



No. 30

March 2008  
CNY SGNA Newsletter

Central New York Society of  
Gastroenterology Nurses and  
Associates.  
Region 37.

**President's Message:**

Hopefully everyone had a Happy and Healthy New Year. I hope some of you have made a New Years resolution to become more involved in our regional and make the commitment to run for an office. I'm very glad I have had the opportunity to do so.

Scholarship information was included in the December 2007 Newsletter. Unfortunately we had no applicants apply this year by the deadline which was January 2, 2008. We are fortunate to be able to provide this perk and it's a shame to see it not utilized. If you have suggestions to make the process easier please share them at the next meeting.

Looking forward to seeing all of you at the SPRING MEETING March 28, 2008 at the Turning Stone it looks like Babbette is preparing a great education day.

I am looking forward to attending the National Conference in Salt Lake City and representing our Regional at the House of Delegates. The Educational offerings are endless. Regional Night will still focus on education with the following changes:

1. Registration fee will be for a 4'x8' bulletin board only. The bulletin board should represent Educational events, newsletters, brochures from regional events, members certified etc.. Put on your thinking caps.
2. Distribution of giveaways or items to be raffled will no longer be allowed.
3. Judging will no longer occur. Each region participating will be entered into a drawing and the winner will receive waived registration for the 2009 Regional Night.
4. The first session of QUIZ BOWL will be held.
5. DJ will provide music and light deserts will be provided.

I am headed to Salt Lake at the end of February to ski so I'll let you know a little about the city.

We are organizing the Fall Conference in Elmira to be held October 25, 2008 and have a couple of representatives willing to sponsor speakers for the program. I will share more details at the March Conference.

Sue Gursky, RN, CGRN  
President, CNY

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**Membership: 101**

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**SPRING EDUCATIONAL MEETING**

**Diversity in GI-Making GI Personal**

When: **March 28 & 29, 2008**  
Where: **Shenendoah Golf Club** (adjacent to Turning Stone Casino)

To learn more, please contact Babbette Clapper at 315-624-7035(w) 315-339-3296 or by email at: b.clapper@hotmail.com

**Hotel Reservations:**

1-800-771-7711

Code SGNA

Tower: \$130/night: Inn \$80/night

If staying at the Inn there will be a shuttle running both Friday night and Sat. nonstop to the Golf Club.

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**Editor's Note:**

Please note Sue Gursky's correct e-mail address: [sgursky@aomc.org](mailto:sgursky@aomc.org)

This is a very exciting time to be in GI nursing. March 12<sup>th</sup> is the deadline to sign up for the first **online computer based testing**. It is offered in the Albany, Buffalo, Flushing, Melville, Mineola, New York City, Rochester and Syracuse areas at a local Community college. There will be a two week window and an additional two weeks conducted in October.

March is colo-rectal screening month. Share with your community. Have them share **Certified Nurses day** on March 19<sup>th</sup> or **GI Nurses Day** March 26<sup>th</sup>. Think of the lives that can be saved.

Please note if you use BOTOX in your department, it is suggested that:

"patients should be told to seek immediate care if they suffer symptoms of botulism, including: difficulty swallowing or breathing, slurred speech, muscle weakness, or difficulty holding up their head."

**Daily Gazette**, Feb. 8, 2008

Spring Educational meeting is March 29<sup>th</sup>. Great education:

Dr. Popp: Biologics

Dr Greene: Ulcerative colitis review

Robert Piazztello: Radiation Physicist - Radiation Safety

Bruce Smith: Legal Issues

Bradley Sklar: Hepatitis B- Review and treatment

Daniel Dischiavo: Body Mechanics

Evelyn Mariani: Dietary Information related to IBS & IBD

Dr. Qualia: Eosinophilic Esophagus

Dr Sood: EUS

Also:

-FREE hand or chair massage  
-uniform vendor

please email or call with special requests ([b.clapper@hotmail.com](mailto:b.clapper@hotmail.com))  
phone-315-339-3296

-10% off spa treatments in the Spa at The Tower

-2 tuition certificates given at end of business mtg to be used with in the next year for CNYSGNA conf.

Hotel rooms will be released one week before meeting. Book soon.

Mary George has submitted an article on Mean Method, to improve the efficiency of your department. Thanks Mary.

Remember that you can do your recertification online this year. Only those audited will need to send in certificates and brochures.

Harvey Mackay writes on business in the Albany Times Union. March 2, 2008:

We can't put enough premium on the importance of education. Education can help avoid the high price we pay for experience—the great teacher that helps us to gain knowledge and to avoid making the same mistakes twice or three times.

Education is an investment and never an expense. Consider education a capital improvement. Don't be ashamed to borrow, particularly to replenish your professional inventory. In fact, self-improvement is the one area in which you should really increase your spending, not decrease it....

Education is the best single thing you can do for yourself.

Think about it: Once you have learned something, it's yours to keep-and use however you wish. You have the capacity to adapt knowledge to various situations, to apply what you have learned and improve an outcome. Your education can pay for itself over and over.

Mackay's Moral: Live and learn-and keep learning to really live.

Think about this when you review the brochure for regional Spring Education meeting and National in Salt Lake City. Get involved at the regional level and apply for the scholarships available.

See you the end of March.

Please send your e-mail to me so we can start to have an e-regional newsletter.:

[BSchwant@gmail.com](mailto:BSchwant@gmail.com)

Barbara Schwant, BSN, RN, CGRN

**NOLF:**

February meeting was cancelled until April.

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**Lean Method**

**From Mary George, RN:**

I want to thank you for allowing me the opportunity to attend the National SGNA Conference in Baltimore in May 2007 by honoring me with one of the scholarships from CNYSGNA.

One session I attended while at the Annual SGNA Course in Baltimore was Improve the Efficiency of Your Endoscopy Department – Implement a Lean Method. I found this session very helpful and much to my surprise, my department was doing this to an extent, I just did not know that it had a name.

Lean is the identification and elimination of waste in business and clinical processes to produce value for the customer. 90% of most business processes are waste. The founder of Toyota Motors developed this philosophy which basically is "do more with less".

Build in quality (mistake proof)  
build just in time (not a huge  
inventory).

**There are 8 types of waste.**

1. Overproduction: producing more and/or faster than needed. This consumes resources, people, materials and storage space. Examples are asking patients the same questions multiple times, a huge stock of forms, supplies, back ups between departments and overstaffing.
2. Waste of Waiting: idle time created when waiting for machines, people or information which causes the work flow to stop. Examples are waiting for the MD's, waiting for patients, scopes, transport, staff and supplies.
3. Waste of Unnecessary Transport: transporting something further than necessary, moving anything that adds no value to the customer. Examples are moving patients for treatments, linen, carrying lab specimens to multiple locations, taking equipment to radiology, multiple storage areas, or moving paperwork from desk to desk.
4. Waste of Over processing: effort which adds no value to the product or service. Examples are multiple signatures, extra copies of forms, producing reports that no one uses, and redundant paperwork.
5. Waste of Excess Inventory: any work, materials,

supplies in excess of customer demand to produce service just in time. This takes up space and the materials can become obsolete.

Examples are multiple forms, copies, supplies, no standardization of supplies, empty beds, and personal "stash" (this we all have been guilty of at time, we have a hidden supply of items we may need to work with).

6. Waste of Unnecessary Movement: any wasted motion the employees have to perform during the course of their work. Examples are searching for a wheelchair, location of copier/fax, lack of standardization for supplies, poor workplace layout and searching for supplies.
7. Waste of Defects: production, inspection or repair of defective products or services, productivity losses when work is disrupted to deal with defects. Examples are med errors, equipment malfunction, mislabeled specimens, bill rejections, and incomplete/inaccurate information.
8. Waste of Unused Employee Creativity: losing time, ideas, skills and learning opportunities by not engaging or listening to employees. This can cause low morale, resistance, indifference and crabbiness.

The challenge of lean is to recognize the waste, have the

courage to call it waste, have the drive to eliminate it and understand that waste raises costs, adds no value and threatens employee satisfaction.

We need to start with the customer, what value does the customer want from the process.

**Principles to achieve value for the customer are:**

1. One piece flow versus batch: eliminates many form of waste: waiting, inventory, and overproduction.
2. First in/first out: best approach and best utilization of resources.
3. Mistake proofing: prevent errors/defects
4. Standard work: develop a standard based on the best know way to do the work.
5. Unified layout. Visual management control: tells at a glance what should be done or where things are
6. One needs a strategy to organize the workplace to minimize waste. This includes:
  1. Sort: distinguish between necessary and unnecessary.
  2. Shine: keep the work area clean – helps reveal potential problems
  3. Set in order: organize what is needed – everything in its place, have an order of use. Use the 80/20 rule. Get rid of 20% of inventory. If needed less than 80% of the time relocate the item. 80% of items we use 20% of the time.
  4. Standardize: develop a system to maintain the workplace in good condition, use visual management controls, is it

easy to use/easy to see. With visual control think of a supermarket and how items are placed and easy to see and in a logical order.

5. Sustain: make the new procedure a habit.

One way to understand what you need to do to identify the problems in your work area would be to go through all the steps required to complete the service from beginning to end – understand the patient’s journey.

The impact Lean has on customers is reduction of costs, efficient use of resources, consistency and establishment of standard work.

Ideas presented included have the same nurse who prepared the patient for the procedure assist with the procedure. This is less movement of patient, staff, paper etc. Do not overstock linen in cabinet because when removing some may fall onto the floor resulting in more work by having to pick it up off the floor and more cost because now the linen has to be put into the laundry. Have only supplies needed to do the work in the procedure room and restock after the case. This allows for less inventory. Too much stock can cause package damage from being crammed into a spot and gives potential for items to outdate. Reorganize your supply room and set up par levels and put in an organized fashion so visually items can be found easily. Place items used the most in the more convenient spot.

To implement the Lean Method there must be manager and staff buy in and coordination with other

departments. The benefits in the end are improved patient safety, financial and staff and patient satisfaction.

**DATES:**

**Certified Nurses Day, March 19, 2008**

<http://www.certifiednursesday.org>

**GI Nurses and Associates Day, March 26, 2008**

**CNYSGNA Spring Conference March 28, 2008 , Utica, NY**

Babette Clapper, RN. 315-624-7035 Held at Shenendoah Golf

**SGNA's 35th Annual Course May 16-21, 2008**

**Salt Lake City, Utah**

**SGNA & YOU - The Power to Make a Difference**

**Certification Exam May 17, 2008**

**Certification Exam October 19, 2008**

**CNYSGNA Fall Educational Meeting October 25, 2008 Elmira, NY**

**Sue Gursky 607-255-7130**

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Check out Central NY’s website: [www.cnysgna.org](http://www.cnysgna.org)

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"Newsletters represent the authors' opinions based upon the current understanding and usual practices in this field. Except as stated, it does not represent SGNA guidelines or procedures. Practitioners must adapt the information to their individual situations. SGNA accepts no responsibility for specific applications of this information."

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