

Stolen Scopes
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for information

Lifespan Selects Olympus as Strategic Partner

What in the world was the Lifespan System consortium of hospitals to do?

A year ago, doctors gritted their teeth in hopes that old scopes would hold up through another procedure. Nurses grumbled over how hard it was to clean aging equipment. And the finance department's capital budget had no room for new scopes.

A real dilemma. "Actually, it was a no-brainer," said Dr. Paul Akerman, Director of Endoscopy at Rhode Island Hospital. "We signed up for the Olympus Cost Per Procedure (CPP) program and satisfied everyone. CPP fixes the cost of leasing and servicing scopes. We can have the latest and the greatest—something very important in teaching hospitals—and we don't have to put new scopes in the capital budget. This is the best deal at the lowest cost."

Lifespan, which includes Rhode Island Hospital, Newport Hospital and Miriam Hospital (and soon the New England Medical Center), used to buy all its endoscopic equipment and tried to replace a portion each year. But as scopes get older, their upkeep and maintenance cost more.

"On some equipment we may have been paying \$10 to \$30 a procedure for service and repairs," Akerman said. The higher the upkeep, the less money available for new scopes. "And after a while keeping the old stuff going could end up costing more than buying new stuff."

With the Olympus Cost Per Procedure program, Lifespan leases \$2 million worth of equipment, including scopes and the Olympus computer system, and payments are based on the number of procedures performed.

"We know that we perform between 11,000 and 12,000 procedures a year," Akerman said. "And we know that on average we recoup between \$300 and \$600 each, for most procedures. Those figures allow us to accurately predict what our costs are going to be, and Olympus keeps our doctors and nurses happy with new scopes."

"A new scope often enables us to raise the number of procedures we perform because it does

something an old scope couldn't. That increases our income," continued Akerman. "Our ERCPs are up 100 percent in the last three years, and because we gained the capability for endoscopic ultrasound, those procedures are up 300 percent in the last two years. If we need more equipment, we get it and pay it off with the new procedures we're doing."

Patients benefit, too. "They get a complete array of Olympus equipment that's reliable and technologically second-to-none, along with access to anything new that comes out," Akerman said. "With new equipment,

we can do a better and faster colonoscopy. I haven't met a patient yet who doesn't appreciate that."

"Lifespan and Olympus are strategic partners," said Akerman. "Our best interests are tied with their best interests." Endoscopy is going at 110 percent all the time, and this is very technical work. If we call Olympus, we expect to get answers right away—Jim Soares, our Olympus sales representative, has been excellent.

"The relationship after we get scopes is so important. Service and reliability are musts, and Olympus meets our standards. Olympus even helped us plan an in-house loaner program," Akerman said. "And the company is good with training on new equipment. Jim Soares is also an integral part of that."

In the world of business, this is a true win-win as strategic partners, and a win-win-win when you include the patient into the mix. To learn more about the Olympus CPP program and other service contract options, check A on your "Want More?" reply card.

Dr. Akerman was interviewed by Sandy Marrone.

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Mark Your Calendar

Olympus will highlight new products and services at the following trade shows for nurses and associates:

Association of Operating Room Nurses (AORN)

Moscone Convention Center—
San Francisco, CA
March 30 – April 1, 1999

Society of Gastroenterology Nurses and Associates (SGNA)

Opryland Hotel—Nashville, TN
May 16 – 18, 1999

Reprocessing Olympus Duodenoscopes

IT HAS COME TO OLYMPUS' ATTENTION that users may not be aware of precautions necessary when reprocessing the elevator wire channel of Olympus duodenoscopes in washer-disinfectors or liquid chemical sterilizers.

Olympus has validated a manual procedure for cleaning, high level disinfection and ethylene oxide sterilization of the elevator wire channel of duodenoscopes. However, some users prefer employing an automated washer-disinfector for high level disinfection or liquid chemical sterilizer for sterilization of the duodenoscope. Many of these machines are incapable of reprocessing the elevator wire channel. In these situations, it may be necessary to manually disinfect the elevator wire channel either before automated disinfection or sterilization of the duodenoscopes or immediately thereafter. Please refer to the instruction manual of your automated reprocessor for recommendations and detailed instructions.

Olympus understands that a number of manufacturers are now testing to determine if the elevator wire channel of recently redesigned Olympus duodenoscopes may be automatically reprocessed by their equipment without the need for manual intervention. Please contact the manufacturer or distributor of your washer-disinfector or liquid chemical sterilizer and inquire about their validation data. Lacking such data, Olympus recommends that users rely on the validated manual method described in the Olympus duodenoscope instruction manual.

By Dr. Steve Goldstine

Our Advice: Lock it Up! Stolen Scopes—A Threat to Medical Facilities



SEVERAL OF OUR CUSTOMERS have suffered from the loss of endoscopes due to theft. Because of Olympus endoscopes' high quality and great demand, resale values tend to be high and, therefore, have been a target for theft.

Medical departments and labs are busy by nature, and bustling with activity. How can you protect your valuable equipment? *The following information may help:*

- Maintain an up-to-date list of all currently used inventory. List by purchase date, model and serial numbers. Clear out any inventory not in use.
- Ensure that serial number plates are secure on equipment (as a service, Olympus will re-set serial number plates when equipment is being repaired at our service centers).
- Secure equipment in a locked area when not being used. (Central Supply, Endoscope Closet, or locked office).
- Request identification and business cards from people who you may not recognize in your lab (i.e. couriers, repair company personnel, sales representatives, etc.).
- Ensure that the process for checking out endoscopes or other equipment to be repaired is effective and that the process is being enforced.
- Additionally, if your facility has been a target of equipment theft, after notifying the authorities, please provide Olympus with a list of Olympus equipment and serial numbers to "flag" the product in our networked computer system.

Olympus understands that this is a serious matter and we will provide as much information and assistance as possible.

By Elaine Gibson and Hilds Barrs-Mosenthine

How to Become an Effective Resource Manager in the 21st Century

CHANGES ARE HAPPENING all around! Be proactive and attend the most beneficial course available to learn about changes in your business, and earn 14 credit hours!

Perioperative managers must have financial management skills in order to thrive in today's changing environment. An increased emphasis on cost containment is balanced with an equal emphasis on quality of care. Managers of surgical services must envision the future of their departments, articulate that vision to their managers and staff, then implement the vision.

Education Design, Inc., Olympus America Inc. and AORN designed this intimate, interactive program for perioperative supervisors and nurse managers who want to manage fiscal resources more effectively and develop a business plan for their department.

The first course was held November 18-20, 1998 at AORN headquarters in Denver, Colorado and it was a great success. Managers and Directors from 9 different states (with one attendee from Guam!) participated in the course and rated it as one of the most valued courses they had ever attended.



Some of the exciting topics covered were: Virtual Delivery Care Systems, Issues Confronting Today's OR, Critical Factors for Future Success, Developing Long- and Short-Term Goals, Budgeting, Risk Management, Balancing Fiscal Responsibility, Clinical Care and Cost, Technology, and a hands-on session.

Fourteen (14) credit hours are awarded for the course provided by Education Design, which is accredited as a provider in continuing education of nursing by the American Nurses Credentialing Center's Commission on Accreditation.

Upcoming courses to be held at AORN Headquarters in Denver, Colorado are:

- February 10-12, 1999
- May 19-21, 1999
- September 29 - October 1, 1999

Tuition for this three-day seminar is \$225. For more information and to register, please call Education Design at (303)745-5996 or check C on your "Want More?" reply card for a registration brochure.

By Stacey Persky, Olympus Surgical Products Divisionz

More Flexible Endoscopes Compatible with New Sterilant/Disinfectant

OLYMPUS HAS RECENTLY EXPANDED the list of endoscopes compatible with Sporox™ Sterilizing and Disinfecting Solution to include a wide range of flexible endoscopes used in urology and ear, nose and throat clinics. Also included is the latest information about washer/disinfectors and ancillary products, such as the Olympus HPU.

All compatibility testing has been performed with Olympus genuine parts and material; therefore, Olympus



does not warrant or guarantee that endoscopes repaired by any party (other than authorized Olympus personnel) using non-Olympus parts or materials will be compatible with Sporox™. If your Olympus endoscopes are repaired outside of Olympus, please contact your repair provider for information on compatibility.

To obtain an updated Technical Bulletin Check B on your "Want More?" reply card.

By Dr. Steve Goldstine

OLYMPUS

Endoscopy Service Group

❖ IN SERVICE NEWSLETTER ❖

Olympus In Service newsletter is published bi-monthly and distributed nationwide to healthcare professionals to inform and to educate them about Olympus repair and service issues.

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4 ways to receive Valuable FREE information from OESG. Select the method most convenient to you!



FAX IT!

Fax the completed "Want More?" card to 408-935-5010 or 408-935-5011

MAIL IT!

Mail the completed "Want More?" card to:
Olympus Endoscopy Service Group
Attn: Hilda Barrs-Mosenthine
2400 Ringwood Avenue
San Jose, CA 95131-1700



E-MAIL IT!

E-mail your request to:
barrsh@olympus.com
On Subject line, type:
"Olympus In Service Request"

PHONE IT!

Call 1-800-645-8100 x6502 to leave a detailed message of your request.



Y2K: We're Working on It

AS WE ENTER 1999, many more organizations will stop and evaluate the Year 2000 (Y2K) dilemma, and ensure that this event won't interrupt their business.

WHAT IS THE PROBLEM?

The year 2000 challenge is about millions of lines of computer code dealing with dates. When many computer programs were written, perhaps as early as the 1960s, programmers used two digits instead of four to indicate the year. But when the internal clocks of unmodified computers and applications programs move from December 31, 1999, to January 1, 2000, they may interpret the last two zeros in 2000 as 1900.

HOW IS OLYMPUS WORKING ON IT?

Olympus established an overall program to manage Year 2000 readiness. As part of this program, products that rely on a date for operation were identified. *Please note:* products that do not rely on a date for operation are not affected; they include OES Fiberscopes (all models), EVIS Video Endoscopes (all models), and Light Sources (all models).

WRITTEN REQUEST FOR Y2K COMPLIANCE INFORMATION

To receive a listing of Olympus Endoscope products' Y2K compliance information, please fax your request (including

your name, facility name, address, phone and fax number) to: Eileen Wilhouski, Operations Manager, 516-844-XXXX; or mail a written request to: Eileen Wilhouski, Olympus America Inc., Two Corporate Center Drive, Melville, NY 11747-3157.

NO-CHARGE CV-140 FIELD UPGRADE ON SITE VISITS

The model CV-140 videoprocessors with serial numbers equal to or greater than 7834678 shipped from Olympus inventory are Y2K compliant. Additionally, all CV-140 units with a serial number less than 7834678 will be scheduled for field upgrades throughout 1999.

Olympus has contracted with a specialized field service organization to accomplish the upgrade of your CV-140 videoprocessors at **no charge to you**. Your facility will be contacted directly to arrange a convenient time for upgrade.

Please be aware that this program will be in effect for several months (starting January 1999 through November 1999), and your patience is appreciated.

Olympus has provided Tab Products with the necessary hardware for upgrade of the CV-140 processors only. Each unit will take approximately 15 minutes to exchange the microprocessor chip.

Want More?

FILL OUT THE INFORMATION BELOW, tear at perforation and select the most convenient method to respond (fax, mail, e-mail or phone). See back of this card for details, or fax to 408-935-5010 or 5011.

YES! Please continue sending me OESG information!

Your Name _____

Title _____

Main Phone _____

Fax Number _____

Facility Name _____

Department _____

Facility Address _____

City/State/Zip _____

E-mail Address _____

Facility Web Site: _____

Do you have internet access? *Check all that apply:*

Yes, Office Yes, Home No Access

If yes, what browser do you use? Netscape Navigator

Microsoft Explorer Other _____

If no access, what would motivate you or your facility to get online?

Assuming you had all delivery options available, please rate (1=most desirable to 6=least desirable) the most effective/desirable form of communication you'd like to receive product and service updates:

_____ Phone Call	_____ Mail (letter or newsletter)
_____ Fax-Back	_____ E-Mail
_____ In Person	_____ Internet (WWW)

Make sure to mark (X) in the boxes below for information you are requesting:

Check A for CPP and Service Contract Information

Check B for updated technical bulletins on sterilants/disinfectants

Check C for the brochure on "How to Become an Effective Resource Manager in the 21st Century."

Check D for an information package to join SGNA

Check E for a copy of the Olympus Repair Summaries and Recommendation Information

Is there anything else you'd like to tell us? _____

Vol 1, Issue 6



SGNA—Check Us Out!

THE SOCIETY OF GASTROENTEROLOGY NURSES AND ASSOCIATES, INC. (SGNA) is a professional organization of more than 6,600 GI nurses and associates who are dedicated to the safe and effective practice of gastroenterology and endoscopy nursing. Here's how SGNA takes care of you...

Members receive:

- Discounts on popular publications such as the "Endoscope Cleaning and High-Level Disinfection Self-Study Module."
- Subscriptions to SGNA News and Gastroenterology Nursing.
- Discounted registration for the SGNA Annual Course which offers more than 80 unique sessions.
- Local and national networking opportunities through regional societies and special interest groups.
- And much more!

Now is a great time to join the only organization to collectively meet the needs of gastroenterology and endoscopy nurses and associates. Check D on your "Want More?" reply card for additional information, or visit SGNA's Web site at <http://www.sgna.org>, or give us a call at (800) 245-SGNA (7462).



Society of Gastroenterology Nurses and Associates, Inc.

Fluid Invasion Repairs

AS PART OF OLYMPUS' VALUE-ADDED SERVICES, our Nurse Consultants have compiled "Repair Summaries and Recommendations" based on information gathered from hundreds of Olympus customer visits. To receive your FREE copy, check E on your "Want More?" reply card. The following chart is a sample of some problems and recommendations for avoiding "Fluid Invasion Repairs":

PROBLEM/PROBABLE CAUSE	RECOMMENDATIONS
<ul style="list-style-type: none"> ✓ Inaccurate leakage testing, improper sequence of leakage testing or deletion of leakage testing prior in reprocessing steps will allow a leak to go undetected and fluid invasion can occur. 	<ul style="list-style-type: none"> ■ Review present leakage testing practices. Compare with Olympus instruction manuals for leakage testing. If necessary, revise present leakage testing practices and retrain staff. ■ Understand that all scopes should be leakage tested prior to reprocessing and that the scope must be allowed to fully pressurize and then immersed. The entire scope should be immersed and leakage tested in clear water only. ■ Gently rotate knobs in all directions while observing for bubbles in the control knob area and bending section distal tip. Video switches should also be manipulated during leakage testing.
<ul style="list-style-type: none"> ✓ Fiberoptic and video scopes should not be routinely left in any solution for extended times in order to prevent fluid invasion. 	<ul style="list-style-type: none"> ■ Video and fiberoptic endoscopes may be immersed for up to 10 hours prior to manual cleaning for cases of excessive bleeding or delayed reprocessing. However, frequent or routine prolonged immersion may damage the endoscopes.
<ul style="list-style-type: none"> ✓ On occasion, improper cleaning solutions are used to reprocess endoscopes. 	<ul style="list-style-type: none"> ■ Do not use Phenol-based disinfectants or chlorine bleach to disinfect any scopes. ■ Always follow scope manufacturer's instructions for approved solutions to be used during reprocessing.
<ul style="list-style-type: none"> ✓ Immersion of a fiberscope with the ETO cap in place, or a video scope with the water-resistant cap off not in place, will result in fluid invasion. 	<ul style="list-style-type: none"> ■ Ensure that the ETO cap is off fiberscopes and the water resistant cap is on videoscopes prior to immersion of the scope in reprocessing solutions or water.
<ul style="list-style-type: none"> ✓ When a leak is noticed during leakage testing, the leakage tester is oftentimes turned off while the scope is left in the basin of water. This results in fluid invasion to the internal components of the scope. 	<ul style="list-style-type: none"> ■ When a leak is detected, remove the scope from the basin of water prior to turning off the leakage tester to prevent fluid invasion. Call Olympus for further reprocessing recommendations.

Send your questions to the Editor to be answered in future issues of *Olympus In Service*.
 Call Hilda Barrs-Mosenthine at (800)645-8100 x6502, e-mail her at barrsh@olympus.com, or write her at
 Olympus America Inc. OESG Division, 2400 Ringwood Avenue, San Jose, CA 95131-1700.

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