also be set up with tables, refreshments, and free WiFi during all breaks. A limited quantity of vendors will be allowed to set up their booths around the perimeter inside the Cardinal Ballroom, all three days. A few vendors will also be allowed to set up their booth in high traffic foyers, all three days. Prize drawings will be held daily for those members who visit all booths in the Cardinal Ballroom and foyer. Although there will not be a vendor social for those vendors located in the Cardinal Ballroom and foyers, the vendors in those areas will have the benefit of three days of exposure in a high traffic area. The vendor exhibit area downstairs will operate in the same manner as it has for several years. There are strong benefits for vendors in any of the locations (Cardinal Ballroom, foyer, or the downstairs exhibit area) and all booth space will be priced equally.

Year 2 - (2008 NCBA Symposium: 28 additional booths)

The Pinehurst Resort is planning a 1.2 million dollar renovation and expansion project, to include the vendor exhibit area. The project will accommodate 28 additional booths in the downstairs vendor exhibit area, updated lighting, and an improved vendor loading dock. The project will be completed prior to the 2008 symposium.

These are exciting opportunities and extremely important for the growth and development of the NCBA.

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Moses Cone Health System
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2007 Standing Committees

Rules and Bylaws:

Kevin Potts (Chair), John Noblitt,
Kevin Scoggin, Sonny White

Nominating Committee:

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Finance Committee:

Steve Guerrant (Chair), Kevin Potts,
Kevin Scoggin

Membership Committee:

Helen Jones (Chair), Glenn Scales

Education Committee:

David Wilson (Chair), Alan Koreneff,
Ronnie McBride

2007 Special Committees

Awards Committee:

Ronnie McBride (Chair), Steve
Guerrant

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Glenn Scales (Chair), Obie Godley,
Sonny Richards

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Internet Committee:

Glenn Scales (Chair), Sally Goebel,
Steve Guerrant, John Noblitt

Newsletter Committee:

Kevin Potts (Chair), Glenn Scales, John
Noblitt

Public Relations Committee:

Kevin Potts (Chair), Sally Goebel, Alan
Koreneff, Kevin Scoggin, Sonny White

Scholarship Committee:

Ronnie McBride (Chair)

Vendor Coordination:

Tony Bisese (Chair), Boyd Campbell,
Alan Koreneff, Mark Renfroe, Sonny
White

NCBA News is an information service of the North Carolina Biomedical Association (NCBA). It has a distribution of about 500 and is published six (6) times per year. Articles and ads are due on or before the first day of odd numbered months. The newsletter is mailed on or about the 15th day of the odd numbered months.

While the NCBA makes every effort to assure that its content is accurate, articles are the products of individual authors and the NCBA is not responsible for the content.

NCBA News intends to disseminate information and ideas to its subscribers. While the NCBA News accurately reflects the source of the articles, the content is of variable quality and validity. The Newsletter Committee will attempt to verify all articles, but neither the Editor nor the NCBA is responsible for information.

YOUR HELP IS NEEDED!!! Articles of interest to our readers are constantly needed and frequently in short supply. If you have written any articles that may be of interest to our readers, submit it to Newsletter Editor, Glenn Scales, at editor2@ncbiomedassoc.com.

NCBA Board Minutes Friday, March 9, 2007

Baptist Medical Center – Winston Salem, NC

Meeting called to order 10:00am

Members in attendance: Steve Guerrant, Helen Jones, Sonny White, Alan Koreneff, Kevin Scoggin, Ronnie McBride, Kevin Potts, David Wilson, Mike McCoy, Gordon Radke, Sally Goebel

Secretary report: Gordon read the minutes from the planning session. There was a motion to accept the minutes, and passed.

Tres. Report: Steve Guerrant gave an overview of the purchase of the new laptop. The new laptop was purchased for less than the approved amount (\$2350.00) The internal audit will be April 20, 2007. The participants for the audit are Charles Worrell, Steve Guerrant, Kevin Scoggin, Kevin Potts, and Parker Foster. The group is meeting at Wake-Med. Steve informed the board that all of our accounts are current. Steve has been working with Parker to get all of the work done to get our taxes filed in time and correctly.

Membership: No Report

Education: David presented the education update. The Stand-Alone class for CBET review is scheduled for April 23-27, 2007. The stand-Alone pc-repair/networking class will be confirmed soon. The Zoll stand-alone class will be free. David is looking into what dates will work for Zoll. There was discussion on whether or not we will have the Sencore imaging calibration class. Sencore would be charging for the class. David is looking for the JCAHO life safety/EOC class to be later in the year. The JCAHO class will be at Presby. One additional class about anesthesia was discussed... The idea of getting both Drager and Datex to present the class was discussed. There was some general discussion on teachers for classes.

Scholarship: No Report

Rules and bylaws No report

Newsletter: Kevin Potts, Helen Jones and Kevin Scoggin are writing an article for this months newsletter.

Nominating Committee: No report

Symposium Planning

Hotel: Helen is gathering information on hotels that will be evaluated for potential future symposium sight. Helen has a spreadsheet that will compare “apples to apples” when it comes time for side by side comparisons.

Vendor relations: Some of the committee had talked to some vendors

about possibly moving from Pinehurst in future years. The overall thought from the vendors was that they like the venue and despite some issues with the vendor space, the overall draw is there. There was some more discussion on purchasing Microsoft survey. We would be able to survey the members and vendors to get their opinion on subjects such as class selection. Sally Goebel made a motion to purchase Microsoft Survey for the membership secretary. Mike McCoy seconded and the motion passed.

Membership: No report

Golf: No report

Old Business:

Steve Guerrant reported on moving forward with the idea of incorporating the shopping cart in our website. There is some difficulty with upgrading from Glenn’s Filemaker version 5.5 and the newest version.

NCBA booth display: update. Toni B. has sent the booth to John N. John will upgrade the lighting, Sally Goebel has been in contact with Pinehurst about selling the golf course as part of our symposium.

Ipod Nano drawing: Helen J. motion David Second to purchase a Nano to give away at AMII

New Business: John and Kevin P. worked on an article for 24/7 regarding military pricing at the symposium. Kevin P. thanked all of the board for the enormous amount of work that has been done to date. The vendor committee will be taking care of rewording the vendor contract to include all of the new vendor information.

Motion to Adjourn: 12:00pm

NCBA News is accepting advertising that relates to biomedical equipment and of interest to our readers. Suggested subjects are: Positions Desired, Positions Available, Biomedical Equipment Wanted or For Sale (New or Used), or Announcements of Educational Opportunities or Service Schools in the area.

Advertising is open to all individuals, hospitals, and companies. The decision to carry a particular ad or classified will be the decision of the Editor with support of the NCBA Board. Either jpeg or tiff files of the actual size ads is required. **Corporate Members please remember what free advertisement your membership allows.** Please contact the Newsletter Editor for other pricing.

Prepayment of all advertising is required.

Classified Advertising

Except “Position Wanted” notices by members (one ad per year – limit 50 words – no charge) the following ad rates apply:

Full Page	\$250. ⁰⁰
Half Page	\$150. ⁰⁰
Quarter Page	\$100. ⁰⁰

If the ad is a single page to be included as an insert, the advertiser will any pay all additional printing and handling costs. Placement of non-member ads is on a “space available basis. Advertising that is to be printed in color will include all additional costs to prepare and insert the color page.

Dollars and Sense: Treasurer's Report

By Steve Guerrant CBET, NCBA Treasurer

Account balances as of 3/09/2007:

Checking:		\$61,157
CD's:	XX205	\$25,717
	XX257	\$25,182
Scholarships:	Eddie Whisnant	\$606
	Norm Reeves	\$606

(Income highlights)

Symposium income	\$5,300
Membership renewal	\$350
Uncategorized	\$150

(Expense highlights)

Advertising	\$1,770
Capital Equipment	\$355
Office Expense	\$814
Seminar Expense	\$1,890
Symposium Expense	\$21,282



Where Are They Now?

Have you ever wondered what happened to all those NCBA award winners? Manager of the Year, Professional of the Year or the student scholarship winners. I have recently spoken to two past winners and here is what I found out.

Three years ago Mr. Lee Propst won the Eddie Whisnant scholarship award as a student at Caldwell Community College. As Lee told me, I was honored to receive the scholarship but uncertain about starting a new career at the mid point in my life.

Lee said he was fortunate to secure a position with Siemens Medical Solutions as a Technical Support Representative in Cary, NC. Since winning the NCBA scholarship, Lee has also been awarded the "TSR of the Year" for Siemens in December 2005. After 18 months in the call center, Lee became an Installation Service Engineer with the national installation team. Lee said he wasn't sure what he would be doing in 5 – 10 years but felt certain it would be with Siemens.

Another award winner was Mr. Erv Kelman. Erv was the recipient of the Manager of the Year award sponsored by Spacelabs Medical. Erv was the Director of Clinical Engineering at Moses Cone in Greensboro at the time he was awarded this prestigious honor. Since then Erv has moved up the corporate ladder in the Moses Cone system. Erv did say that he was truly honored to win such an award and that it is always nice to be recognized by the people that work for him and the NCBA organization.

In 2002, I was awarded the Professional of the Year award sponsored by Hill-Rom. I must say that in my 22 year BMET career I have received some recognition for past performances. I hold none of those awards in the high esteem I do this one. Mainly because I know of so many deserving individuals in the NCBA. It was also quite gratifying to know my peers nominated me for this award. Since winning the award I have gone on to become the Vice President and President of the NCBA and currently I am serving as Ex Officio President.

I'm sure many of you know someone you work with that is deserving of this type of award. If so, please go to the NCBA website and download the manager and professional award nomination paperwork and submit to the Board of Directors. Remember, the award winner receives a \$1,000.00 check which goes with the plaque and the nominator may soon be getting some recognition for submitting the winning application. So, tell the NCBA awards committee about the great people you work with and just maybe they will be the next recipient of an NCBA award.

Submitted by John Noblitt, B.S., CBET
NCBA Past President



Mark Your Calendar for AAMI 2007

Plan now to join 1,500 of your colleagues at AAMI 2007, co-hosted by the NCBA, for the premier conference for healthcare technology management, June 16-18, 2007, in Boston.

- The educational program will provide you with practical knowledge and proven techniques to enhance your career and to help you work more effectively. (The program will be posted online by December 1st.)
- The expo is your one-stop source for whatever medical equipment or support services you may need to improve your facility's healthcare delivery. See our [Virtual Exhibit](#) for information about the leading providers who have already signed up for 2007.

Whether you're a...biomedical equipment technician, clinical engineer, biomedical engineer, or asset manager, or are otherwise involved in the management of healthcare technology, AAMI 2007 is the one conference that gives you practical tools to improve your own effectiveness and your facility's bottom line.

For additional information, visit www.aami.org/ac.

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Thanks to the NCBA

By M.H. Place

As the recipient of the 2006/2007 Eddy G. Whisnant Scholarship I would like to take this opportunity to thank the North Carolina Biomedical Association. I was honored to be recognized by the NCBA for my accomplishments as a second year BMET student at Stanly Community College in Albemarle, North Carolina. I found myself attending Stanly Community College after a long career as a licensed aircraft mechanic (A&P mechanic) for the major airlines. The last 5 years have been difficult for the airline industry. Rising fuel costs and the threat of another 9/11 type attack has caused several major carriers to seek bankruptcy protection. Searching for job stability and security I started to research career fields that would provide long term stability for myself and my family.

With various family members working in the Healthcare industry, I began to narrow my search to that field. What ultimately led me to the field of Biomedical Equipment Technician was the similarities between the job of an Aircraft Mechanic and the job of a BMET Technician. The

predominant focus for both fields is safety, whether it is patient safety or safety of flight. Both industries deal with preventive maintenance, inspection, repair and troubleshooting of equipment. Recalls, service bulletins, engineering orders and aviation directives are part of the job for both the BMET and the A&P mechanic. Such regulating agencies as Joint Commission and the Federal Aviation Administration set forth policies, procedures and documentation requirements that require strict compliance.

With my career search almost complete I contacted David Wilson, BMET program advisor at Stanly Community College, and asked him what an entry level BMET technician could expect in the field. After he patiently addressed all my questions and concerns, I decided in August 2005 to change careers. My two years in the BMET program is now almost complete and graduation date is rapidly approaching. I look forward to my new career and hope I have the opportunity to report back to you with a great success story.

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CBET Review Class

The NCBA will be hosting the CBET Review Class at Stanly Community College, April 23-27, 2007. The class will be taught by John Noblitt from Caldwell Community College and David Wilson from Stanly. The registration for NCBA members is \$150.⁰⁰ and the cost for a non-member is \$250.⁰⁰. The cost does not include meals or lodging. Further details can be obtained by contacting David Wilson at vp@ncbiomedassoc.com.

David Wilson, BA, CBET
BMET Program Head/ Instructor
Stanly Community College

NCBA Manager and Professional of the Year Awards

The NCBA established these awards to provide recognition for professionals and managers in the biomedical technology career. Over the years many of our colleagues have been honored to have received this unique award.

The Professional of the Year award was first established and has been funded since its inception by Hill-Rom. When the Manager of the Year award was established two years later, Spacelabs was kind enough to fund this award. The NCBA gratefully acknowledges the support and encouragement of these two organizations.

It's never too early to start thinking about who to nominate for the 2007 awards that will be presented at the NCBA Symposium in December. The Professional award recognizes working BMETs and CEs while the Manager award, as the name implies, recognizes BMETs or CEs with management or supervisory responsibilities.

Nomination forms and criteria can be found on the NCBA web site. While the nomination process is not overly involved, it does take some time so you might want to start planning who you are going to nominate right now.

H-CAHPS - Patient Satisfaction – It’s Not Just for Nursing Anymore

By Kevin Scoggin, CBET, MBA

In today’s healthcare environment limited provider reimbursement and pay-for-performance initiatives are becoming the norm. In response to increased pressures on healthcare providers by payers and the community at-large, biomedical professionals and the medical staff they support are often challenged with understanding and responding to the disparate metrics associated with monitoring patient satisfaction. Improving patients’ perception of care represents all the best things about healthcare. It leads us to what brought us to a career in healthcare in the first place: purpose, worthwhile work, and making a difference.

Patient satisfaction has historically been measured using a variety of tools with questions that seek to quantify everything from perceived facility cleanliness and satisfaction with hospital food to “customer” service and medical staff communications. It should be noted that biomedical technology and its collective impact on the “patient experience” is not ascertained directly via any of these tools. Nevertheless, the timely availability and proper use of PCA pumps for pain management, CPM units for post-operative knee replacements, or CPAP machines for patients with sleep apnea can all impact the overall perception of a healthcare facility’s healing environment.

The Centers for Medicare and Medicaid Services (CMS) and the Agency for Healthcare Research and Quality (AHRQ) developed the H-CAHPS initiative “*to provide a standardized survey instrument and data collection methodology for measuring patients’ perspectives on hospital care.*”

H-CAHPS OVERVIEW

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) was previously referred to as the Consumer Assessment of Health Plans Survey. The name was changed to reflect the expansion of the program’s focus from health plans to the broader healthcare system.

Specific survey instrument and measurement methodologies have been developed, with the intention of national implementation in 2006. In January 2006, with the goal of establishing a common set of metrics and a consistent measurement tool, the U.S. Office of Management and Budget (OMB) approved the use of the CAHPS Hospital Survey, and national implementation is now moving ahead.

According to the sponsoring organizations, “*H-CAHPS can be viewed as a core set of questions that can be combined with a customized set of hospital-specific items. H-CAHPS is meant to complement the data hospitals currently collect*

to support improvements in internal customer services and quality related activities.”

Three broad goals have shaped the H-CAHPS survey. First, the survey is designed to produce comparable data on the patient’s perspective on care that allows objective and meaningful comparisons between hospitals in areas that are important to consumers. Second, public reporting of the survey results is designed to create incentives for hospitals to improve their quality of care. Third, public reporting will serve to enhance public accountability in healthcare by increasing the transparency of the quality of hospital care provided in return for the public investment. With these goals in mind, the H-CAHPS project has taken substantial steps to assure that the survey will be credible, useful, and practical.

This survey and the information it generates will be made available to the public. Once the H-CAHPS Survey is fully implemented, the results will be publicly reported on the Hospital Compare website, which can be found at <http://www.hospitalcompare.hhs.gov>, or through a link on <http://www.medicare.gov>.

To learn more about H-CAHPS, visit the following Web sites:

www.cms.hhs.gov/quality/hospital
www.ahrq.gov
www.hcahpsonline.org

Thank You

Dear NCBA,

I wanted to express my sincere gratitude and best wishes for the New Year to those who established and contributed to the Norm “Red” Reeves Scholarship that was awarded to me at the 28th annual NCBA Symposium. I was indeed honored to receive the financial award and likewise honored to be recognized in front of peers and prospective employers.

It is truly my desire to contribute to this Association in the future in any capacity I am deemed fit to hold. I am deeply appreciative and impressed with the community and influence this Association has developed in the biomedical equipment and instrumentation industry.

With kindest regards,

Yours Truly,
Monte D. Oitker

NCBA Symposium: Why Pinehurst? Why December?

How did it come to be that we have the NCBA Symposium at Pinehurst? Why do we have it when we do?

The NCBA board made a decision to move the Symposium to Pinehurst based on a comparison that we did between five competing hotels and convention centers. We drew up a list of requirements for our group regarding classroom space, trade show space, hotel availability, and costs of food and services for the association, the attendees and the vendors. The results landed us at Pinehurst. The time of year is a reflection of the time when Pinehurst is available and the rates are affordable.

Every three years our contract with the hotel comes up for renewal. We currently have contracts in place through December 2008. The board is evaluating our Symposium by weighing the pros and cons of relocating. We have considered a move in the past and decided to remain at Pinehurst. This process is fraught with uncertainty and anxiety because we can only guess how any changes made to such a successful Symposium may impact on acceptance and attendance. The cost of classroom and trade show space relates directly to the number of overnight stays that get booked to the hotel. If we get enough room nights sold to the hotel that are related to our meeting, then we get credit towards free classroom and trade show space. If we do not book those rooms then the association pays for those spaces. This was the reason we moved from the Greensboro location because the cost of the meeting space was going up to the tune of tens of thousands of dollars. Many of the people attending the Symposium lived in close enough proximity to Greensboro to not need hotel room nights there. We are looking at a new convention site close to Charlotte. We might run the risk of not having enough room nights there because many biomed and many vendors live in the Charlotte area. It is like all possible sites. There are pluses and minuses. One of the pluses is a larger trade show space. We have been running a waiting list for vendors to attend our show for the past several years.

We will be polling the members and vendors regarding a possible move in the future. Some of you love Pinehurst, some don't like it, and some don't feel strongly one way or the other. Some of you will stay overnight if we move to Charlotte; some will not.

Be thinking about this topic and know that we are interested in making the Symposium accessible to all of you and that the Symposium has always been a work in progress. We have tweaked, we are tweaking, and we will tweak the agenda, the classes, the location, whatever we need to tweak in a continuing quality improvement process to keep this Symposium one that other societies and associations look to as a role model.

Helen Jones, CBET, NCBA Hotel Coordinator



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Schedule of the NCBA Board of Directors Meetings for 2007/2008

February 9-10, 2007, Time: 8:30 a.m.

Board of Directors Planning Retreat
Pinehurst Hotel, Pinehurst, NC

March 9, 2007, Time: 10:00 a.m.

WFU Baptist Med. Center, Winston-Salem, NC
Host – Kevin Potts, Ph: 336-716-3437

May 11, 2007, Time: 10:00 a.m.

Duke Univ. Medical Center, Durham, NC
Host – Steve Guerrant, Ph: 919-681-2525

July 13, 2007, Time: 10:00 a.m.

Concord Embassy Suites Hotel, Concord, NC
Host – Kevin Potts, Ph: 336-716-3437

September 4, 2007, Time: 10:00 a.m.

Caldwell Community College, Hudson, NC
Host – John Noblitt, Ph: 828-726-2263

November 9, 2007, Time: 10:00 a.m.

Pinehurst Resort & Hotel, Pinehurst, NC
Ph: 800-487-4653, www.pinehurst.com

December 3-4, 2007

2007 NCBA Symposium and Expo
Pinehurst Resort & Hotel, Pinehurst, NC

January 11, 2008, Time: 10:00 a.m.

Carolinas Medical Center, Charlotte, NC
Host – Gordon Radke, Ph: 704-446-0255

February 8-9, 2008, Time: 8:30 a.m.

Board of Directors Planning Retreat
Location to be determined

**Board Meetings are open to the NCBA Membership.
Please plan to attend.**