



# NCBA NEWS

Volume 36, Issue 4

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The 39<sup>th</sup> annual Symposium of the North Carolina Biomedical Association will be held this year on Tuesday, August 22nd through Friday, August 25th, 2017. The location for this year's event will be at the Pinehurst Resort in Pinehurst, NC.

The NCBA hopes that you will choose to stay with us at the Pinehurst Resort this year. We have negotiated a special group rate for all our participants of \$159.00 plus fees and taxes.

The resort offers Airport Shuttle Service to RDU in Raleigh, NC available during peak hours. Top of the hour Pick Up at RDU: 7 a.m. to 9 p.m. – \$89 per person one-way. Top of the hour Departure from The Carolina Hotel: 5 a.m. to 7 p.m. – \$89 per person one-way. Private Airport Transportation is available from Raleigh Durham (RDU), Fayetteville (FAY) or Greensboro (GSO) airports. Additional details and restrictions are available at <http://www.pinehurst.com/travel-information> or by calling 910-235-8465. Guests may book their reservations by calling 855-441-2517, which has been assigned specifically to the North Carolina Biomedical Association. The Reservations Department will recognize your incoming call as associated with the NCBA and will use the negotiated room rate for your reservation.

**The cutoff for making reservations is on 07/25/2017.**



The Spa at Pinehurst is a Forbes Four-Star Spa that offers a wide variety of treatments and services. Attached below please find further information about the spa facilities and spa group activities. A group discount of 10% is being extended to any NCBA Symposium guests for spa services (50min. or greater) during his or her stay!

For more information contact:  
Allison Kavulich, Spa Group  
Sales Manager  
Phone: 910-235-8304  
Email:  
[Allison.Kavulich@pinehurst.com](mailto:Allison.Kavulich@pinehurst.com)

[The Spa at Pinehurst](#)

[The Spa at Pinehurst - Group Activities](#)



NCBA Members and guests are invited to participate in the annual NCBA Symposium Golf Tournament. This year the tournament will be played at the Pinehurst Hotel & Resort, Course number 3, located near the Pinehurst Hotel and Convention Center, the site of the 2016 Symposium.





All the team players names and contact numbers must be on the registration form. Group requests are welcome and individual players will be paired based on handicaps. There will be participation gifts for all players as well as awards for the top three teams.



We encourage you to register early due to the limited number of slots. Cost for individuals for the Golf Tournament is \$79.00 with a team of four priced at \$316.00. Your registration will include green fees, cart and range balls. Golf hole sponsorships are available for \$300.00 and a four member team sponsorship, which includes hole sponsoring, is available for \$450.00.

**Tuesday, August 22, 2017**

**12:00pm - 4:00pm**

**Weather permitting**

If using a credit card, golf registration may be submitted by following the link





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# NCBA 2017 – Symposium Schedule

Pinehurst Hotel & Resort • 80 Carolina Vista Dr. • Pinehurst, NC 28347  
(910) 295-6811 • [www.pinehurst.com](http://www.pinehurst.com)

## TUESDAY, AUGUST 22nd, 2017

12:00PM - 4:00PM	NCBA Mike McCoy Golf Tournament — Pinehurst Hotel Golf Course					
	Leadership	IT	Imaging	BMET I	BMET II	BMET III

## WEDNESDAY, AUGUST 23rd, 2017

7:30AM - 9:00AM	SYMPOSIUM REGISTRATION with BREAKFAST					
9:00AM - 12:00PM	Technology Assessments and Replacement Planning for HTM Professionals John White Aramark	Microsoft Outlook, tools and tricks to make your life easier Employer's Association	X-Ray Basics RSTI	Understanding the Respiratory System and CO2 Monitoring Drager	Covidien Force FXC ESU Certification Dale Munson	BVI 9400 Certification Verathon
10:15AM - 10:30AM	BREAK					
12:00PM - 1:30PM	BUSINESS LUNCHEON — Cardinal Ballroom					
1:30PM - 4:30PM	Financial Management for HTM Professionals John White Aramark	Microsoft Word. Advanced Topics Employer's Association	X-Ray Safety RSTI	BBraun Infusion Pumps UHS	Covidien Force FXC ESU Certification Dale Munson	BVI 9400 Certification Verathon
2:45PM - 3:00PM	BREAK					
4:30PM - 7:30PM	EXHIBIT HALL OPENING RECEPTION					
8:00PM-10:00PM	Tech Nation Reception at Dugan's Pub					

## THURSDAY, AUGUST 24th, 2017

7:30AM- 8:30AM	SYMPOSIUM REGISTRATION with BREAKFAST					
8:30AM - 12:00PM	VENDOR EXHIBIT HALL					BVI 3000 Certification Verathon

12:00PM - 1:00PM	LUNCH — Cardinal Ballroom					
1:00PM - 4:00PM	Tracking and Documenting Incidents and Recalls Ethan Hertz, CCE Duke University Medical Center	Cyber Security and HTM Novant	PACS and DICOM trouble-shooting RSTI	How to Listen Effectively Glenn Scales	Alaris Infusion Pumps Tips and Trouble-shooting UHS	BVI 3000 Certification Verathon
2:30PM - 2:45PM	BREAK					
8:00PM - 10:00PM	Drinks by the Pool					
FRIDAY, AUGUST 25th, 2017						
8:30AM - 9:00AM	SYMPOSIUM REGISTRATION with BREAKFAST					
9:00AM - 12:00PM	NCBA Roundtable: Focus on Equipment Maintenance Documentation and Current HTM Challenges Moderated by Richard Eliason, Crothall Healthcare	Medical Technology and Beyond Corinne Hoisington	Digital Mammo QC & Medical Physics checks RSTI	Introduction to Anesthesia Principles and First Response Troubleshooting UHS	Covidien FT10 ESU Certification Dale Munson	Prime Certification Verathon
10:00AM - 10:15AM	BREAK					
12:00PM - 1:00PM	LUNCH					
1:00PM - 4:00PM	Operationalizing Regulatory Requirements Dallas Sutton and Bhavesh Patel Wakemed	Top Ten Technology Changes of 2017 for Office and Windows Corinne Hoisington	Ultrasound and Supplemental Imaging Technologies RSTI	What's new with CBET Review John Noblitt, CBET	Covidien FT10 ESU Certification Dale Munson	Prime Certification Verathon
2:30PM - 2:45PM	BREAK					

## NCBA 2017 — Symposium Schedule

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(910) 295-6811 • [www.pinehurst.com](http://www.pinehurst.com)

[Register Now!](#)



## Speakers for 2017 NCBA Symposium



**Jeremy Collins**  
**Novant Health**  
**Supervisor of Biomed and Device Integration**

### **Biography:**

Jeremy has been with Novant Health for over 8 years. Formerly a biomed technician, he is now a Supervisor of Biomed and Device Integration. He received his Associate of Applied Science, Biomedical Equipment Technologies in 2005 and will graduate in December 2014 with his Bachelor of Science in Business Administration, Management. In addition to his vast knowledge of Crystal Reports 9/10/11, he is extremely proficient with SQL, Visual Basic/VB.net, Microsoft Visio, ASP.et, and Adobe Coldfusion. He has also served as the NCBA Webmaster since 2008. When he is not busy with work or school, Jeremy enjoys spending time with his wife and two young sons.

### **Class Offerings:**

Cyber Security and HTM

**Andrew Davis**

--

**Service Trainer**

### **Biography:**

Andrew Davis is a service partner trainer who has been with Verathon for more than 10 years in various roles, prior to being a Service Partner Trainer Andy was the Technical Service Manager. Andy has a lot of experience with Verathon equipment and has been training customers to repair for a little more than 3 years.

### **Class Offerings:**

Verathon BVI 3000 Certification  
Verathon BVI 9400 Certification Part1  
Verathon BVI 9400 Certification Part2  
Verathon Prime Certification Part1  
Verathon Prime Certification Part2

**Frank Gant**  
--  
**Service Trainer**

**Biography:**

Frank Gant has held two roles at Verathon over the past 3 years. Frank started as a Service Partner Trainer, moved on to be a Service Technician and is now back in the Service Partner role. Frank has an extensive career as a trainer in electronics repair and is also very experienced with Verathon equipment.

**Class Offerings:**

Verathon BVI 3000 Certification  
Verathon BVI 9400 Certification Part1  
Verathon BVI 9400 Certification Part2  
Verathon Prime Certification Part1  
Verathon Prime Certification Part2

**Ethan Hertz**  
**Duke University Medical Center**  
**Clinical Engineer**

**Biography:**

Ethan Hertz is a clinical engineer with the Duke University Health System. During his career, he has worked for the New Jersey Hospital Association, Johns Hopkins Hospital and Union Memorial Hospital. In addition, he worked as a consultant with a Joint Commission subsidiary, performing mock accreditation surveys. He has served on the Joint Commission's Committee on Healthcare Safety, the AAMI Medical Equipment Management Committee and the AAMI Clinical Engineering Management Committee. As co-chair of the Equipment Management Committee, he wrote the first draft of ANSI/AAMI EQ56. He led the committee that produced the 2015 revision of the AAMI BMET study guide, which is used by many as preparation of the CBET exam. He holds an undergraduate degree from Cooper Union, and graduate degrees from Carnegie Mellon University, Johns Hopkins University and Duke University.

**Class Offerings:**

Tracking and Documenting Incidents and Recalls



**Corinne Hoisington**  
**Central Virginia Community College**  
**Professor of Information Systems Technology**

**Biography:**

Corinne Hoisington is a full-time Professor of Information Systems Technology at Central Virginia Community College in Lynchburg, VA with over 25 years of teaching experience. Corinne also travels over 200,000 miles a year speaking to college & university professors and K12 venues in over 50 cities this year for such customers as the Microsoft Corporation, Cengage Learning, and many other universities and K12 groups. Professor Hoisington is the recipient of the Microsoft Most Valuable Professional in Computer Programming. Corinne presently has authored over a dozen books with the Shelly Cashman series such as the Dreamweaver CS6, Windows 8, Outlook 2013, Android Boot Camp: Programming the Android for Beginners, and Visual Basic 2012.

**Class Offerings:**

Medical Technology and Beyond  
Top Ten Technology for Office and Windows

**Dale Munson**  
**Medtronic**  
**National Trainer**

**Biography:**

Dale Munson is an accomplished corporate trainer, writer, and speaker. He has more than 35 years of experience designing training programs that are uniquely targeted to his technical audiences. Working for Medtronic out of Boulder, Colorado, Dale manages a small group of technical professionals who travel the country providing training courses on energy-based medical devices and speaking on behalf of biomedics everywhere. Dale holds a Master's degree in Education with an emphasis in Information and Learning Technologies and undergraduate degrees in Business Management and Information Technology. He is also a certified Lean Six Sigma Master Black Belt.

**Class Offerings:**

Covidien Force FXC Certification Part1  
Covidien Force FXC Certification Part2  
Covidien FT10 ESU Certification Part1  
Covidien FT10 ESU Certification Part2

**John Noblitt, M.A.Ed., CBET**  
**Caldwell Community College & Technical Institute**  
**BMET Program Director**

**Biography:**

John Noblitt is an honorary lifetime member of the NCBA and the program director for BMET at Caldwell Community College and Technical Institute in Hudson, NC. John earned his A.A.S. degree in BMET from Alamance Community College in Burlington, NC. Upon graduation John began his BMET career in Danville, KY working for SunHealth, Inc. After several years of service with SunHealth, John accepted a field service position with Corometrics Medical Systems servicing fetal monitoring products and Aloka diagnostic ultrasound machines. In 1992 John began his teaching career at Caldwell and returned to school to earn his B.S. and his M.A.Ed. from Western Carolina University. John has remained active in the biomedical community with service to organizations such as NCBA and AAMI. John is on the editorial board for TechNation magazine and has authored the ICC Prep column in 24X7 Magazine for many years.

**Class Offerings:**

What's New with CBET Review

**Glenn Scales CBET-E**  
**Duke University Medical Center**  
**Patient Safety Specialist**

**Biography:**

Glenn Scales is one of the founding members of the NCBA and has served in various officer roles, including four times as President. Glenn started his BMET career in the Air Force in 1967 and was certified in 1972. He retired from the Duke University Health System in 2012 where he worked as a Patient Safety Specialist in the Department of Clinical Engineering. Glenn is the former Co-Chair of the Board of Directors of the Association for the Advancement of Medical Instrumentation [AAMI]. He also served as the Chair of the Editorial Board of AAMI's professional journal, Biomedical Instrumentation and Technology and the Co-Chair of the Infusion Devices Standards Committee and a member of the Healthcare Technology Safety Institute (HTSI) Infusion Systems Steering Committee. Glenn is a member of six Toastmasters clubs including Duke Toastmasters in Durham which he helped start in 2000. Glenn received his Distinguished Toastmasters award in January 2011 and his second DTM award in 2014. He has held multiple club officer positions in several different clubs, has served as an Area Director three times and many different District 37 (North Carolina) leadership roles, currently as the District Logistics Manager.

**Class Offerings:**

How to Listen Effectively



**Dallas Sutton**  
**WakeMed Health & Hospitals**  
**Supervisor of Clinical Engineering**

**Biography:**

Dallas is a CRES holding a Lean Six Sigma Green Belt and has been the Supervisor of Clinical Engineering at WakeMed Health and Hospitals in Raleigh, NC for over 7 years. He is a US Air Force Trained BMET (1989) and former USAF Biomed Instructor (1996-98), assisted in the development of the DoD Biomed School and has been featured in many issues of 24x7 Magazine on a variety of management related topics. Dallas is also a General Class Ham Radio operator, Adjutant, American Legion Post 95, avid reloader and competitive shooter.

**Class Offerings:**

Operationalizing Regulatory Requirements

**John White**  
**ARAMARK Clinical Technology Services**  
**Regional Manager**

**Biography:**

John White's biography will be posted soon. Please check back later.

**Class Offerings:**

Financial Management for HTM Professionals John White, ARAMARK  
Technology Assessments and Replacement Planning for HTM Professionals, John White, ARAMARK

## NCBA will offer 5 chances for you to obtain an OEM certification at this year's 39th Annual Symposium

The NCBA is proud to let everyone know that Verathon will be hosting training on all 3 of their bladder scanner platforms at this year's Symposium. That's right! Verathon will be training on the BVI 3000, BVI 9400, and the Verathon Prime. These classes are limited to just 24 students, so register ASAP!

Also, Dale Munson will be back in Pinehurst this year training folks on the Covidien FX-C and the newly released Covidien FT-10. OEM Certification is at a fraction of the cost.

Great Education, Great Golf, Great Food, and a Great Time only at the NCBA Symposium in Pinehurst NC!

# JOIN US AT THE NEXT TechNation Tour Stop

2017 **TOUR**



**Aug. 23**



**7:30-9:30 pm**



**Dugan's Pub**

Enjoy music, food, and drinks at the TechNation Tour Party! Get your complimentary drink ticket at the *TechNation* booth during exhibit hall hours at NCBA.

**All attendees and advertisers invited!**

**#TechNationTour2017**

# Quality products deserve quality service



## When you buy the best, have it serviced by the best

With DrägerService® caring for your medical equipment, you can rest assured that it will help maximize uptime, operate at peak efficiency, and be in compliance with ever-changing regulations – resulting in greater patient safety. Our built-in service can lead to higher peace of mind and lower cost of ownership over the life of your Dräger equipment. So when you look for a service provider, consider the real value.

**TO LEARN HOW WE CAN HELP, VISIT US AT NCBA**

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## NCBA 2017 Symposium Class Descriptions

Dale Munson, an accomplished corporate trainer, writer, and speaker with more than 35 years of experience designing training programs targeted to his technical audiences. Formerly with Medtronic, but now the owner of Biomed Support Services, LLC out of Colorado Springs, CO, Dale will be back at the NCBA Symposium this year providing OEM Certification on the Covidien FX-C and the Brand New Covidien FT-10. World class education is our commitment!



### Biomed Technical Service Training for the FX -C and FT10™ Energy

**Dates:** August 23, 2017      Force FX -C electrocautery generator  
August 25, 2017      FT10 energy platform

**Times:** 8:00 a.m. – 4:00 p.m. each day

**Location:** NCBA Symposium  
Pinehurst Hotel  
Pinehurst, NC

#### Objective

This course is designed to teach you how to install, setup, operate, calibrate, and troubleshoot the Force FX -C electrocautery generator and the FT10™ energy platform.

#### Prerequisites

There are no course prerequisites; however, it would be beneficial if you have prior experience with Medtronic (Valleylab™) equipment.

#### Needed for Class

It is beneficial to bring a flash drive or mass storage device.

#### Training Materials

You will receive a student guide, which contains a copy of the presentation, laboratory exercises and review quizzes.

#### Completion Criteria

Successful course completion is determined via quizzes and laboratory exercises.

#### Registration Information

Please register on NCBA website by [Clicking Here](#)

#### Course Topics

- Review of principles of electrosurgery
- FX -C
  - Overview
  - Teardown
  - Output checks
  - Error codes & troubleshooting
- FT10™
  - Overview of operation
  - Principles of operation
  - Generator teardown
  - Test setup, functional testing and adjustments
  - Test equipment
  - Troubleshooting



Big thanks to Verathon for helping us provide more top notch training for our membership. For the OEM Certification on all 3 Verathon Bladder Scanner platforms, check it out and see you at the 39th Annual NCBA Symposium!



# TRAINING AGENDA

## BLADDERSCAN PRIME

Allow 2.5 hours

### INTRODUCTION

- Service Partner Program Overview and Benefits
- Understanding how to use the Service Manual
- Understanding how to Service an Instrument
- Requirements and Recommendations for Service
- Precautions and Warnings

### USING THE BLADDERSCAN

- Understanding BladderScan Accuracy
- Using the BladderScan Prime in a Clinical Setting
- Navigating the BladderScan Prime Menus
- Scanning the Tissue Equivalent Bladder Phantom

### ANNUAL CERTIFICATION PROCEDURES

- Updating the Software
- Perform Probe Calibration
- Certifying the System

Allow 3 hours

### TROUBLESHOOTING & REPAIR

- Diagnostics and Troubleshooting
- Identifying the Source of the Issue
- Understanding and Using the Repair Guide
- Minor Repairs and Replacements
- Disassembly of the BladderScan Prime Console Base and Probe
- Reassembly of the BladderScan Prime Console Base and Probe



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# BladderScan BVI 9400

## SERVICE PARTNER PROGRAM TRAINING AGENDA



Morning (typically 9:00 – 11:30 AM)

### Introduction

- Service Partner Program Overview & Benefits
- Understanding how to use the Service Manual
- Understanding how to Service an Instrument
- Requirements and Recommendations for Service
- Precautions and Warnings

### Using the BladderScan

- Understanding BladderScan Accuracy
- Using the BladderScan BVI 9400 in a Clinical Setting
- Navigating the BladderScan BVI 9400 Menus
- Scanning the Tissue Equivalent Bladder Phantom

### Annual Certification Procedures

- Updating the Software
- Perform Probe Calibration
- Certifying the System



Afternoon (typically 12:30 – 3:30 PM)



### Troubleshooting & Repair

- Diagnostics & Troubleshooting
- Identifying the Source of the Issue
- Understanding and Using the Repair Guide
- Minor Repairs & Replacements
- Disassembly of the BladderScan BVI 9400 Console Base and Probe
- Reassembly of the BladderScan BVI 9400 Console Base and Probe

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# BladderScan BVI 3000

## SERVICE PARTNER PROGRAM TRAINING AGENDA



Morning (typically 9:00 – 11:30 AM)

### Introduction

- Service Partner Program Overview & Benefits
- Understanding how to use the Service Manual
- Understanding how to Service an Instrument
- Requirements and Recommendations for Service
- Precautions and Warnings

### Using the BladderScan

- Understanding BladderScan Accuracy
- Using the BladderScan BVI 3000 in a Clinical Setting
- Navigating the BladderScan BVI 3000 Menus
- Scanning the Tissue Equivalent Bladder Phantom

### Annual Certification Procedures

- Entering Configuration Mode
- Performing a String Test Using the String Phantom
- Certifying the System
- Exiting Configuration Mode



### Troubleshooting & Repair

- Diagnostics & Troubleshooting
- Identifying the Source of the Issue
- Understanding and Using the Repair Guide
- Minor Repairs & Replacements
- Disassembly of the BladderScan BVI 3000 Console Base and Probe
- Reassembly of the BladderScan BVI 3000 Console Base and Probe

Afternoon (typically 12:30 – 3:30 PM)



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Did you know that RSTI has taken on our entire Imaging Track at this year's NCBA Symposium?

Yes, one of the leaders in Imaging Education will be teaching 5 classes at this years Symposium.

## ***X-Ray Basics***

From production of the X-ray beam through its interaction with matter all the way to the production of an image and image receptor technologies.

## ***X-Ray Safety***

We will describe the molecular and genetic effects of ionizing radiation at a variety of dose levels as well as common sense approaches for radiation protection.

## ***PACS and DICOM Troubleshooting***

A primer for those interested in networking as it pertains to medical imaging. We will discuss some networking basics and terminology as well as common troubleshooting techniques for networks and modalities.

## ***Digital Mammo QC & Medical Physics Checks***

This course will teach the service engineer the tests that are performed by the medical physicist, and also during an annual PM. We will review the digital detector technology and performance characteristics from the major digital mammography OEM's. We will not only review the QC tests themselves, but also cover:

- How the test/checks are performed
- What tools and test equipment are required to perform system tests/checks
- What are the tests attempting to quantify?
- What are the corrective actions when the tests fail (component replacement, calibration, etc...)

## ***Ultrasound and Supplemental Imaging Technologies***

Participants will gain an understanding of the imaging systems and techniques in support of general mammography screening. We will discuss the imaging systems used to demonstrate anatomy that routine mammography has a difficulty imaging or to determine the invasiveness of tissues in symptomatic studies. Once treatment has begun some of these images are instrumental in the evaluation of progress.



# **Introduction to Anesthesia Principles and First Response Troubleshooting**

Presented by Jim Cook, Centers of Excellence Specialty Technical Services Manager, Eric Welch, Specialty Services Supervisor, and Bill Mannes, Director, from Universal Hospital Services, Inc.

This course is designed to introduce biomedical technicians to the basics of servicing anesthesia systems and equipment in an operating room setting; it will also give participants “hands on” experience with an anesthesia system and test equipment. Types of anesthesia equipment, working environment, and medical gas supplies will be covered. Additionally, major components of the anesthesia system will be identified, typical preventive maintenance activities, and first look troubleshooting will be addressed.

Participants will also receive a brief overview of quality regulations surrounding medical device manufacturers and how UHS applies them in the service setting.

## **Operationalizing Regulatory Requirements**

Our intent is to briefly identify the sources of and reasons for changes in regulatory requirements, then to take a deeper dive into the structure, interpretation and how to address them at a departmental level. The presentation will culminate in an interactive discussion where the group will discuss how a hypothetical regulatory requirement might be addressed in an operational environment, the development of policy and/or process as well as technical and administrative implementation.

## **Tracking and Documenting Incidents and Recalls**

Sometimes things do not go according to plan. If an incident involves medical equipment, the Clinical Engineering department is usually responsible for leading the investigation. When a manufacturer discovers an equipment-related problem, the FDA may require the company to issue a recall or alert. This course will explore how these kinds of events should be tracked and documented so that patients receive the care they deserve while best protecting the hospital and any technicians involved in the response. Related regulations and standards will be discussed, including those published by the Centers for Medicare and Medicaid Services (CMS Accreditation Manual for Hospitals: State Operations Manual; Appendix A - Survey Protocol, Regulations and Interpretive Guidelines for Hospitals), Joint Commission (Accreditation Manual for Hospitals), and ANSI/AAMI EQ56 (Recommended Practice for a Medical Equipment Management Program).

# Medical Technology and Beyond

Stay on the cutting edge of your biomedical professional! Can you imagine seeing a virtual reality 3-D immersive visualization of an unborn child as he or she grows? See new medical imaging with holograms, new marketing 360 VR tools for healthcare, and automation tools galore. The goals of this session are to note the importance of creativity and innovation using technology, summarize recent research and provide examples of how creativity can be enhanced in today's healthcare world.

## Microsoft Outlook, tools and tricks to make your life easier.

You think you know how to use Outlook. But are you really using all of the features and functions at your fingertips that can make your life easier and streamline your workday?

Technology, and email in particular, is integral in our day-to-day business processes and communication. With more to do and less time in which to do it, business professionals are always looking for ways to maximize their productivity and add hours back into their days. Why not start with Outlook — something you are already using every day?

You are probably thinking, "I use email every day. I know how to send and receive messages, how to add appointments and meetings to my calendar and how to keep a list of contacts readily accessible. What more is there to know?" Microsoft® Outlook®, one of the world's most widely used email clients, offers numerous lesser-known features and functions that can make a dramatic impact on your day and ease some of your most basic work-related frustrations.

## Microsoft Word. Advanced Topics

Microsoft Word is a powerful tool that can be utilized for both business and personal use. While already feature rich and critical for productivity, Microsoft continues to improve and enhance Word with each new release.

This Microsoft Word training will help you develop or improve your Microsoft Word skills so that you are able to make the most of this industry standard application. If you want to save time and learn all of the great shortcuts do not miss this session.

- Newest features of Word
- Document creation, editing, and saving
- Formatting text and paragraphs
- Working with tables, columns, and other formatting features
- Graphics, WordArt, charts, and text flow

# Top Ten Technology Changes of 2017 for Office and Windows

So what is the latest and greatest tech changes? New Windows 10 and Office 365 updates are happening monthly and changing how we can engage with our students and business today. Microsoft wants artists and content creators to want its products. Microsoft has unveiled multiple creative-minded products including a major Windows 10 upgrade called the “Creators Update” and a gorgeous PC called the Surface Studio. See new products including Windows People, the Windows 10 AR HoloLens headset, Paint 3D, Cortana updates, Microsoft Teams (competitor to Slack), and new Office products too!

## BBraun Infusion Pumps

Presented by Mat Cramer – Centers of Excellence, Technical Services Coordinator, and Dan Pieroth, Technical Services Manager, at Universal Hospital Services, Inc.

This “hands on” course is designed as an introduction for Biomedical Technicians to the theory and operation of the BBraun Infusomat Space Pump. The features and applications of the device, Preventive Maintenance / Operational Verification Procedure, as well as common failures and troubleshooting tips will be covered.

## How to Listen Effectively

Every interaction you have with individuals and groups involves some form of communication. And communication is far more than just "saying stuff". Communication is a two way street and your ability to influence, motivate and entertain others starts with a fundamental understanding of the power of listening.

When other people talk, do you listen to what they mean or do you just hear what they say? Listening is a much more active skill than some may think. Effective listening requires certain techniques for receiving, organizing and interpreting what has been said. This program will help you learn to recognize and develop these skills in yourself and become a more engaging and effective communicator.

### Exercises

1. Developing skills in active listening
2. Studying barriers to effective listening
3. Identifying situations in which active listening is important
4. Creating an awareness of the need for effective listening
5. Learning how to avoid distractions
6. Promoting listening readiness
7. Eliminating hasty judgments when listening
8. Practicing listening to understand

# Understanding the Respiratory System and CO2 Monitoring

This class taught by Chris Fluharty of Draeger who has been a respiratory therapist for over 20 years. You can expect to walk away with much better understanding of the respiratory system and a better understanding of several different types of CO2 monitoring

## Alaris Infusion Pumps Tips and Troubleshooting

### Introduction to Alaris Medley Infusion Systems

Presented by Jamie Capelle – Centers of Excellence Technical Services BMET, and Dan Pieroth, Technical Services Manager, at Universal Hospital Services

This “hands on” course is designed to introduce Biomedical Technicians to the basics of the Alaris Medley Infusion Systems. This will include an operational overview of the Alaris Medley PCU and LVP Module. Additionally, a high level overview of the PCA, Syringe, EtCO2, and SPO2 modules. The Alaris Maintenance Software will be covered. Common issues and troubleshooting tips will also be reviewed.





The **NCBA** would like to thank Sage  
Services Group for sponsoring our  
Lanyards this year!



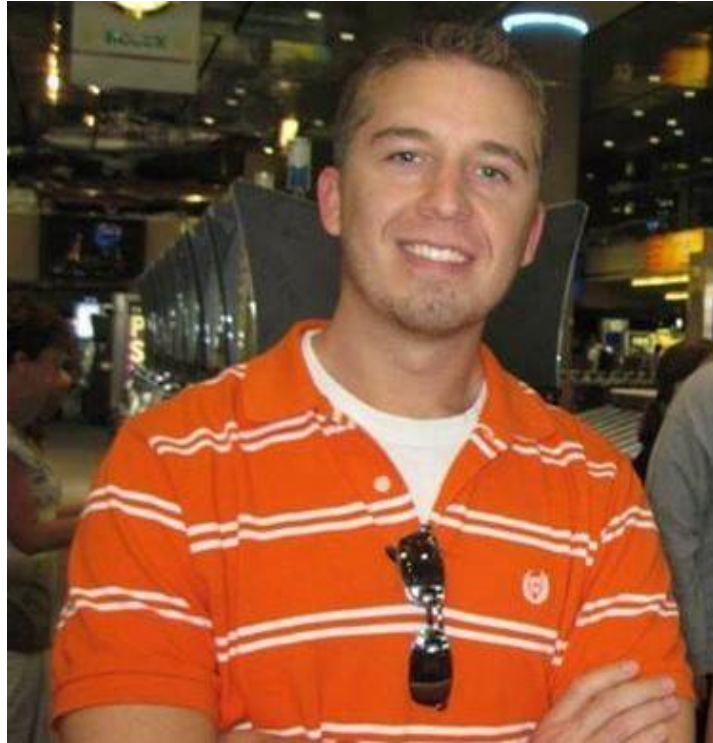
The NCBA is always looking for sponsors and what a great way to help out.  
If you are thinking about being a sponsor please ask one of our board  
members.

The NCBA would also like to give a Special Thank You to  
our Media Partnership(s)



# This Year's NCBA Board Candidates are:

James Christopher Carpenter



I was born on March 8, 1985, and grew up in the small town of Oakboro, NC. I graduated from West Stanly High School in 2003. After high school, I worked at Autozone for six years before enrolling at Stanly Community College in 2009. I completed Sonny Richards' biomedical course and graduated with an associate's degree in 2011. Shortly after graduation, I was hired by Aramark Healthcare Technologies for the account at Cape Fear Valley Medical Center in Fayetteville, NC. In 2012, I transferred to the Aramark account at UNC Hospitals in Chapel Hill, NC where I'm currently employed. As of today, I'm a BMET II field technician responsible for maintaining the medical equipment for UNC healthcare's vast network of over 100 clinics stretching from Greensboro to Wilmington and Chatham Hospital in Siler City, NC. Areas of specialization include medical lasers and pulmonary function testing equipment.



My name is Aaron Watts and I would like to serve on the North Carolina Biomedical Association Board of Directors. During my short 7 year career, I have been splitting time between 3<sup>rd</sup> party and in house programs while specializing in ultrasound and telemetry monitoring. I received my biomed training at Stanly Community College and am currently enrolled in the Information Systems and Supply Chain Management program at the University of North Carolina at Greensboro.

As my level of achievement both in the classroom and employment setting indicates, I am motivated to attain goals and eager to learn more about this ever-changing field. In addition to my accomplishments in the medical field, it is my attitude and passion for learning that has determined my success as a professional thus far. The experiences that I have gained throughout my career, along with my determination will enable me to contribute significantly to this board. I appreciate your consideration for this position and look forward to bringing fresh insights to the North Carolina Biomedical Association Board.

### The AED Challenge:

During 2017's HTM Week, AAMI's Technology Management Council encouraged HTM professionals to raise awareness of the importance of routine AED inspections.

The AAMI AED Challenge tackles an important safety issue in our communities—dead batteries and expired pacing pads in automatic external defibrillators, or AEDs.

While attending the 2017 AAMI Conference at the Austin Convention Center, Crothall Healthcare Technology Solutions' Codi Nelson, CBET @ Iredell Health System and President of the North Carolina Biomedical Association took the AED Challenge to heart (yes pun intended) by taking the time to inspect one of the AED's located in the Convention Center.



*Codi inspect AED in Austin Convention Center*

*George Mills greets Codi Nelson in Austin*

Falling in the category of “you never know who’s watching”, as Codi was performing his inspection George Mills of The Joint Commission happened by to observe Codi in action.

For more information on the AED Challenge visit AAMI's website, [www.aami.org](http://www.aami.org).



# THE NCBA WANTS YOU!!!



Hope this email finds you well. As the 39th Annual NCBA Symposium approaches, we are in need of individuals willing to become a board member for the NCBA and help lead the NCBA into the future. Have you ever made the comment about the symposium “There is not a class I need to attend to support the equipment in my facility”? Here is your opportunity to join the board and assist the team of Board members in planning the 40th Annual NCBA Symposium. Join us behind the scenes to help with suggesting and planning the educational opportunities at the symposium not to mention the stand alone classes we have throughout the year. There are many opportunities on the board to get plugged-in with your skill set and knowledge base to assist us in continuing to “Enhance the Biomedical Professional”. If you are interested please email [record@ncbiomedassoc.com](mailto:record@ncbiomedassoc.com) with your contact information, your job description and a short biography to be read at this year’s symposium. Thank you for your interest in joining the NCBA Board members and we look forward to working with you.

How UNC REX Healthcare celebrates HTM week.



How did you celebrate HTM week? Just let a board member know and we will post your celebration on Facebook too.

**The NCBA is on Facebook !!!**



**[Just Click Here](#)**  
**To Follow Us !!!**

## Board of Directors

The NCBA board of directors welcomes any comments or suggestions you may have in order that we keep improving the NCBA. Below are the current members of the board who are here to serve you.

President	Codi Nelson, CBET	<a href="mailto:pres@ncbiomedassoc.com">pres@ncbiomedassoc.com</a>
Vice President	Clint McCoy, CBET	<a href="mailto:vp@ncbiomedassoc.com">vp@ncbiomedassoc.com</a>
Treasurer	Sally Goebel	<a href="mailto:treas@ncbiomedassoc.com">treas@ncbiomedassoc.com</a>
Membership Secretary	Jeremy Collins	<a href="mailto:memb@ncbiomedassoc.com">memb@ncbiomedassoc.com</a>
Recording Secretary	Terry Morris	<a href="mailto:record@ncbiomedassoc.com">record@ncbiomedassoc.com</a>
Ex-Officio	Glenn Scales, CBET	<a href="mailto:exofficio@ncbiomedassoc.com">exofficio@ncbiomedassoc.com</a>
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Board Member (6)	John Noblitt, CBET b	<a href="mailto:bod6@ncbiomedassoc.com">bod6@ncbiomedassoc.com</a>
Board Member (7)	Biran Lefler, CBET	<a href="mailto:bod7@ncbiomedassoc.com">bod7@ncbiomedassoc.com</a>