



Brian Poplin, CBET
NCBA President

PRESIDENT'S FORUM

Come Together

Well, the defining moment of each year for the NCBA is fast approaching. The 23rd annual symposium is coming together, thanks to a very dedicated group of individuals. We are now beginning the final steps for our return to Pinehurst Resort. The registrations are coming in, the vendors are lining up, and the hotel will soon begin its seasonal transformation.

This month's newsletter is packed with information for our coming together the first week of December. Several registration forms are included as a prelude to the symposium brochure. In addition, there are some great articles that highlight our organizational happenings.

Boyd Campbell's return to the board is marked by a great story that will hopefully inspire the servant in all of us. That continual and dedicated involvement by the members of our organization has been a catalyst once again for educational opportunities like the Zoll defibrillator classes held in Raleigh. Also in this issue are computer tips, a new career guide, and a thought provoking e-mail from the biomed talk list.

As a final reminder before the October 31st deadline, I want to remind each of you to get your nominations in for the sponsored awards. Our \$1,000 manager and professional of the year awards are greater than or equal to many of the national biomedical associations. If you have a deserving individual in mind, don't let this opportunity pass you by. Our field needs every available moment to recognize top performers.

Hopefully you seized the opportunity during biomedical technician's week to recognize the contributions you make to your organization. The week has come and gone but the opportunity for our field to continue to come together and promote our value lasts throughout the year. No matter how large or how small your department. Our responsibility to promote our profession is continual, and requires an untiring dedication to the future.

I hope to see you all in Pinehurst. Till then, let's stick together.

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Rules and Bylaws

Brian Poplin (Chair), Glenn Scales,
Obie Godley, Mark Renfro

Nominating Committee:

Linda Leitch (Chair), Tommy Ballard,
Charles Worrell

Finance Committee:

Charles Worrell (Chair), Jim Tripp,
Brian Poplin, Dan Harrison

Membership Committee:

Diane Aker (Chair), Sally Goebel, Obie
Godley, Linda Leitch

Education Committee:

Dan Harrison (Chair), Sonny Richards,
Mark Renfro, Helen Jones

2001 Special Committees

Apprenticeship:

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Glenn Scales (Chair), Mark Sonntag,
Diane Aker, Sally Goebel, Tommy
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Ken Logan, Charles Worrell, Glenn
Scales

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Harrison

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Linda Leitch (Chair), Glenn Scales,
Mark Sonntag, Sally Goebel, Mark
Renfro

Professional of the Year:

Brian Poplin (Chair), Tommy Ballard,
Dan Harrison, Helen Jones, Mark
Renfro

Historian:

Glenn Scales (Chair), Charles Worrell,
Obie Godley, Sonny Richards

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 even months. The newsletter is mailed on or about the first day of the odd 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 sometimes in short supply. If you have written any articles that may be of interest to our readers, submit it to Newsletter Committee Chairman, Glenn Scales

NCBA Board Meeting Minutes - August 24, 2001

Wayne Memorial Hospital

Attending Board Members: Glenn Scales, Linda Leitch, Brian Poplin, Mark Renfroe, Charles Worrell, Helen Jones, Dan Harrison

Not Present: Diane Aker, Tommy Ballard and Sally Goebel

Guests Present: Obie Godley, Ray Laxton, Lane Rushing, Ben Aldridge, and Dennis Edwards

The meeting was called to order at 10:10 am by President Brian Poplin.

Approval of the previous Board Meeting minutes: Linda presented the Board members and guests the minutes from June's meeting. After reviewing minutes, Charles Worrell moved to accept the minutes as written. Helen Jones second the motion, the Board unanimously approved minutes.

Introduction of Boyd Campbell: Brian introduced the newest member to the Board, Mr. Boyd Campbell. Boyd joins the Board with vast experience. Boyd is with Cawaba Memorial Hospital, where he is the department coordinator. Welcome to Boyd Campbell.

The following reports were presented and discussed by the attending Board members.

Treasurer's Report: Charles handed out the account summary and the profit & loss statement for the period ending August 2001. Charles pointed out the operating loss since the NCBA 2000 Symposium is \$491.68. Charles stated the losses are on pre-Symposium expenses (brochures, badges, bags, shirts, ect). Charles informed the Board on his progress on consolidated all the NCBA accesses to one banking account. Charles plans to present the proposals at the next Board meeting. Boyd Campbell moved to accept the report as given. Helen Jones seconded the motion, the Board unanimously approved.

Membership Report: Mark made a brief report for Diane. Charles informed the Board that seven new memberships have been received. Charles moved to accept the report as given. Dan Harrison seconded the motion, the Board unanimously approved.

Education Report: Mark reported the Zoll classes held in Raleigh were a great success. The classes were well received and the instructor was well prepared and knowledgeable about the M-series defibrillators. Dan stated that the NCBA needed to move toward technical service type classes. Dan stated that the two colleges would hold the CBET review classes, changing between the two colleges each year.

Scholarship Report: Brian reported on behalf of Sonny Richards. There have been four students from Stanley College to apply for the two scholarships this year. Glenn moved to accept the report as given. Dan seconded the motion, the Board unanimously approved.

Rules & by-laws: No changes and report given.

Newsletter: Glenn reported on the new style newsletter. He handed out the rough draft for the next newsletter.

After a brief discussion about the new style the Board decide to return to the glossy paper for the newsletter. Charles moved to accept the report as given. Helen seconded the motion, the Board unanimously approved.

Nominating Committee: Linda informed the Board on the progress for nominations for new Board members. At present time there are seven interested members. There are five positions available this year. **Anyone interested in running for the Board of directors please contact one of the present Board member through the NCBA web site.** Dan moved to accept the report as given. Charles seconded the motion, the Board unanimously approved.

Internet: Glenn reported that the information on the web site is current. He will update the Symposium information when Dan gets class schedule finalized. He will also add the speaker profiles and the class descriptions. Glenn stated that the new web site host company allows general members and the Board to easily send email messages. Mark moved to accept the report as given. Helen seconded the motion, the Board unanimously approved.

Continued on page 14

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. Camera ready copies of actual size ads 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:

<i>(Per 75 words)</i>	<u>Member</u>	<u>Non-member</u>
Individual	\$5. ⁰⁰	\$7. ⁰⁰
Institute	\$15. ⁰⁰	\$25. ⁰⁰
Corporation	\$20. ⁰⁰	\$30. ⁰⁰

NCBA 2001 Symposium Class Schedule

Monday, December 3, 2001

	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	Location
Registration/Cont. Breakfast																Conf. Center Foyer
NCBA Board Mtg.																Conv. Office
Valleylab Force FX Electrosurgical Units																Olmsted
Agilent 50X Fetal Monitors																Olmsted
Fundamentals of Scope Repair																Tufts
E of C Requirements for Med. Equip.																Tufts
Troubleshooting Balloon Pumps																Ross
Principles of Ultrasound																Ross
Spectrum Analyzer / Telemetry Equip.																Callaway
Humor in the Workplace																Moore Regional
Lunch																Cardinal Ballroom
Office Automation/File Management																Moore Regional
Time Management																Moore Regional
Golf Tournament																Pinehurst # 5 Course
Vendor Set-up & Buffet																Exhibit Hall
AM & PM Breaks																Conf. Center Foyer

Tuesday, December 4, 2001

	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	Location
Registration																Conf. Center Foyer
Keynote Address																Callaway/Oakley
Visit the Vendors/Cont. Breakfast)																Exhibit Hall
NCBA Lunch/Business Mtg.																Callaway/Oakley
Principles of PACS																Olmsted
Laser Principles and Safety																Ross
LifePak 12 Defibrillator <i>(Limited to 24 persons)</i>																North
Merging of CE and IT																South
Vendor's Social																Exhibit Hall
Pig Pickin'																Callaway/Oakley
AM & PM Breaks																Conf. Center Foyer

Wednesday, December 5, 2001

	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	Location
Registration																Conf. Center Foyer
Visit the Vendors/Cont. Breakfast)																Exhibit Hall
Fund. of Device Related Patient Injuries																North
Principles of Radiology																Callaway
Introduction to Networking																Ross
Project Management																South
Intro. to Capital Asset Management																Olmsted
Web Page Design																Tufts
LifePak 12 Defibrillator <i>(Limited to 24 persons)</i>																South
NCBA Lunch/Drawing																Cardinal Ballroom
AM & PM Breaks																Conf. Center Foyer

Joint Ventures - JCAHO and You

The Performance Improvement Cycle by Matt Baretich

The concept of “performance improvement” is at the heart of all JCAHO standards. Although it often seems buried under many layers of mandates to “do this” and “document that,” the driving force is “do better.”

We can probably agree that JCAHO standards are, at best, only imperfect attempts to implement the concept. However, it’s still a valid concept and one worth keeping in mind as we think about the JCAHO programs we’re responsible for.

We should ask ourselves two questions: First, “Are we doing OK?” And second, “Are we getting better?” If we can look at ourselves in the mirror and answer “Yes” to both questions then we can sleep peacefully at night. If not, we might have some “opportunities for improvement” to pursue.

When the answer to the first question is “No,” or anything short of a confident “Yes,” then we need to initiate some sort of corrective action as quickly as possible. The first order of business is to have all the basics in place. That’s the foundation we build on.

My experience is that EC programs are generally in pretty good shape. The basics are in place and we can usually say that our programs are at least OK – and in many respects they’re much better than OK. But that alone doesn’t mean we can rest comfortably.

The second law of thermodynamics says that all physical systems move toward entropy unless energy is added. Organizational systems behave this way too. In any organization, the systems we put in place will deteriorate unless we put energy into them. “OK” can become “not-OK” before we know it.

And, let’s face it, we may be good but we’re not perfect. We can always do better. And, since our fundamental mission is to support high-quality patient care, we *should* always strive to do better. The challenge is to do better within the financial and organizational constraints that confront us. Meeting that challenge is the interesting part of our jobs.

So what does JCAHO have to say about all of this? First, we are required to write seven management plans. These are “executive summaries” of the programs we have in place to meet JCAHO Environment of Care standards regarding safety, security, hazardous materials and waste, emergency management, fire prevention (life safety), medical equipment, and utility systems.

Second, we are required to continuously monitor the performance of our EC programs as defined in our management plans. Continuous monitoring typically includes monthly calculation of performance statistics that are reported quarterly to the safety committee (or whatever group is charged with oversight of EC-related programs).

Third, we are required to annually evaluate the “objectives, scope, performance, and effectiveness” of each of our EC management plans. Management plans, continuous monitoring, and annual evaluation represent the “Are we doing OK?” part of the process. It gives us a working definition of what’s OK and tells us when we’re not.

Finally, we use the results of the annual evaluation to modify our management plans and the methods we will use to monitor them. The annual evaluation will also help us identify one or more performance improvement activities to implement (and monitor) during the new year. This is the “Are we getting better?” part of the process. If we keep moving steadily through the performance improvement cycle the answer will be, “Absolutely!”

Matthew F. Baretich, P.E., Ph.D., is President of Baretich Engineering, Inc., a consulting firm based in Fort Collins, Colorado. His areas of practice include safety management, facilities management, and medical equipment management. Joint Ventures articles can be downloaded from www.baretich.com. © 2001 Baretich Engineering, Inc.

Don’t Forget About the Loaner Equipment by Joe Holt, Moses Cone Hospital

For most Biomedical Shops, having Loaner Equipment is a blessing, especially for on-call or after hour situations. One of the most embarrassing, stressful, not to mention potentially dangerous situations is when a Loaner Device is installed and fails or does not function properly.

We have Loaner Equipment in our Biomedical Shop, and this equipment is on an Preventative Maintenance schedule just as if it were in everyday frontline operation. All the same battery tests, proper function verifications, and electrical safety tests also apply.

Having Loaner Equipment available at our shop has been a great asset. For us to be able to install a loaner, whether it is just a stand alone device or a component of a monitoring system, and to greatly reduce downtime makes a positive impression on the hospital staff.

At my hospital our Biomedical shop is on a call rotation, and for me, being on call is no fun at all. But knowing our Loaner Equipment is in good working condition and can be counted on working properly makes on-call a bit less stressful, especially when you do get paged!

For the Biomedical shops that do have Loaner Equipment, take advantage of your good fortune by keeping that equipment in good working order!

Me Run for the Board? by Boyd Campbell, CBET, CRES

Back in 1988 when I was working as a technician at then Memorial Mission Hospital we had a service representative from a company called Biomedical Equipment Rental and Sales by the name of Margaret Clark. Margaret would make monthly trips to our facility to service devices that we had rented from her company. During one of her monthly visits we were talking and she asked me if I would be willing to run for the Board of Directors for the NCBA. My first response was...Me run for the Board?

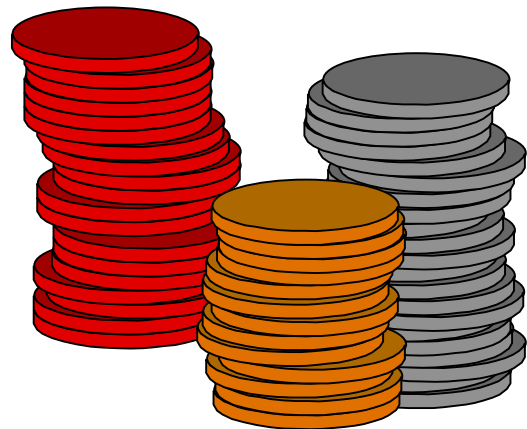
The reason I asked the question was two fold. First, I had only been in the field for a couple of years. Being a member of the NCBA and attending a few symposiums I had noticed all these people that sat at the long table up front during the luncheons were people who had been in the field for a while and made a name for themselves such as Eddy Whisnant, Ken Bissette and Frank Forrest, just to mention a few. I remember thinking; I would definitely be out of my league here which brings me to my second reason. I don't have the knowledge to do this. I remember telling Margaret that because of these reasons I wouldn't run for the Board. She asked me to think about it before giving her my final answer.

As luck would have it the next Board meeting was being held in Asheville and Margaret called and invited me to attend. I thought about it and decided that it might be interesting to see just what big issues and topic the Board would be discussing. The day of the meeting came. I got out my one and only suit and headed off to the meeting. As I arrived the first thing I noticed...I was the only person wearing a suit...Oh well too late now to change that. They were all dressed casually for the meeting. I just knew at a high level meeting like this they would have been wearing suits. I took a seat kinda back from the big table where everyone had their important papers all ready for the meeting when someone invited me to join them at the table. As I did I waited for the President to start the meeting, just knowing that it would begin with a fancy speech or the pounding of a gavel. Well he just called the meeting to order: no gavel, no speech, he began by saying, "lets get started".

As the meeting progressed I begin to realize that these were just a group of normal, everyday people who were interested in furthering the education and professionalism of Biomed's. I realized that these were just people who were willing to roll up their sleeves and work together to accomplish a common goal. That goal was for the NCBA to thrive as an organization and not just to be the biggest and best, but to provide the membership with something useful in the pursuit of their careers. As I drove back to my little apartment that afternoon I thought, hey I can do this. And as they say "The rest is history". I have been involved with the NCBA in some capacity every since. Every year the NCBA is looking for people who are willing to serve on the Board of Directors and this year is no different. If you're the

type of person who's wants to see our field continue to progress and grow they we have a job for you. If you are interested in running for the Board or know someone who would make a good Board or Committee member contact Linda Leitch, Nominating Committee Chairperson or any member of the Board of Directors. And remember...this is one job that requires no previous experience.

Boyd Campbell CBET, CRES
Catawba Memorial Hospital
Hickory, NC



NCBA Dollars and Sense By Charles Worrell, Treasurer

The NCBA's active financial year starts in August with Symposium vendors getting their checks in for a booth in one of the "Best Biomedical Symposium's" in the nation and now, chance to play one of the top national golf courses. Our financial foundation is solid and growing. Unlike the stock market, we had a *slight* loss in 2000. This usually occurs when we change symposium locations and the Board had expected it. Your 2001 Board of Directors have taken steps to put symposium operation back in the black.

The numbers as of August 21, 2001 are:

Certificates of deposit (2)	\$45,316.28
Checking account	25,781.44
Norm Reeves Scholarship	900.00*
Eddie Whisnant Scholarship	900.00*

*monies are not transferred to these until the month before the Symposium

If you have any questions e-mail them to me
cgworrell@hotmail.com or log onto the NCBA web site and leave me a message.



NORTH CAROLINA BIOMEDICAL ASSOCIATION

EUROPEAN PLAN
DECEMBER 2-5, 2001

Welcome to the beautiful, 4-Star/4-Diamond Pinehurst Resort! We are honored to be your hosts and we look forward to serving you! Please take a moment to fill out this reservation form to ensure your accommodations for your upcoming visit.

Pinehurst requires a 30-day cut off period for your room reservations. Reservations received after this date will be processed on a "space-available basis." THE PINEHURST RESORT CONSISTS OF A VARIETY OF LODGING ACCOMMODATIONS INCLUDING THE CAROLINA HOTEL, VILLAS, MANOR INN, HOLLY INN, AND CONDOMINIUMS. THE RESORT WILL MAKE EVERY EFFORT TO HONOR SPECIFIC ROOM REQUESTS. IF NOT POSSIBLE, THE BEST SUBSTITUTION WILL BE MADE. Please be aware that forms must be completed and returned by **NOVEMBER 2, 2001**.

Please Check Desired Occupancy: (Resort Accommodations)

DAILY RATES: EUROPEAN PLAN (EP): CAROLINA

SINGLE OCCUPANCY: _____ \$117.00 DOUBLE OCCUPANCY: _____ \$ 59.00 PER PERSON
HOTEL PARLOR - \$90.00 PER NIGHT

Rates are per person, per night, and include **Lodging Only Daily**, badminton, volleyball, biking, fitness programs, use of hotel fitness center, regularly scheduled historical walking tours, and tea service in the hotel lobby. AT ADDITIONAL CHARGE: Golf, tennis, croquet, lawn bowls, carriage rides, fishing and boating (in Season), and Spa services.

ROOM PREFERENCE (based on availability): _____NON-SMOKING _____SMOKING

ARRIVAL DATE: _____ **DEPARTURE DATE:** _____

Check-In Time 4:00 PM - Check-Out Time 12:00 NOON

SERVICE CHARGE & STATE SALES TAX: Rates are subject to 8% service charge, 6% state sales tax, and 3% occupancy tax on room portion only.

DEPOSIT & CANCELLATION POLICY: A deposit representing one night's rate per person is charged at the time the reservation is made. Pinehurst must receive notice of any cancellation at least 30 days prior to date of arrival in order to refund a deposit. The reservation deadline is **November 2, 2001**.

Please fill out and fax or mail with deposit to:

Pinehurst cannot accept individual telephone reservations

Convention Reservations

Pinehurst Resort

PO BOX 4000

Pinehurst, NC 28374-4000

FAX: 910-295-8503

PHONE: 910-295-6811

ROOM(S) TO BE OCCUPIED BY: (Please print or type) (All guests will be charged a one-night room deposit)

Name: _____ **Address:** _____

CREDIT CARD NAME & NUMBER _____

Expiration Date & Cardholder Name

Telephone Number: (Home) _____ **(Business)** _____

****ASSOCIATE CLUB MEMBERS****

WE LIKE TO RECOGNIZE ALL OF OUR ASSOCIATE CLUB MEMBERS.

PLEASE FILL OUT THE FOLLOWING INFORMATION:

CLUB WITH WHICH YOU ARE AFFILIATED: _____

YOUR MEMBER NUMBER: _____

BMET Week in North Carolina

Governor Mike Easley declared the week of August 6th as Biomedical Equipment Technicians Week in North Carolina. Many Clinical Engineering Departments around the state celebrated this event with a wide assortment of activities intended to thank their staffs and to promote the profession within their organization.

Duke University Hospital Clinical Engineering sponsored several activities including a multi-media display on Monday highlighting the Department's activities in the Hospital. On Friday, Brian Poplin hosted a catered breakfast for the Department. The Hospital Chief Operating Officer and Senior Associate Chief Operating Officer at Duke Hospital, thanked the staff for their dedication and commitment to patient care and presented the staff with monogrammed portfolios.

Obie Godley at Pitt County hosted a luncheon for the staff at a local restaurant, followed by dessert back in the Clinical Engineering Department. Each member of the staff also received a very nice gift to help celebrate BMET Week.

N.C. Baptist Hospital in Winston-Salem had a great idea. Sam Wright, the Director of Clinical Engineering, hosted two open houses and served refreshments. This was a great opportunity to highlight their staff and show the breadth and scope of their activities in the Hospital.

These and many other activities gave us the occasion to show how our technical and support staff are an integral part of the health care team. So often the BMETs in the facility are perceived in a fairly narrow role, whereas the truth is that our day-to-day activities contribute directly to patient care.

"The complexity of clinical technology in today's health care setting makes it essential that those individuals charged with the safety of this equipment be expert in their field. The professional commitment of our biomedical technical staff is second to none", stated Bobby Clapp, Duke University Hospital's Chief Operating Officer.

<h1 style="margin: 0;">The Battery Clinic, Inc.</h1>			
<p>MEDICAL, INDUSTRIAL, COMMERCIAL</p> <p style="font-size: 2em; font-weight: bold; text-align: center;">800-786-1511</p> <p>The Battery Clinic, Inc.</p> <p>is a company devoted to <i>Quality</i> and <i>Customer Satisfaction</i>. With many years experience in the battery field, we can help you with most every type of battery or battery question. If we don't know, we will try to find out for you. When you need a battery or information on a battery, give us a call. "We've Got The Cure."</p> <p style="text-align: center;">www.BatteryClinic.com</p> <div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> </div> <div> <p><i>We Gladly</i></p> <p><i>Accept</i></p> <p><i>Government</i></p> <p><i>IMPAC</i></p> <p><i>Cards!</i></p> </div> </div>	<p>Physio Control</p> <p>Hewlett Packard</p> <p>Spacelabs</p> <p>Baxter Travenol</p> <p>Critikon</p> <p>Corometrics</p> <p>Datascope</p> <p>Sherwood</p> <p>Tektronix</p> <p>Kontron</p> <p>Lifeline</p> <p>Abbott</p> <p>Air Shields/Vicker</p> <p>Burdick</p> <p>Cambridge Medical</p> <p>Criticare</p>	<p style="text-align: center;">Batteries For:</p> <p>Portable X-Ray Machines</p> <ul style="list-style-type: none"> ● General Electric AMX Units ● Philips Medical Units ● Picker International Units ● Raytheon Units ● CGR Battrix Units ● OEC C-Arm Units ● <i>And Many Others</i> <p>Biomedical Equipment</p> <ul style="list-style-type: none"> ● Defibrillators ● Monitors ● Pumps ● Bed Scales ● Recorders ● Oximeters ● Transports <small>Call Us for Best 1991 Pricing!</small> ● Patient Cables & Leadwires <div style="text-align: center;"> </div>	<p>McGaw</p> <p>Laerdal</p> <p>Marquette</p> <p>Nellcor</p> <p>Ohmeda</p> <p>Ross Labs</p> <p>Zoll</p> <p>Digitron</p> <p>Gould</p> <p>Impact Medical</p> <p>Ivy Biomedical</p> <p>MDE</p> <p>Novamatrix</p> <p>Parks Electronics</p> <p>PPG Biomedical</p> <p style="text-align: center;"><i>Many, Many, More!</i></p>
<p>3105-A2 Spring Grove Drive * Augusta, Georgia * 30906</p>			
<p>Proud Supporters Of The NCBA Since 1992</p>			

REGISTRATION FORM: 2001 NCBA SYMPOSIUM

Name: _____ CBET _____ CCE _____ OTHER _____

Home Address: _____ City, State, Zip _____

Facility/Company : _____ Occupation/Position _____

Work Address: _____ City, State, Zip _____

Work Phone: _____ Fax: _____ Email: _____

College or University (Students): _____ Current Curriculum: _____

Mail future NCBA information to: Home _____ Work _____ Member of: ASHE _____ AAMI _____

Refer questions to Dan Harrison at 800-999-6678 x 5254, e-mail vicepres@ncbiomedassoc.com
 Brian Poplin at 919-681-2565, e-mail president@ncbiomedassoc.com

- Note: Late registration fee in effect after November 16, 2001

Mail check and registration form to our new address:

NCBA, 6300-138 Creedmoor Rd, PMB 272, Raleigh, NC 27612-6730

Advance Registration Fees	Late Registration Fees	Adv. Student Registration Fees	Late Student Registration Fees
<input type="checkbox"/> One Day \$125 <input type="checkbox"/> Two Days \$200 <input type="checkbox"/> Three Days \$250	<input type="checkbox"/> One Day \$150 <input type="checkbox"/> Two Days \$225 <input type="checkbox"/> Three Days \$275	<input type="checkbox"/> One Day \$40 <input type="checkbox"/> Two Days \$60 <input type="checkbox"/> Three Days \$70	<input type="checkbox"/> One Day \$50 <input type="checkbox"/> Two Days \$74 <input type="checkbox"/> Three Days \$85

Monday: December 3, 2001	Tuesday: December 4, 2001	Wednesday: December 5, 2001
<input type="checkbox"/> Agilent 50X Fetal Monitors <input type="checkbox"/> Valleylab Force FX E.S.U.s <input type="checkbox"/> E of C Requirements for Med. Equip. <input type="checkbox"/> Fundamentals of Scope Repair <input type="checkbox"/> Troubleshooting Balloon Pumps <input type="checkbox"/> Principles of Ultrasound <input type="checkbox"/> Spectrum Analyzer / Telemetry Equip. <input type="checkbox"/> Humor in the Workplace <input type="checkbox"/> Office Automation/Time Management	<input type="checkbox"/> Principles of PACS Systems <input type="checkbox"/> Laser Principles and Safety <input type="checkbox"/> LifePak 12 Defibrillator (<i>Limited to 24 persons</i>) <input type="checkbox"/> Merging of C.E. and I.T.	<input type="checkbox"/> Fund. of Device Related Pt. Injuries <input type="checkbox"/> Principles of Radiology <input type="checkbox"/> Introduction to Networking <input type="checkbox"/> Project Management <input type="checkbox"/> Intro. to Capital Asset Management <input type="checkbox"/> Wepage Design <input type="checkbox"/> LifePak 12 Defibrillator (<i>Limited to 24 persons</i>)

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Boyd Campbell Returns to the Board



We would like to welcome Boyd Campbell back to the Board of Directors. Boyd is the Coordinator of Clinical Technology Services at Catawba Memorial Hospital in Hickory, NC. Boyd is a graduate of Caldwell Community College and Technical Institute with 14 years experience in the biomedical profession.

He has obtained certification as both a Biomedical Equipment Technician as well as a Radiology Equipment Specialist. Boyd has also served in many different roles in the NCBA including President, Vice President, Vendor Coordinator, Newsletter Editor and general Board member. Please join me in welcoming Boyd once again to the Board of Directors.

Information Update Requested

Please remember that if you move, change jobs, change phone numbers or e-mail addresses, send an update to the NCBA. All changes can be sent to Diane Aker at memb_sec@ncbiomedassoc.com or by phone at 336-538-7760.

Any changes for the web site can be sent to Glenn Scales at webmaster@ncbiomedassoc.com or phone 919-681-6638.

Privacy Note: Member information is released only to registered NCBA Vendors and only business contact information is provided. Under no circumstances is information provided for the purpose of marketing inappropriate material or services.

MEDICAL SALES OPPORTUNITY

Medical Equipment and Supply Sales Representative

Wanted to grow existing product lines in hospitals, covering North & South Carolina. Will call on Clinical Engineering and critical care areas. Commission based, entrepreneurial atmosphere. Email qualifications to Al Strickler at Strickler@erols.com or fax (804) 285-8225.

NCBA Golf Shirts

As many of you know, last year's Symposium included an opportunity to purchase a great looking golf shirt. As a result of the shirt's popularity, we are placing a pre-order for this year's symposium. The shirt will be khaki in color with NCBA / Pinehurst on the left breast and priced around \$25 depending on the quantity. If you are interested in placing an order, please e-mail Obie Godley at ogodley@pcmh.com including the quantity, contact information, and sizes.

Zoll Medical Systems Hosts "M-Series" Defibrillator Training

By Dan Harrison – Vice President

On Tuesday, August 21, 2001 Zoll Medical Systems demonstrated their continued support to the North Carolina Biomedical Association by sponsoring a class on their M-Series Defibrillator at the North Raleigh Hilton Hotel in Raleigh, NC. The instructor for the course, Mr. Sean Reynolds, provided some in-depth information for the testing, maintenance and repair of the unit as well as specific information regarding biphasic and monophasic defibrillation.



The class participants indicated that they appreciated the knowledge that was gained and enjoyed the fact that the limited class size, as well as the availability of a number of units, allowed them plenty of "hands-on" time with the equipment. The participants also offered suggestions as to what types of classes that they would like to see in the future.

These comments were duly noted, and some of these classes are already on the agenda of the Annual Symposium to be held December 3-5, 2001. Please view the NCBA Website at www.ncbiomedassoc.com for the latest symposium class schedule. Also, be on the lookout for postings on the website as well as newsletters and other mailings for future "Stand Alone" classes.

A Technician's Perspective on Customer Service by Phil Whitley, CBET

The following is an e-mail posted on the Biomed Talk Listserv on the subject of customer service. This e-mail was written in response to a posting about a nurse who submitted a work order with "BROKE" as the complaint. Any letters to the editor on this issue will be published in a future issue (space permitting).



Once, when I was trying to do a little on-the-spot education about filling out a service request properly, I handed the nurse hers back and showed her the line where it said "DESCRIBE PROBLEM - BE SPECIFIC" where

she had written "Does Not Work".

As I waited on the elevator, she went into a long, deep thought and wrote something on the form. Just as she handed it to me the elevator arrived and I got on. Only then did I read her addition, where she had added the words, "AT ALL!". I learned more than she did that day. The main fuse was blown and the unit didn't work... AT ALL!

I am just beginning a new approach to our customers as part of our Performance Improvement project. We wish for our involvement in the repair and maintenance of the equipment to be "Invisible" to the user. With the staffing constraints placed on departments today, they need now more than ever to have ALL their equipment working and in a state of readiness. It should not be their concern what difficulties we have in tracking down parts, dealing with backorders, wrong part shipped, right part but still doesn't work, etc. That is our job. They should not be expected to know HOW a Telemetry system works - they need to know how to identify when it is actually NOT working properly, and not just a user error problem. And that education is also our responsibility. One that, in the long run saves us time as well, for here is the method for getting a better description of the problem.

One of my techs complained (whined) that since the request just said "Broke" he had to check every feature on the device before finding the problem. I gave him one of my famous... "DUH's".

Phil Whitley, CBET
Southern Regional Medical Center
Riverdale, GA

Critical Careers: A Guide to Opportunities in Medical Equipment Service

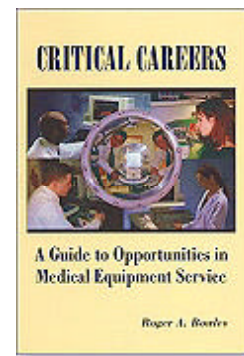
This new book introduces the many career opportunities and pathways available in the medical equipment service industry. This small but growing career field is full of abundant opportunities, and this book explores the following:

- Investigates which career path is best for you.
- Covers certification, pay, benefits, and the outlook for the medical equipment service industry.
- Explains how to get started – training programs, getting the job, and career management.

Additional resource chapter and appendices on professional associations, Internet resources, publications, where programs are offered, and certification programs. Learn more about this exciting and much in-demand career field!

Table of Contents:

1. Biomedical Equipment Technicians
2. Field Service Representatives
3. Related Careers
4. Certification
5. Pay/Benefits
6. Outlook for Medical Equipment Service
7. Training Programs
8. Getting the Job
9. Career Management
10. Resources



Appendices include Listing of Schools, Colleges and Universities offering programs in Biomedical Equipment Technology, Listing of Independent Service Organizations, Listing of Medical Equipment Manufacturers and Listing of Biomedical Test Equipment Manufacturers

About the Author: Roger Bowles is currently Senior Instructor in the Biomedical Equipment Technology Department at Texas State Technical College in Waco, Texas. He is a Certified Biomedical Equipment Technician, earning certification from the International Certification Commission in 1993. He has worked in the Biomedical Equipment Service and Management field for over ten years in addition to his years spent in the U.S. Navy.

Indiana University - Purdue University Indianapolis and Texas State Technical College in Waco, Texas have both adopted Roger's book for their BMET programs. The book is available from Upstream Press in Glen Rose, TX. They can be reached through their web site www.upstreampress.com or by phone at 877-401-9500.

Windows Keyboard Shortcuts

by Glenn Scales, CBET

When I'm working at my computer, it is frequently more convenient [and quicker] to use keyboard shortcuts rather than using the mouse to click a toolbar icon or select a menu option. While every program has keyboard shortcuts that are unique to just that program, many shortcuts are common to almost all Windows based applications. With very few exceptions, the following list can always be counted on to work.

[Note: Ctrl-A means holding the Control key down while pressing the letter A key]

Ctrl-A	Select All
Ctrl-B	Bold
Ctrl-C	Copy
Ctrl-F	Find
Ctrl-I	Italic
Ctrl-N	New document
Ctrl-O	Open document
Ctrl-P	Print
Ctrl-S	Save
Ctrl-U	Underline
Ctrl-V	Paste
Ctrl-W	Close document
Ctrl-X	Cut
Ctrl-Z	Undo

Some other very common keyboard shortcuts include:

Alt-F4	Closes current program
Ctrl-F4	Closes current document - program remains open
Ctrl-F6	Switches between multiple open documents
Alt-Tab	Switches between open applications or programs
Alt-Spacebar	Display the current window's system menu
Ctrl-Esc	Display the Start menu
Esc	Cancel the current task; frequently will close dialog boxes
F1	Opens the Help dialog box
F10	Activate the menu bar in programs

The key on most of the newer keyboards that looks like the Windows icon [usually next to the Alt key] will run several very useful Windows functions.

Win	Display the Windows Start menu
Win-E	Opens Windows Explorer
Win-F1	Opens the Windows Help application
Win-M	Minimizes all open windows
Win-Shift-M	Restores all minimized windows
Win-R	Opens the Run dialog box
Win-Tab	Cycle through buttons on the taskbar

Finally, the single most useful feature of Windows is the ability to right-click on almost anything and bring us a context-sensitive dialog box specifically for the item you have right-clicked on. This works within applications such as Word documents as well as Windows Explorer. In many cases these dialog box commands can otherwise only be found by multiple step or obscure commands that are difficult to remember. For instance, right-clicking on the Windows desktop gives you a Properties option that is normally only available by opening the Control Panel and selecting Display.



How To Enter Fractions in Excel

You can enter fractions into an Excel cell and use them in your calculations. The only problem is that you have to be careful about how you enter fractions. For example, if you enter 5/6 and press Enter, Excel will think you're entering a date and convert the number to the current date format. So, 5/6 becomes something like 6-May.

To get around this problem, make a habit of entering fractions in the form zero, space, fraction. It should look like this: 0 5/6

Now Excel will know that you want to enter a fraction and will deal with the number correctly.

Thousands Without Zeros

Here is a method for displaying thousands without zeros. For example, you might like 52,000 to appear as 52. First, select the cells to be formatted, then choose Format, Cells. Click the Number tab. Select Custom from the Category list, and in the Type box enter 0, (that's a zero followed by a comma).

When this number format is applied, the cells will retain the correct numerical values, but they will be displayed without the last three digits. To display values in millions, insert an additional comma at the end of the format string (0,,). Another possibility is to display one or more decimal places—for example, 52,100 as 52.1. To do this, include a decimal point in your format string (0.0,). You can also use these number formats in charts. To do so, double-click the chart axis to display the Format Axis dialog box. Then click the Number tab and specify the desired format.

Professional of the Year: Brian stated the applications forms for the professional of year and manager of the year were included in the last newsletter. Application forms were included in the last newsletter. Deadline for entries is October 31, 2001. No late forms please. Boyd moved to accept the report as given. Mark seconded the motion, the Board unanimously approved.

Old Business:

Regional Symposium 2003: Charles informed the Board about his progress with a regional meeting between the neighboring states. Charles is working with Diane on the membership numbers for area locations. The Board discussed the probabilities of opening the 2003 yearly Symposium to neighboring states to share resources. This would help some of the small groups to partner with NCBA. The location would remain in NC. Charles will draft the letter for other Biomedical associations to see what the responds would be.

Biomedical Equipment Week: The Board briefly described what each Board member hospitals did for Biomed week. As the Board made their reports, the common theme hospitals had food and more food to celebrate Biomed week. The Board hopes that all the general membership had some type of celebration. Board members will submit reports to Brian who will use the information to write an article for the next newsletter.

Symposium Planning:

Hotel Planning: Helen reported that she would check on the classrooms and audio/ visual aids needed when Dan finalizes the speakers. Helen still working on the meals with the food & beverage manager. She will make a final report at the next meeting. Helen stated that the Board would stay in the same section of rooms and also reported on the minimum number of room nights required for the Symposium. Helen and Dan will work on the classroom sizes.

Education: Dan handed out the current speaker profiles he has received, a draft classroom schedule and the tentative audio/visual requirements. Dan will be finalizing the classes in the upcoming weeks. The Board had another discussion about honorariums, expenses and fees for speakers. Brian will inform the Board at next meeting on the keynote speaker.

Vendor Relation: Brian reported on behalf of Ken Logan. Brian handed out the current vendor cost sheet. Ken has been in contact with several vendors. Charles stated he has received seven paid vendors as of the Board meeting. Brian thanked Ken for his cost saving ideas for the Symposium. **Any vendors interested in the 2001 Symposium should please contact Ken Logan through the NCBA web site. Space is limited to first 88 paid vendors, so get your applications in early.**

Membership: Mark reported on behalf of Diane. Diane has been in contact with Hospital Communications about providing neck straps for new badges. Diane is finalizing the costs for the new badges for this year. Diane will confirm these at next Board meeting.

Finance: Charles reported to the Board on Symposium planning. He has received \$1500 in vendor registrations. Brian wants the Board to review the Symposium budget at the next meeting, to compare the projected costs and see if Board on track with expenses.

Bags, Shirts and Golf: Obie has met with the shirt and bag manufacturer for this year. The projected cost for shirt is about \$25; they will be khaki with black trim. The NCBA logo will be embroidered in hunter green. Obie still working on the design for the bags and will report on the final design at next meeting. **Anyone interested in pre-ordering shirts should contract Brian Poplin through his NCBA e-mail address.** Linda reported that this years golf outing will be held at Pinehurst Course #5, with the cost per person set at \$80. **Anyone interested helping sponsor the golf outing should contract Linda Leitch through her NCBA e-mail address.**

Symposium Brochure: Glenn handed out the draft copies of the 2001 NCBA Symposium brochure. The Board reviewed the draft and made some changes. Glenn and Dan will finish the speaker profiles, classroom schedule and text of class descriptions. When Obie finalizes the bag design, it will be sent to Glenn to use for the Symposium brochure cover.

Seminar Planning: The Board decided that the NCBA would try to schedule a review class for the CBET exam in the first quarter of 2002. Class enrollment will be limited to first 10 people. Dan will contact the two colleges about scheduling the review class. The Board is willing to cover up to 25% of the budgeted cost to hold class. The Board will continue the discussion at the next Board meeting. Watch for more information at this years Symposium on the review class.

New Business: Mark reported that Diane had been contracted by Medical Dealer Magazine. The magazine wants to start a series of articles about local Biomedical associations. The articles will feature the organization history, what the main purpose of the organization. They are interested in featuring NCBA in the first issue. Brian will contact the editor with the information.

Adjournment: Boyd Campbell moved to adjourn at 1:30 PM. Mark Renfroe seconded the motion, the Board unanimously approved.

Respectfully Submitted,

Linda K. Leitch, Recording Secretary

NCBA "Classic" Golf Tournament

Returns to Pinehurst to play Course #5.

The course provides an interesting variety of holes. Long and short par-4's, uphill and downhill approach shots, makes course #5 a solid golf course and a delight to play.

So, line up your team or come as a single for another round of pleasurable golf.

Monday, December 3, 2001

Pinehurst Country Club

Pinehurst, NC

10:00 am Shotgun Start

(Weather permitting)

Cost: \$80.00 per person

Registration Deadline: October 20, 2001



NO REFUNDS AFTER NOVEMBER 2, 2001

Contact: Linda Leitch, Duke Univ. Medical Center, 919-681-2525

Fax: 919-681-7361

Open to all NCBA Symposium Attendees

(Vendors and Members)

Vendors interested in sponsoring holes contact Linda Leitch.

Make Checks payable to: NCBA

6300-138 Creedmoor Road, PMB272, Raleigh NC 27612-6730

Name: _____

Average Score: _____

Company/ Facility: _____

Phone: _____