

Medone TO One



T H E M E D O N E W A Y P 5



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About Med One To One

Med One To One is a Med One Group publication consisting of editorials, a message from our owners and key stakeholders, testimonials, information regarding our solutions, employee spotlights, and more. Four quarterly issues are produced each year. Issues include the most recent and exciting news from Med One. If you are reading this edition, you are a part of our team. Med One owes all of our success to our valued customers and supporters.

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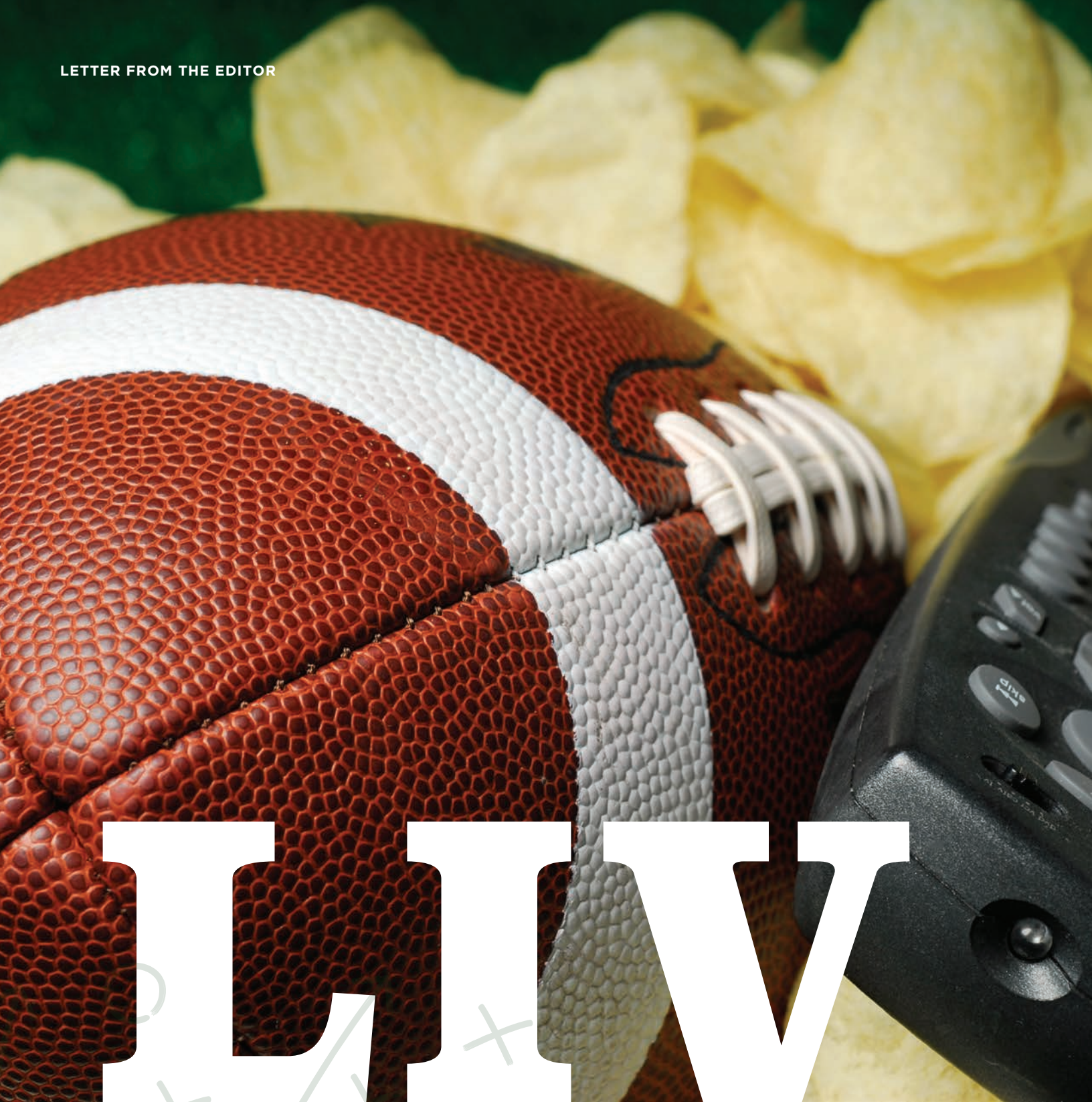
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Thank you for your support of Med One To One. We are grateful to associate with so many amazing customers and equipment vendors.



Q1W



At the time of writing this article, Super Bowl LIV was recently played, and the Kansas City Chiefs came from behind to beat the San Francisco 49ers 31-20. Since I'm not really a big fan of either team, I found the game to be very entertaining and enjoyable to watch. There were some great plays on both sides of the ball. Just when it looked like the 49ers were going to wrap things up, Kansas City came storming back, scoring 21 points in the 4th quarter to seal the victory. It offered everything I was hoping it would be.

But the game was not the only reason I was watching. Like many, I am intrigued by the commercials that run during the game. In fact, at our Super Bowl Party, I think more people paid attention during the commercials than the actual game. I am still blown away at the cost of an ad that plays during the game - just over 5.5 million dollars for a 30-second spot. I would love to sit down with each company that paid this money and ask if they got the results they were hoping for. Obviously, the number of people watching was really high, but was the message they were hoping to share truly received by their intended audience? I definitely had my favorite commercials, and then there were some that I am still trying to understand what they were thinking when they said, "Hey, let's spend 5.5 million dollars and use this". As I look at the different agencies/groups who grade the commercials, I found that my perception was pretty much in line with the so-called experts. That's what led me to my next question.

If Med One decided to purchase a 30-second commercial during the Super Bowl, what would our message be?? Would we choose to do something fun and entertaining, or would we take the warm and fuzzy feeling approach? Would our message be one that was memorable for the right reasons, or would people be saying we just blew 5.5 million? I guess I should have a chat with the owners and senior management team to see if I can get the money so we can purchase a spot for Super Bowl LV. Just in case I don't get that approved, here are a couple of things that make Med One a great company to team up with:

Written By **Troy Tait**
SVP Customer Care



We understand the unique challenges facing medical providers. Over the last 29 years, we have provided creative and simple solutions for more than half of the acute care hospitals throughout the US. We are ready to respond to all of your high census peak needs with our high-quality, patient-ready equipment. For those looking to purchase quality preowned equipment - Med One has solutions that will work for you. We have been making medical equipment available for over 29 years, and we are simply the best at what we do. To learn more about who we are at Med One, visit our About Us page at www.medonegroup.com and make sure you watch our great video that will give you an inside look at our incredible team. Posting it on our website was a lot less expensive than buying space during the game :)

! ! We are ready to respond to all of your high census peak needs with our high-quality, patient-ready equipment. For those looking to purchase quality preowned equipment - Med One has solutions that will work for you.

Written By **Brent Allen**
Senior Executive Vice President



A man once went to his barber for a haircut. In a casual conversation, the barber asked him if he had any fun trips planned. "Actually, I do," said the man. "Next week, I am catching a flight to Italy, staying at the Rome Luxury Suites, and I am going to see the pope." "Lots of luck with that one," said the barber. "You will hate that flight over the pond. Airplane seats are cramped, germs are everywhere, the food is horrible, and the service sucks. And the Rome Luxury Suites is a dump. It is dirty and very noisy. You will feel like you are camping outdoors. The beds are hard, and you will come home with a sore back. And you might get a glimpse of the Pope, but that's it. You'd better take your binoculars because you will be behind 20,000 people. I'm just glad it's you and not me," said the barber.

THE Med One WAY

A few weeks later, the man returned to the barber for another haircut. "So, how was your trip?" asked the barber. "It was incredible," said the man. "The flight over was fantastic. The plane was spacious, everything was super clean, the food was delicious, and the service couldn't be beat. It was so comfortable that I didn't want the flight to end. When I checked into the Rome Luxury Suites, they couldn't have been nicer. It was red carpet treatment all the way. It was impeccably clean, and it felt just like home. I was depressed when it was time to check out. And I saw the Pope up-close and personal. Not only did I shake his hand, but I bent over and kissed the back of his hand." "WOW! Did the Pope say anything to you?" asked the barber. "Yes! He asked who gave me this "crappy" haircut."



I take away three lessons from this humorous event.

- 1. We all have a story to tell.**
- 2. We cannot allow others to throw cold water on our story and discourage us.**
- 3. We must tell our story with conviction.**

I love the Med One story. I love that we are unique and that there isn't another competitor quite like Med One. I love that we enable healthcare providers to acquire medical devices that will improve patient care. I love that our rental equipment is always clean, well maintained, and patient-ready. I love that we play a critical part in saving lives. We have often said that sick babies should not have to wait, and we do all we can to make certain they don't have to. I love that we make it easy for a vendor to sell their equipment. I love that we are out there making a difference. I love the Med One approach...

Innovative Leasing Solutions
Equity Rental Options That No Other Competitor Can Match
Peak-Need and Committed Rental Solutions
Refurbished Medical Equipment for Sale
5-star Biomed Services
Unparalleled Customer Service

When we first started Med One 29 years ago, one of our targeted vendors was an exclusive distributor for a critical piece of medical equipment. For several years, we consistently called on the upper management of this company seeking to get an audience with them. Unfortunately, we were unsuccessful in all of our attempts. One day, we were attending an AARC show,

and we stopped by the booth of this distributor. Their people were very busy talking with prospective customers. We briefly met with a few of them, introduced ourselves, and left a business card. Included with our business card was a laminated card suggesting that we had a solution to help them sell more equipment. We invited them to call us and promised them that it would be worth their time to talk about our innovative approach. Several weeks went by with no responses. Finally, one day - BINGO. We received a phone call from one of their Regional Managers. We spent about 45 minutes talking with him on the phone explaining how we could help them...especially with our Equity Rental solution. When the conversation ended, he invited us to come out to their upcoming Regional Meeting and make a presentation to his nine sales reps.

We were delighted to oblige. Less than two weeks later, we made a presentation to his group. We began by asking several questions. We asked, "what is the biggest obstacle you face in selling your equipment?" The overwhelming answer was Capital Budget restrictions. Therefore, our focus became the Equity Rental. They were blown away by our creative approach. They had never had anything this creative offered to them. After answering their questions, we thanked them for their time, and we left the room. A gentleman followed us out the door. He was their National Sales Manager, and he had come specifically to hear about our innovative approach. These were his comments: "We need your Equity Rental. Quite frankly, I don't know how you can do it, but if you can, we are ALL IN. We have eight other regions in our company. Would you be willing to come to each of our regional meetings and make this same presentation?" Of course, our answer was...we'd love to.

This was the beginning of a wonderful partnership. While dealing with them, we were invited to every one of their regional meetings at least once and sometimes twice a year. Our sales team worked diligently in responding to their requests and making presentations at their meetings. Proposals and agreements were turned around within an hour. They frequently commented on how impressed they were in our ability to respond so quickly. Seventy-five percent of the deals we did with them were done as Equity Rentals. Why were we able to be so aggressive with this Equity Rental option? Because we had a rental company that could absorb any equipment that was returned. During our final year with this distributor, we financed about \$4,000,000, which represented approximately 425 pieces of their equipment. Approximately 10% of the equipment done as an Equity Rental was returned, 40% purchased early, and 50% went full-term.

This story is all about THE MED ONE WAY. Interwoven within this story are many elements of the principles we have embraced. We are deeply committed to each of these objectives and attribute them to our success throughout the years. We will earnestly continue our efforts in providing these benefits to our valued customers.

"They were blown away by our creative approach. They had never had anything this creative offered to them."

THE MED ONE WAY

- CREATIVITY**
Doing one thing very well - "whatever it takes"
- OBSERVANT LISTENING**
A unique philosophy - what does our customer really need?
- UNITED TEAMWORK**
It takes all of us to make a happy customer
- RESPONSIVENESS**
Unprecedented service builds customer loyalty
- ABOVE AND BEYOND**
Taking pride in going the extra mile
- GENUINE RELATIONSHIPS**
A huge secret to getting repeat business
- EVERYDAY - DO IT RIGHT**
The first time, and every time
- OUTSTANDING INTEGRITY**
The principle upon which Med One was built
- UNIQUE PATIENCE**
Perseverance - we will never give up
- SIMPLICITY**
Making it easy for a customer to do business with us

Embedded in and through THE MED ONE WAY is the word **COURAGEOUS**. This word is very dear to our hearts. Twenty-nine years ago, we started Med One with virtually nothing. We put on the "badge of courage" and moved forward. We learned much along the way. We had luck on our side, we experienced many fortunate breaks, and we encountered our share of setbacks as we continued our journey. Fortunately, our courage never dimmed.



"We learned that it takes courage to be unique and to step away from the pack. It required moving into uncharted territory. We discovered that there were huge risks involved, but we decided that this was the direction we wanted to take. We decided that we were going to be different from any other competitor. When we embraced the MED ONE WAY, we learned the true meaning of COURAGE.

We learned that it takes courage to be CREATIVE. Occasionally, creativity can "backfire" because of the risks it entails - but it can also reap big rewards. Creativity is the Med One way. We learned that it takes courage to LISTEN. Our promise to our customer is - we will listen. While we cannot always accommodate a customer's need or request, we promise to do our very best to determine what they want and deliver a viable solution. Listening is the Med One way. We learned that it takes courage when committing to TEAMWORK. At Med One, we have one another's back. We are prepared for sacrifices and inconveniences. It is all about our customers. Teamwork is the Med One way. We learned that RESPONSIVENESS requires courage. On occasion, we may stub our toe and fall short of our commitment. But overall, we are committed to be extremely responsive. For 29 years, this has been the Med One way. Going ABOVE AND BEYOND is all about having courage. We will do whatever it takes, and we will go the extra mile for our customers. This has always been the Med One way. Building GENUINE RELATIONSHIPS takes courage. It requires many cold calls and comes with plenty of rejections. But successes build positive relationships, and they always pay off. It is the Med One way. It takes courage to commit to DO IT RIGHT... EVERYDAY. We learned that this is a "tall order." Our employees strive every day to live up to it. We do it because

we value our customers. It is just the Med One way. Above all else, we embrace INTEGRITY. With integrity...you either have it, or you don't. There is no middle ground. And, I stand proud to tell you that our employees at Med One have it. We operate in a world where many are compromising their values for the benefit of gain. We hold dear to the principle that got us to where we are today. Integrity is the Med One way. We learned that it takes courage to demonstrate PATIENCE. At times, we have a vision that we know will help our customers. They, however, just can't see it. It can be very discouraging, and it takes courage to keep trying. This is the Med One way. SIMPLICITY requires courage. Sometimes procedures, policies, and bureaucracy can get in the way. We try very hard not to let this happen. We are deeply committed to simplicity because it is the MED ONE WAY.

We invite all to experience the Med One way. You will quickly find that it is a refreshing approach and will make a real difference in the end.

THE **Med One** WAY



CREATIVITY*

Doing one thing very well - "whatever it takes"



OBSERVANT LISTENING

A unique philosophy - what does our customer really need?



UNITED TEAMWORK

It takes all of us to make a happy customer



RESPONSIVENESS*

Unprecedented service builds customer loyalty



ABOVE AND BEYOND

Taking pride in going the extra mile



GENUINE RELATIONSHIPS

A huge secret to getting repeat business



EVERYDAY - DO IT RIGHT

The first time, and every time



OUTSTANDING INTEGRITY

The principle upon which Med One was built



UNIQUE PATIENCE

Perseverance - we will never give up



SIMPLICITY*

Making it easy for a customer to do business with us

Sales

Meet The Sales Team

RENTAL / LEASING / SALES / SERVICE

Our Sales Team is comprised of experienced professionals for the specific purpose of Making Medical Equipment Available for hospitals and healthcare facilities across the U.S. We also work with the largest equipment manufacturers in the healthcare industry. Our sales reps are experts in equipment finance, rental, and sales.

EQUIPMENT LEASING



Robb Stevens SVP / Director of Equipment Leasing

Robb Stevens began his career at Med One in January 2002 as part of the leasing sales group and was appointed as SVP and Director of Equipment Leasing in 2012. He has been a top contributor to lease originations, vendor development, creating strong relationships with customers, and successfully blending all aspects of the leasing sales process to maximize returns.



Carter B. Allen SVP / Strategic Account Manager

Carter Allen has been in the financial industry for more than 20 years and has been with Med One Group since 2002. He appreciates the opportunity to provide solutions for hospitals that allow them to gain access to much needed equipment. Carter manages strategic accounts that are essential to Med One's success. His experience with healthcare leasing provides customers with valued solutions.



Julie Harrison Equipment Finance Sales Executive

Julie Harrison joined Med One Group in September 2018 as an Equipment Finance Sales Executive. She brings with her 20 years of medical device experience, primarily in the anesthesia market, in the Chicago/Midwest region. Julie appreciates the challenges of being in sales while developing valuable relationships and continually working on personal growth. On a personal side, she enjoys her four kids and all of their activities.



Doug Green SVP / Director Of Corporate Development

Doug Green joined Med One in January 2002 as part of the leasing sales team. Prior to Med One, Doug worked in sales and business development at Boise Cascade and Franklin Covey. As Vice President of Leasing Sales, Doug leads a sales team dedicated to providing customer-friendly solutions that allow hospitals and healthcare providers a way to acquire the critical equipment they need.



Tim Loftis Equipment Finance Sales Executive

Tim Loftis joined Med One as a Leasing Account Manager with over 15 years in sales and business development with Morgan Stanley, JP Morgan Chase, and the Economic Development Corporation of Utah. Tim received his MBA from the University of Utah and a BA from Occidental College. He serves our partners in the medical community by providing effective solutions in a responsive and friendly manner.



Dal Holman Equipment Finance Sales Executive

Dal Holman joined Med One in 2019 as part of our equipment leasing team. He graduated from Weber State with a BS in Technical Service and Sales. Dal has 15 years of experience in sales and finance and has worked for companies like Wells Fargo Bank and the Utah Jazz. Dal enjoys developing meaningful relationships and providing solutions to his clients needs.



Spence Tueller Account Manager / Equipment Leasing

Spence Tueller joined Med One as a Leasing Account Manager. He graduated from BYU with a degree in health science and business administration. Spence also has experience in lease sales as well as a background in general sales and business development.



Al Mugno Equipment Finance Sales Executive

Al joined Med One as an Equipment Finance Sales Executive in August 2017. Al graduated from Iona College with a bachelor's degree in business administration majoring in marketing. Al has worked as a sales executive in the healthcare industry for close to 25 years. He has a background in infusion, barcoding, hospital information systems, radiology, ultrasound and vital signs monitors.



Nate Farnsworth Equipment Finance Sales Executive

Nate Farnsworth joined Med One Group in 2019 as part of the Equipment Finance Sales Team, although he has worked extensively with Med One as one of their funding partners since 2010. Nate has an extensive background in finance and banking, including healthcare finance. He is a graduate of the University of Michigan.



Amy Vizanko Equipment Finance Sales Executive

Amy Vizanko joins Med One as an Equipment Finance Sales Executive bringing 15+ years of medical sales knowledge. She graduated from Marquette University in Milwaukee, Wisconsin with a bachelor's degree in biomedical engineering. Prior to her time at Med One she gained medical sales experience working with both Philips and CareFusion (now BD). She has extensive technical biomedical knowledge and understands the importance of solving complex customer problems. She enjoys being active, and spending time with her family.



Brian Nappi Equipment Finance Sales Executive

Brian Nappi joins Med One bringing more than 20 years of experience in medical equipment sales, finance, and business development. He earned his bachelor's degree in electrical engineering from Texas A&M University. Brian understands that his customers are busy and prides himself on quietly listening and accurately defining their needs to create simple, satisfying solutions that allow them to quickly acquire the equipment needed. Brian enjoys developing friendly, supportive, long-standing, and fun relationships with his clients.



Steve Roth Equipment Finance Sales Executive

Steve Roth joined Med One in April 2019 as an Equipment Finance Sales Executive. He brings 21 years of experience in the medical device industry. Steve graduated from Pacific Lutheran University in Tacoma, WA, with a bachelor's degree in business administration. This experience taught him the complex issues faced by hospitals and healthcare systems. He serves our partners in the medical community by providing effective solutions with exceptional integrity, work ethic, and follow-through.

EQUIPMENT SALES



Jeremy Quick National Sales Manager / Equipment Sales

Jeremy Quick joined Med One in August 2009 with an extensive background in sales and marketing. Jeremy's responsibilities include creating relationships in the non-acute care market to present Med One's products and services. This allows him to reach out to nursing schools, clinics, research facilities, and EMS companies. He enjoys helping these diverse customers acquire medical equipment to aid in the treatment or instruction of those in need.



Casie Woolston Account Manager / Equipment Sales

Casie Woolston brings with her over 15 years' experience in several different sales roles. Specializing in Inside sales she is a great asset to the Med One Equipment Sales team. Before joining Med One in December 2018, she worked to transform a customer service team into a profitable inside sales team. Her energetic and happy attitude brightens the day of both customers and coworkers alike.



Joshua Lampropoulos Account Manager / Equipment Sales

Joshua Lampropoulos has excellent experience in taking new products to market. Joshua worked as a medical device sales representative for Merit Medical, where he gained knowledge and experience in the clinical setting. Joshua specialized in Percutaneous Interventional Medical Devices in the OEM division. In this position, he helped other medical device companies achieve their product goals by offering them customized products. In his free time, Joshua enjoys spending time with his wife and dogs.

INTERNATIONAL SALES



Susan Mingle Director of International Sales

Susan Mingle joined Med One in 2017 as a Director of International Sales bringing 14 years of medical/capital sales experience, with previous experience at BD and Abbot Labs. Susan has a degree in both Education and Nursing. Her Nursing focus was Neonatal Intensive Care. She is passionate about Georgia football and gymnastics, and enjoys traveling and spending time with her family.

Sales

CONT.

Creativity.
Simplicity.
Responsiveness.

EQUIPMENT RENTAL



Brad Johnson SVP General Manager / Equipment Rental

Brad Johnson is the Senior Vice President of Equipment Rental and has been working at Med One Group since 1994. He works closely with various companies and hospitals in the effort of achieving the highest utilization of our rental equipment as possible. Brad graduated from the University of Phoenix with a bachelor's degree in business and accounting. He enjoys playing golf, fishing, hunting, and spending time with his family.



Tom Lindsey SVP / Director of Rental Sales

Tom Lindsey has over 35 years of experience in the medical sales and rental industry, allowing him to successfully and professionally represent and value products, services, and manufacturers. He graduated from Brigham Young University with a degree in microbiology, was a former EMT, and is CBEST certified. Tom has been involved with Med One since 2001 and continues to be a valuable part of the team.



Bill Varley Regional Sales Manager / West Coast

Bill Varley has over 30 years of experience in marketing and sales. Prior to working at Med One, he worked at several different medical device companies in management positions specializing in imaging applications, cardiology and infusion. Bill has worked all over the U.S. and internationally to provide better solutions to hospitals and healthcare facilities.



Brian Smiley Regional Sales Manager

Brian Smiley has been a part of the Med One team since 1999 and serves as a Regional Sales Manager focused on equipment rental. He received his bachelor's degree in finance from the University of Utah and is also certified on the CareFusion and Smiths Medical equipment that Med One works with. He enjoys watching football and spending time with his family, especially coaching his sons at football and soccer.



Mike Daniels District Manager / Southern California

Mike Daniels has over 25 years experience in sales and marketing and started in the medical rental arena in 1985. Over his career, Mike has worked with everything from movable medical equipment to specialty support surfaces—both rentals and capital sales. During his off time, he enjoys spending time with his family, church, surfing, and any outdoor activity.



Scott Wooster District Manager / Northern California

Scott Wooster has over 27 years of experience in medical equipment sales. His specialty is in equipment rentals, asset management, and medical device sales. Scott has also held management positions in several medical companies. Scott enjoys being a customer advocate, helping hospitals find solutions to fulfill their equipment needs, and helping facilities provide the best care possible.



Karen Raven Vice President / Eastern Region Sales Manager

Karen Raven is the leader of the Med One International Sales Team and has worked in the healthcare industry for over 30 years. Karen has worked in various roles including direct sales, national accounts, and as a Regional Director. Karen has a background in infusion, vital signs monitors, and enjoys working in healthcare because the products sold save lives every day.



Jay Thorley Account Manager

Jay Thorley joined the Med One Team in 2015. Prior to Med One, Jay worked in the mortgage industry for 12 years. He enjoys working with customers to make sure that they have the equipment they need to care for their patients. Jay enjoys spending his time with his wife, son and two boxers.



Kyle Smelser Territory Manager / Southern California

Kyle Smelser joined Med One in 2018 as a Territory Sales Manager in Southern California. He brings eight years of sales experience in direct equipment sales and rental. Kyle graduated from Indiana University with a bachelor's degree in finance. Before Med One, he most recently worked at Sightpath Medical, providing hospitals and surgery centers rental solutions for cataract surgery. Kyle enjoys finding solutions that work best for hospitals and their patients.



Braden Mackay Territory Manager / Northern California

Braden Mackay joined the Med One team in August of 2018. He has over a decade of experience in Sales and Marketing in a variety of industries, most recently in a blend of Non-Profits, Pharmaceuticals and Tech. Born in Johannesburg South Africa, he moved to California at the age of 11. He completed his education in Sacramento before moving to the Bay Area in 2015. A golfer and motorsports fan, he often spends his weekends on the fairway or at a racetrack.



Skip Horton Territory Manager / Carolinas

Skip Horton joined the Med One Rental Division as a Territory Sales Manager in June 2017. He brings over 30 years of experience in the healthcare industry, with previous experience at Eli Lilly, DuPont, and BD. Skip graduated from East Carolina University with a bachelor's degree in life science. Skip enjoys working with his customers and making sure that they have the equipment they need to care for their patients.



Ben Erickson Territory Manager / East

Ben Erickson joined Med One in 2019 as a Territory Sales Manager covering the Northeastern United States region. He brings six years of sales experience focused on financial services. Ben graduated from the University of Utah with a bachelor's degree in English. Before Med One, he most recently worked at Fidelity Investments as a Workplace Planning Consultant. Ben enjoys working out, volleyball, and playing with his kids.



Lisa Woods Territory Manager / Southern California

Lisa Woods graduated from the University of Laverne with a degree in business accounting. Prior to Med One, she worked in sales and marketing for about 25 years traveling all over the world as an international buyer. Lisa was the Director of Sales and Merchandise overseeing 3 sales divisions and responsible for the product development, purchasing, packaging, product safety testing, and licensing contracts before switching industries into the medical equipment rental field. She likes to spend her free time with friends and vacationing.



Jay Cantiberos Territory Manager / Northern California

Jay Cantiberos graduated from the University of Arizona, with a Bachelorette of Sciences and an AA in Respiratory Therapy. Jay joined the Med One team in 2019. He brings 19 years of experience in the medical device industry as well as a clinical background. He enjoys that every day at Med One is new and exciting.



Bryan Dabney Territory Manager / Georgia

Bryan Dabney has over 25 years of experience as a respiratory therapist and comes from Respiroics where he worked as a Traveling Clinical Specialist and an Account Manager. Bryan was born in Livermore, California and lived there until advancing his schooling in Rexburg, Idaho at Ricks College. Bryan finished his schooling at Weber State University and graduated with his bachelor's degree in respiratory therapy.



Theresa Warren Territory Manager / Southern California

Theresa Warren earned her bachelor's degree in speech communication from California State University. From there she started her career in medical sales in 1997. She has ten plus years of pharmaceutical sales experience promoting various oncology, dermatology, cardiology, infectious disease, internal medicine and pain management drugs within offices, clinics, hospitals, pharmacies, and home healthcare settings. She currently serves as a Territory Sales Manager covering Orange County, California. She enjoys time spent with her husband and three children.

WWW.MEDONEGROUP.COM



| WE ARE |
Med One

Written By **Bryce Ray**
SVP Chief Credit Officer



WHO IS? Med One Group

Last October, I spoke at an Equipment Leasing and Finance Association (ELFA) breakout session panel for the 2019 Annual Conference regarding the differentiation that Med One Group brings to an OEM/Vendor program. During this presentation, I focused on the following key points about Med One:

Who is Med One Group?

- » We are a non-bank privately held independent lessor established in 1991.
- » We are not your typical equipment leasing company.
- » We are a nimble and niche lender focused on acute care hospitals.
- » We specialize in LEASING, RENTAL & SALE of medical equipment.
- » We are focused on providing value and creative options for the hospitals to obtain essential use medical equipment (short-term, peak-need rentals through long-term financing).
- » We have invested significantly in our infrastructure that deals with 'off-lease' equipment, [including] a focused rental & sales group that re-deploys equipment into a secondary use.

These key points generated great discussion among our peers within the ELFA. The fact is, Med One is unique even within the equipment leasing and finance industry because we offer one industry segment (hospitals) and medical equipment vendors so many creative, flexible and simple options to obtain and sell equipment. Needless to say, I am grateful and proud to have had the opportunity to share the Med One story within that forum. **We are Med One!**



"The fact is, Med One is unique even within the equipment leasing and finance industry..."

3 YEAR U.S. HOSPITAL COUNT CHART

	2019	2018	2017
Total Number of All U.S. Hospitals	6,210	5,534	5,564
Number of U.S. Community Hospitals	5,262	4,840	4,862
Number of Nongovernment Not-for-Profit Community Hospitals	2,968	2,849	2,845
Number of Investor-Owned (For-Profit) Community Hospitals	1,322	1,035	1,034
Number of State and Local Government Community Hospitals	972	956	983
Number of Federal Government Hospitals	208	209	212
Number of Nonfederal Psychiatric Hospitals	620	397	401
Other Hospitals	120	88	89

TOP 20 - HEALTH SYSTEMS BY # OF HOSPITALS OWNED

#	Health System	HQ State	Status	# Hospitals
1	HCA Healthcare	TN	For Profit	185
2	Ascension Health	MO	Not for Profit	151
3	CommonSpirit Health	IL	Not for Profit	142
4	Community Health System (CHS)	TN	For Profit	105
5	Trinity Health	MI	Not for Profit	92
6	LifePoint Health	TN	For Profit	86
7	Tenet Healthcare	TX	For Profit	65
8	Providence St. Joseph Health	WA	Not for Profit	51
9	Atrium Health	NC	Not for Profit	50
10	AdventHealth	FL	Not for Profit	50
11	Baylor Scott & White Health	TX	Not for Profit	48
12	Bon Secours Mercy Health	OH	Not for Profit	48
13	Prime Healthcare	CA	For Profit	45
14	Sanford Health	SD	Not for Profit	44
15	Mercy	MO	Not for Profit	41
16	UPMC	PA	Not for Profit	40
17	Kaiser Permanente	CA	Not for Profit	39
18	MercyOne	IA	Not for Profit	39
19	Steward Health Care	TX	For Profit	37
20	Christus Health	TX	Not for Profit	35

www.aha.org/statistics/fast-facts-us-hospitals

INTERESTING 2019 HOSPITAL INDUSTRY DATA

Periodically, within this publication, I like to share hospital industry data facts with those who may not have the time or desire to do the research. So enjoy!

(Chart #1) 3 Year U.S. Hospital Count Chart

Showing the hospital count from 2017 through 2019. As you will see from the chart in 2019, there has been an increase in the number of total U.S. Hospitals, specifically within the For-Profit Community Hospital and Nonfederal Psychiatric Hospital figures. Although I would like to know the specific reasons for the increases, according to www.aha.org the American Hospital Association had a hospital classification methodology change in 2019 with no additional insight provided. With that said, it appears as though there is an upward trend for new hospitals.

(Chart #2) Top 20 - Health Systems by # of Hospitals Owned

Anytime I look at a largest health system list, it amazes me that nationally no health system has more than 5% market share. With that said, although there is no material national concentration, many of the largest health systems do maintain a strong regional market share. Additionally, the Top 20 list is constantly changing with mergers and acquisitions. For example, Dignity Health and Catholic Health Initiatives merged and are now CommonSpirit Health, #3 on the list. In the future, we should expect mega-mergers to continue as health systems see consolidation as a path for improved efficiencies and scale. In the future, it is quite possible we will have a national health system with a market share greater than 5%.



EMPLOYEE SPOTLIGHTS

Neal Hatfield Biomed Repair Technician

NEAL

I was born in Salt Lake City, where I was adopted at five days old and then raised as a farm boy and mechanic in Springville, Utah. I was raised by the most amazing parents that taught me how to work and play. I was the middle son of three boys and lived at home until I got married in the Provo temple at 19 (my wife was 20 by four days) to my best friend Kathy and have been married for the last 32 years. I met my beautiful wife when I got set up on a blind date and haven't looked back since.

After my wife and I were married, we moved all the way to Spanish Fork and have lived there for all but 6 months when we lived in Bellevue, Nebraska. We have six children, five girls and one boy, two sons-in-law, and three granddaughters. My family is my life. Spending time with the family is what makes life worth living.

I also love working on all things mechanical and electronic. While growing up on the farm, everything was old, and something was constantly in need of repair, including the wrecked cars that my dad would buy and restore. My dad had me rebuilding carburetors at seven or eight years old, and I rebuilt my first engine at nine or ten. As much as I hated it then, I really enjoy doing it now when I get the chance. I absolutely love helping others fix things when I get the chance.

I have been in the Biomed field since 1990 and originally got started with a company called Medirec, which was the same company Larry and Brent were working with at the time. I have worked for several hospitals and was the Biomed that helped open Mountain Point Medical Center in Lehi, Utah, in June of 2015. I have also worked for the manufacturers Siemens, Draeger Medical, and Haemonetics as a field service engineer for each company, and have traveled all over the U.S. and the five western Canadian Provinces in those positions.

I currently work in the Biomed Department in the Sandy office and have been here for the last four years. I love working with people and being able to help the customers and the technicians I work with. Of all the things that I do for the company, I most enjoy the chance to serve and help others. I love what I do for a living and will be doing it for years to come.



I was born in Fountain Valley, CA, and raised in the Orange County area, specifically Westminster and Garden Grove. I am the second oldest of six children, with four brothers and one sister. I don't have any kids but do have a fur baby named Oreo. Oreo is a Cocker Spaniel Poodle mix named after the color of his fur. He has been with my family for 10 years now. I also have a fiancé, whom I have been with for almost 14 years. She has been my biggest supporter and the love of my life. We are finally tying the knot this fall. I am excited to start this new chapter in our lives together.

In my spare time, I am usually playing sports or doing something outdoors. I enjoy being active whenever I have the time. I recently picked up a love for mountain biking, and also enjoy cycling, bowling, fishing, and hiking. I play recreational softball for Team Mobis (Hyundai parts division) on Wednesdays, and I play flag football on Saturdays (when I can). My flag football team also supports a local youth group called EAYIKES. Additionally, I really enjoy reading articles and watching "how-to" videos.

SONNY

Sonny Le Biomed Repair Technician



BRADEN
Braden Mackay Territory Sales Manager



I was born and raised in Johannesburg, South Africa, and moved to the U.S. just over 20 years ago. My childhood is filled with memories spending most vacations on safari, something I had the opportunity to introduce my fiancée to last year. The majority of my family is still in South Africa, and I try and visit as often as possible.

I'm an extremely lucky man to have found the love of my life, and Marissa and I are excited to be tying the knot this August. I've spent the majority of my adult life split between the Bay Area and Sacramento, working in not-for-profit marketing, management consulting, tech, and medical sales.

I'm an avid traveler, having been to more than 15 countries and about the same number of states.

I spend a lot of time at the gym and have a real love for food. Motorsports is my passion and hobby; I spend a lot of weekends at the racetrack with friends, and for the last two years have been hosting an annual motorsports and music festival charity event here in California.

Med One is so much more than a "job." I've worked for quite a few different companies in a variety of industries and have never quite felt so much "at home." The family atmosphere and culture I have experienced here over the last 18 months are quite unique. I can definitely say that the career choice I made to join this team as a Territory Sales Manager has been the best of my professional life. The opportunity we have each day to impact the lives of those around us, health care professionals and patients alike is the core of what I love about being on this team. I'm looking forward to continued growth here, personally and professionally.





PICTURED: (LEFT TO RIGHT) CARTER ALLEN, MARK STEVENS, JEFF EASTON, BRAD JOHNSON, BRENT ALLEN, LARRY STEVENS, GRADY BROWN, DOUG GREEN, BRYCE RAY, TROY TAIT, ROBB STEVENS



A G R E A T T I M E T O B E A F L I V E M

Written By **Robb Stevens**
SVP Director of Equipment Leasing



With Med One's focus on hospitals and healthcare, I am ever aware of the tremendous impact of medical technology in our world and the improved quality of life it has led to. Consider this: More than 90% of medicine being practiced in our day did not even exist in 1950. Up until the mid-1940s before the pioneering of open-heart surgery, it was commonly believed and taught in medical schools that touching the human heart would cause it to stop beating. Think of the phenomenal progress that has been made in that area alone over the past seven decades! Truly, we live in a remarkable time in our world's history.

In an article I read recently by economist John Phelan, the writer explained why in his view, we live in the luckiest era in history. Phelan shared that after his father passed away, one friend commented to him that "children burying their parents is the "natural" way of things." He then reflected, "While I deeply appreciate what my friend was trying to say, it just isn't true" and went on to share a brief and pointed history lesson about the "natural" way things used to be:

"Just North of St. Peter, MN on County Road 20 is Green Lawn Cemetery. In it, you'll find the grave of Thomas Pettijohn, who died in 1897, at age 72, and his wife, Charity, who had died, at age 54, in 1879. What is striking are the other names on the family grave — Lydia, who had died in 1863, less than a year after her birth; Mary, who had died the same year, age 9; Thomas, who had died before his first birthday in 1869; Amos, who had died the following year, also less than 1 year old, and William, who had died, age 3, in 1878. Thomas and Charity buried five of their children before the children had reached their 10th birthdays."

The tragedy of parents burying their young children was commonplace only a few generations ago and was not restricted to the poor classes and obscure settlers like the Pettijohns, but prevailed among all social classes.

As late as 1940, diseases like pneumonia and meningitis, which today can be prevented with fairly inexpensive antibiotics, just as readily took the lives of the "wealthy and powerful" as they did the poor.

Phelan's point is this: for most of human history, the "natural" way of things was sadly for parents to bury their children rather than the other way around. In modern times though, these once common tragedies

There are so many reasons to be grateful that we live in the time we do, and sometimes it just takes stopping and realizing what life has been like in ages past to remember how truly good we have it.

are extremely rare – particularly in the Western world. Consider that in 1860, the share of the global population that died in the first five years of life was 41%. As of 2017, it was only 4%. Furthermore, in 1900 in the United States, 1 of every 4 children died before their fifth birthday. Today it is 1 out of 167.

A 98% decline is an amazing success story. Why such a drastic change? The Industrial Revolution and Capitalism had a lot to do with it. The result was what economic historian Deidre McCloskey calls the Great Enrichment.



For much of history, humans existed and survived on what equates to roughly \$3 a day. In good times, living standards may have risen slightly during good harvest years or times of relative peace, but one

200 million fewer people undernourished than there were as recently as 1990! Since 1993, the percentage of total humans living anywhere on this planet in extreme poverty has fallen from 34% to 10%. That's a reduction

"Truly, we live in a remarkable time in our world's history."

bad harvest or natural disaster could easily and quickly plunge families and communities back into desperate poverty.

Roughly 200 years ago, things began to change quickly. Today the average American lives on about \$130 a day. Europe, Canada, Australia, parts of South America, and Asia have enjoyed similar progress. Author William Bernstein has observed that "not long after 1820, prosperity began flowing in an ever-increasing torrent; with each successive generation, the life of the son became observably more comfortable, informed and predictable than that of the father." (Bernstein, *The Birth of Plenty*, 5)

In contrast to pre-industrial times, Bernstein also noted that in modern times, "Even the poorest citizens in the developed West have access to goods and services, such as reliable automobiles, television, and the internet, that were unavailable at ANY price a century ago." (Bernstein, *The Birth of Plenty*, 20)

This huge increase in prosperity and availability of goods and services by the masses has given us remarkable access to affordable medicines and medical treatments, diets, clothing and shelter, transportation, communication and many other things that together have made such stories as the Pettijohns' outliving their young children an anomaly in our day.

This so-called Great Enrichment — driven by capitalism, has had a direct impact on humanity and will continue to do so. Worldwide, there are

of approximately 1.1 billion people no longer living in extreme poverty. Since 2000, worldwide deaths from malaria have fallen by half. The income of the median person on the globe has doubled since 2003. Life expectancy is now higher than ever before on every continent in the world.

In a book entitled "The Power of Bad," the authors pointed out: "Never before has the average person faced such a small threat from dying in war or other forms of violence," Ninety percent of the world's people have enough to eat; life expectancy in the poorest countries has increased by 30 years, and rates of literacy and education are up around the world. "Just about every measure of human well-being has improved except for one: hope." ("The Power of Bad," John Tierney and Roy F Baumeister, 2019)

None of this is meant to gloss over the fact that real problems and challenges to the human condition still exist in the world - certainly, they do - in large measure, but the progress noted above is very encouraging for current and future generations. There are so many reasons to be grateful that we live in the time we do, and sometimes it just takes stopping and realizing what life has been like in ages past to remember how truly good we have it. In terms of when and where to be born in this world's history, to live today - especially in the United States - is really like winning the lottery!

I tend to be an optimistic person anyway, but when I learn more about the past and take time to remember all the things we have in the present that makes our lives easier, more pleasant, and more predictable, it gives me great hope for a bright future.

If It Is To Be, It Is Up To Me



Written By **Randy Smith**
Director of Information Technology

As a teenager, growing up, there was a sign directly above my bed that read "If It Is To Be, It Is Up To Me." I don't know where it came from, but it always resonated with me. When you think about it, we are responsible for what we do and what our future will become. No one else will be as affected by our actions and the results.

When we leave home and pursue our own careers, we have to decide what we want to do and what we have to do to get there. When we get that first, real job, we have a job description that outlines what our duties will be. Along with specific job requirements, there is almost always the added entry, "Other jobs as assigned." I have found this last job skill to be the one that makes the most impact. Going through the motions of the job can be done by anyone. Real impact comes when an employee goes beyond what the basic job is and looks at ways they can contribute to the company and other employees beyond what the basic job entails. I have always had a lot of respect for those that are organizers or those that are good at planning employee activities, lunches, recognition, or other morale related activities. That is not one of my skills.

My father often offered wise advice as I grew and began to go off on my own from jobs in high school, college, and eventually, my career. He often told me that I should be willing to do whatever I could, especially those things that others don't want to do. Following this advice has helped me to advance in my career and have extreme satisfaction in what I do. There is nothing like the feeling you get when you contribute in ways that others don't.

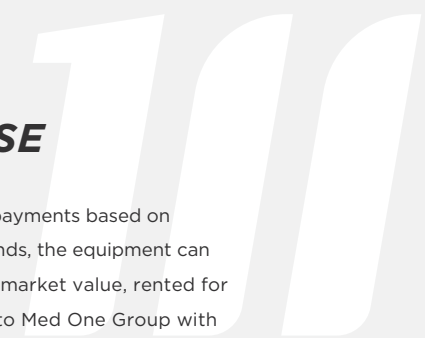
If you really want to feel successful in your job, don't just go through the motions. Learn about the company, what others do, and what is important to them, then see what you can do within your responsibilities to help others succeed. That is when you will feel real success and job satisfaction.

Don't expect others to come to you and tell you what more you can do, be the best at your current position and reach out to find other ways to contribute. "If It Is To Be, It Is Up To Me."

If you really want to feel successful in your job, don't just go through the motions.



Leasing & Finance



CAPITAL LEASE

Customer commits to a fixed term of rental payments. At the end of the rental term, customer owns the equipment with a \$1.00 buyout. There is no option to return this equipment. Rather, the point of this program is simply to finance the equipment over several months when cash is not available for immediate purchase. Completing a capital lease through Med One is just a matter of signing a simple agreement and issuing a purchase order. Both the signed document and the PO are then sent directly to Med One. This program is also known as a Rent-To-Own or a \$1.00 Buyout Lease.

EQUITY RENTAL

Simply issue a renewable purchase order (typically 1-12 months) to Med One, and the customer receives brand new equipment direct from the manufacturer. The customer can rent the equipment on a month-to-month basis or, if capital budget is allocated, purchase the equipment with 50% of the rental paid going toward the purchase price. There is no paperwork to sign, payments are made from the operating budget, and the customer may return the equipment at any time.

OPERATING LEASE

Customer commits to make monthly payments based on an established term. When the term ends, the equipment can either be purchased based on its fair market value, rented for an additional 12 months, or returned to Med One Group with no further obligation. Completing an operating lease through Med One is just a matter of signing a simple agreement and issuing a purchase order. Both the signed document and the PO are then sent directly to Med One.

CUSTOM LEASE STRUCTURES

DEFERRED PAYMENTS

Deferred payments allow purchase-minded customers to get their equipment now and pay for it later. Many deals are completed on the basis of a 12-month deferral.

STEP-UP PAYMENTS

A step-up payment scenario provides a customer with a very low initial payment, which increases over time to match the increased flow of revenue generated from the new technology.

Rental, Sales, & Services

EQUIPMENT RENTAL

Our Equipment Rental division is an authorized rental dealer for Alaris Systems and Sigma Pumps. We carry equipment from leading manufacturers and our refurbished medical devices are patient-ready, include a full warranty, and are factory tested. Equipment available to rent: Pumps (Infusion, Syringe, Feeding, Suction), Patient Monitors, Pulse Oximeters, Beds and Support Surfaces, SCDs, Ventilators, Bi-pap Machines, and much more.

EQUIPMENT SALES / SERVICES

Our Equipment Services division includes full time OEM certified technicians who can meet the needs of a single department or the needs of your entire facility. We offer service repair options on a wide variety of equipment, including PM services. Additionally, we have patient-ready refurbished equipment available for sale or rental that includes a warranty. Available equipment: Infusion, Respiratory, Oximetry, Monitoring, Support Surfaces, and more.

FOR QUOTE REQUESTS PLEASE VISIT

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EACH SOLUTION OFFERED BY MED ONE CAN BE CUSTOMIZED TO BEST FIT THE NEEDS OF A SPECIFIC CUSTOMER. CONTACT US TODAY TO LEARN HOW WE CAN HELP YOUR FACILITY ACQUIRE THE EQUIPMENT IT NEEDS. OUR SIMPLE DOCUMENTATION, QUICK TURN AROUND TIME, AND CUSTOMER SERVICE HAVE NO COMPARISON WITHIN THE INDUSTRY.

EQUIPMENT ACQUISITION

WE MAKE MEDICAL EQUIPMENT AVAILABLE





VIEW FROM THE

BOARD

The Role of the Med One Board of Directors

Written By **Robert Gross**
Member of the Board



How and why Med One came to have a Board:

Five years ago, Larry approached me at the annual Summit Conference for Directors & Officers (which I co-chair) and asked if we could spend a few minutes together and talk. I have known Larry and Brent for over forty years and served way back when as their general counsel with another leasing company. I hadn't seen either for several years, in fact, many years, and was thrilled to reunite and catch up with Larry. Our paths had varied over the years, but I have always held both Larry and Brent in great esteem, both as individuals of the highest integrity and, professionally, as experts in the leasing industry.

As we sat down and talked, Larry proceeded to tell me all about Med One and its operating structure, businesses, leadership, and employees. We discussed its growth and current sources of revenue. He described the culture at Med One as one of excellence and described for me the passion and commitment its employees and managers bring to the workplace every day in order to meet and surpass the expectations of the company's customers.

He then said that he and Brent had been considering for some time the formation of a Med One legal board of directors. He explained that it was his and Brent's desire to continue to grow the company and employment opportunities and to have the company flourish beyond the time when the two of them may decide to step back from the company's day-to-day leadership. He told me of his and Brent's desire to perpetuate rather than sell the business because they care deeply about what they, together with the Med One team, have built, and they are committed to the success of Med One employees and customers.

Larry and I discussed how a board of directors could assist them and the company to meet those objectives immediately and going forward. Larry expressed that he and Brent were committed to developing the best management and leadership possible to lead, sustain, and grow the company. We also discussed how a board comprised jointly of both highly experienced and skilled independent (non-Med One employees) directors

"The owners of a company elect a board to represent the owners and direct the business affairs of a company. Management runs the day-to-day affairs of a company and is accountable to the owners through the company's board."

and Med One officers/directors could work closely with management to maximize the company's potential and leadership development. As I explained to Larry, the "right fit" of independent directors provide outside experience, new perspectives, and expertise. Independent directors can also question assumptions and ask challenging questions to assist management in drilling down into problems and finding workable solutions. And, very importantly, a board can assist and work with management to develop and support current and future, go-forward strategies.

I agreed to provide Larry and Brent some options and alternatives to build and develop a diverse and robust board. Once they settled on one of those options, we began the process of building the kind of board they envisioned. In Step One, I helped them develop matrices for relevant and desired director skillsets, experience, character, and characteristics. Above all, we agreed, the Med One board should reflect the highest in integrity and ethics. In Step Two, I then identified and recruited a field of about two dozen diverse director candidates that fit within those identified skills and experience parameters. In Step Three, I presented candidate backgrounds and resumes to Larry and Brent for their review. In Step Four, with Sandy, the executive assistant, we scheduled interviews for each candidate and interviewed them. Once the interviews were completed, Larry, Brent, and I met in Step Five to discuss all of the candidates. We identified those candidates who best seemed to fit within the parameters and objectives Brent and Larry set. In Step Six, Larry extended invitations to the new directors identified and received their acceptance. The final step was then to organize, prepare documents and amendments, and prepare for our first board meeting, which occurred several weeks later.

And, so there you have it: a quick summary of how the Med One Board of Directors was born and came into this world.

What Does a Board Do?

As a corporate governance advisor, I'm often asked, "what is the purpose of a board of directors?" or "what does a board of directors actually do?" Perhaps you have had the same questions. To answer that, let me provide a little background and context.

The owners of a company elect a board to represent the owners and direct the business affairs of a company. Management runs the day-to-day affairs of a company and is accountable to the owners through the company's board. The board directs, oversees, monitors, and assists company management. A board should develop a productive working relationship with company management. A board is usually not onsite each and every day.

Under Med One's family-owned structure, the company is not required to have a board of directors. Increasingly, however, the owners of many companies not required to have boards are choosing to do so. Why? They are doing so for many of the reasons that Larry and Brent chose to do so.

Companies are increasingly faced with a wide array of challenges brought about by a combination of factors, including globalized opportunities and risk, sustainability, emerging and disruptive innovation and technology, cyber-threats, rapidly changing markets, competition, regulation, changing demographics, climate change, trade policies, and quickly changing customer interests and demands. Companies face, as never before, a "wave of major, simultaneous, and interconnected trends that are redefining how companies create and sustain value." (National Association of Corporate Directors 2019 "Blue Ribbon Commission Report")

Directors independent of company owners and management provide outside perspective, advice, and expertise that enhances and broadens company leadership. That enhanced leadership allows the company to be better positioned to meet customer and employee interests and to maximize company responsiveness to a company's supply chain customers and vendors.

Family-owned businesses, such as Med One, also face critical decisions when the owners reach the age where they may want to step back from running the business day-to-day. The owners of some family-owned companies decide to sell the business when the owners reach that point in time. Some owners, such as Larry and Brent, do not want to sell the business, but instead, because of their commitment to their employees and customers, want to see the business continue and to grow and expand. In order for that to happen, a new generation will need to step into the leadership ranks of the company. Owners realize the value of an independent board assisting the owners in identifying and developing such leaders. In the governance world, we call that "succession planning." As mentioned, Larry and Brent realize the importance of objective and collective succession planning that involves direct participation and thoughtful deliberation of independent directors.

The role of company boards has also evolved rapidly during the past two decades. The role of boards traditionally was one of management oversight and monitoring. Boards used to spend most of their time in board meetings reviewing recent financial and operating performance. While that is still an important responsibility, boards are increasingly, along with management, focusing on the future and the strategies that will allow a company to continue to grow and prosper. In essence, the best and most productive boards spend less time looking in the "rearview mirror" and focus more on working with management to develop the strategies that will shape tomorrow's future for the company and its employees and customers so that it will prosper in the face of today's and tomorrow's headwinds

Where is the Med One Board?

The Med One board has evolved even since its inception five years ago. The current board is comprised of Larry, as Chair; Brent, as Vice Chair; Rich Madsen (Med One's principal outside counsel) as Secretary; and seven independent directors: Lane Summerhays, Randy Emery, Bill Brady, Mark Oligschlaeger, Sheri Thomas, Leslie Snavely, and Robert Gross. The independent directors bring to the boardroom both a broad and deep set of diverse skillsets and a real depth of experience. A couple of the directors have led large, high achieving organizations in private and government sectors. Some directors have substantial financial, risk, and

accounting expertise; all are financially literate. Some have superb marketing and strategy development backgrounds. Some are current operating executives; some are former executives. Some have long-term company governance experience; some have shorter-term governance experience. All have considerable management expertise. All think strategically. Most importantly, all are deeply committed to the continuing success of Med One and the Med One employee family.

During the past five years, directors have formed strong alliances and strategic partnerships with members of Med One management. There exists a cohesiveness and strong sense of accountability among the board. Individual directors are spending considerable time in assisting Med One management counterparts in certain areas of marketing and strategic expertise. The board is shifting its primary emphasis away from monitoring and overseeing past performance and, together with management, is increasingly focusing on the future. Recently, we have adopted a system of management-led and board-participant committees. Those committees are organized and are driven by management to focus on today's challenges and tomorrow's future direction and strategies. We all learn from past experiences to build the foundation for future success.

Each of the independent directors is proud to be a member of the Med One board and team. We love our association with members of management and our opportunities to interact with all employees of the Med One family. Each of us is enormously grateful to Larry and Brent for the trust they have placed in us, as individual directors and collectively as a board. We are proud of your commitment to excellence, and we relish the stories of individual employees or teams exceeding customer expectations. We continue to look forward to working with you and being an integral part of the continued success and future prosperity of this great company!

PUMPS PUMPS AND MORE PUMPS

 *RENT, BUY, LEASE...*
Med One offers pumps from all of the leading manufacturers. These include infusion pumps, suction pumps, and feeding pumps. To view our inventory and to request a quote please visit www.medonegroup.com





VIEW FROM THE FIELD CORONA, CALIFORNIA



Written By **Leon Alvarez**
Corona Operations Manager

During a day working out of the Corona office, you'll experience different kinds of emotions and personalities. There is a culture full of laughter and pride. The vibe is very family-oriented. You'll also experience the

determination, the relentless drive to provide for our customers, and at times, frustration. If you put all that together, you get all the hard-working people that come to work day in and day out to make

opportunity to put smiles on kids' faces, even on a day that they didn't feel like themselves. Yes, sick babies and sick kids shouldn't have to wait, but they should also have fun, sleep with their favorite toy, or color on their favorite coloring book. Anything to forget why they're in the hospital to begin with.

I believe we set the example of providing the very best customer service that any company can offer because we think outside of the box when it comes to providing the equipment to our customers. We all have an essential role to play in order to be the best. From Michelle taking the call and ensuring accurate billing, Garrett and the Biomed team having the equipment ready, to Angelica, Gabriel, and

to our customers. At Med One, our offices don't compete against each other. We share equipment and resources and treat every Med One customer as our own. Sergio and Josh both understand how important it is to get our equipment to customers as quickly as possible, and with their help, the sky is the limit. We all understand the process to be great, and it starts with us.

"I believe we set the example of providing the very best customer service that any company can offer because we think outside of the box when it comes to providing the equipment to our customers."

a difference each and every day. We all take our job responsibilities very seriously. We still pride ourselves on the belief that "Sick babies shouldn't have to wait," this is the Med One way.

This past year we did our first toy drive for our local children's hospital. Our team came together and donated over 50 toys, and we had the

Brandon delivering, picking up, and cleaning the needed equipment for our customers.

The Corona office also serves as a repair depot for many different models of equipment Med One provides. Working closely with our La Mirada and San Diego offices gives us a great advantage to offer a great response time





Join our Team

www.medonegroup.com/resources/employment



driving services such as Uber or Lyft. I've thought about how this service comes with a risk. There is an opportunity to snatch more customers away from competitors, but Walmart is TRUSTING their name and customer service experience in the hands of random people not employed by the company. This day and age, people expect to be served well. When they are not, plenty of forums are available for consumers to express their displeasure, tainting the experience for potential customers.

A short time ago, we received a card in the mail. The return address referenced "Dan the Dasher." This was an odd piece of mail, but inside was a pleasant surprise. This man had delivered groceries to our home weeks earlier. Unlike most drivers, he had an engaging smile, a helpful attitude, and was just different. As he asked questions and talked as he made a delivery, we learned his experience moving away from Wall Street to other industries where he just wanted to help people and do good to others. It was a noticeably pleasant experience that left a very positive impression of Walmart, a company he wasn't directly

employed by. He took the time to send a thank you note to our family for the opportunity to serve our needs and better help our day to day life. All on his own accord.

So maybe you're asking, "What exactly does this have to do with Med One Group?" I think Dan the Dasher, grocery delivery driver can teach us some good lessons about the impact one person can have.

It may be common within our organization to look at goals for annual sales and think, "I'm not part of the sales department; my job doesn't impact the company sales goal." Maybe we open the employee website and see the status of our Leasing/Sales/Rental goals and think, "Our salespeople need to step it up," or, "Wow, they are having a great year." Perhaps we underestimate the impact every single person can have on our success. We are ALL involved in sales. Maybe we don't visit hospitals directly or make calls to reps, maybe we don't do any of the traditional things a salesperson does, but the sales process is much bigger than that. It doesn't matter what our role at Med One Group, every function, whether a supporting role or one that has direct contact with customers, influences our customers -- the way we answer phone calls, the timeliness of replying to emails, the way we word emails or phone conversations, how much pride we take in cleaning and repairing equipment, the way we interact when equipment is delivered, how we express gratitude to our customers.



"It doesn't matter what our role at Med One Group, every function, whether a supporting role or one that has direct contact with customers, influences our customers."

When we take the time to think about the impact Med One Group makes on people and communities, most of whom we will never meet, hopefully, it will impact how we go about our job in order to present Med One Group in the best possible way. The little things, like an unsolicited thank you note from "Dan the Dasher" can go a long way to leave a meaningful impression on our valuable customers.

little things make a **BIG IMPACT**

In the battle to win customers, companies are offering more and more services and options to make it advantageous to choose their business over a competitor. Take, for example, Walmart. A few years ago, Walmart introduced online grocery pickup, which allowed a consumer to order online and select a pickup time. Then, as you arrive at the store, simply call the service line, and a worker brings out the handpicked items, loads them in your car, and your 'shopping' is done. You never even have to get out of your vehicle.

As other stores have implemented this type of service, Walmart has now upped the ante by introducing grocery DELIVERY to your home. After paying a

nominal annual fee, a consumer orders online, picks the delivery time, either the day of or the next day, and your items are delivered to your home, so you don't have to so much as set foot into a store, let alone drive there. Naturally, my wife excitedly signed up to save some time in her busy schedule. What a time to be alive! To make this service possible, Walmart utilizes drivers from "on-demand"

Written By **Mark Stevens**
SVP Director of Operations





of an Okinawan woman, and had many other unforgettable experiences. It took a lot of stamina, countless busses, subways, 16 hotels (including an overnight on a ferry), and 12 flights, but it was truly a whirlwind adventure I will never forget.

who will help you out whenever you need it makes potentially stressful situations manageable. In Okinawa, the women have extremely tight-knit groups of friends called "moai" that last throughout

"Having people to rely on is vitally essential to wellbeing."

There are many lessons the blue zones offer, but one that stands out is the emphasis the people in blue zones place on maintaining a strong social support system. This emphasis has been proven, separate from their diet and physical fitness, to be significant in promoting health and happiness, even reducing stress. There are three main things the blue zone centenarians consistently do to achieve this:

Build Meaningful Relationships

Be There for Others & Let Others Be There for You

Have Goals, but Be Ready to Adapt as Circumstances Change

their lifetimes. In times of need, they will actually reach out to their moai instead of their family. These women get together frequently and not only help one another but are willing to admit when they need help and allow their moai to support them. The mentality of "looking out for number one" doesn't exist there, and they reap significant benefits because of it. Simply by being there for each other, they increase the quality of their lives.

HAVE GOALS, BUT BE READY TO ADAPT AS CIRCUMSTANCES CHANGE

Particularly in Ikaria, I learned the easy-going nature of the people. They have goals and work towards them, but when their path changes, they go with it. They believe that it was meant to be that way. They have a positive outlook on life and don't let negativity and worries overwhelm them.

Having the ability to stay positive and adapt may seem unrelated to social support, but the two are very connected. Without a strong system to rely on, the ability to cope with stressors is dramatically reduced. Along with other individual factors, the amount of social support that someone feels largely determines whether a potential stressor will be manageable and seem insignificant or will reach a level of stress that has negative effects. Having people to rely on is vitally essential to wellbeing.

In today's world, being busy and stressed out is viewed positively, even admirably, as if you're not working hard enough if you don't feel constant stress. I am a strong advocate for setting goals and working hard, but we don't need to feel the full weight of daily stressors if we rely on those around us as we strive to reach our goals. We all stand to benefit from following the lessons from the blue zone centenarians to be a little happier and healthier.

BUILD MEANINGFUL RELATIONSHIPS

Even as a tourist, I was welcomed with warmth everywhere I went - it's just part of each blue zone's culture. At the festival I went to in Ikaria, I got disconnected from my group for a few moments and was immediately invited by an old Ikarian man to join his table and share his food and drink. I learned that in all of the blue zones I visited, once you meet someone, you're basically friends for life. It was clearly evident that relationships are valued highly. Every day, people spend time visiting with friends and place great importance on that time. I also noted that each elder I met with mentioned that throughout their lives, they didn't hold grudges or have major conflicts with others. Not only did they develop good relationships, they didn't allow negativity in relationships to fester.

BE THERE FOR OTHERS & LET OTHERS BE THERE FOR YOU

Maintaining reliable social support systems is essential not only for feeling connected but also for reducing stress. Knowing that you have people

How to Be Happier and Healthier: Lessons from the Blue Zones



Written By **Madeline Cheney**
Marketing Assistant

The experiences I had last summer changed my life. I was fortunate enough to be able to travel around the globe and visit three of the top five areas in the world renowned for longevity: Sardinia, Italy; Ikaria, Greece; and Okinawa, Japan. These places are known as "blue zones" and have the highest concentrations of centenarians in the world.

plant-based foods, which are especially full of health-promoting properties due to environmental conditions, and they hike rocky, mountainous terrain every day, simply to get from place to place. In fact, the level of the steepness of their hikes has even been attributed to being significant to their health.

In each blue zone I visited, I lived like the locals did. I hiked the rocky mountains of Sardinia with a shepherd, then hand-sheared a sheep at the top of that mountain, visited with a 104-year-old Sardinian woman in her home, danced with Ikarian locals at one of their traditional festivals, cooked traditional foods with locals in every location, met with their elders and listened to their stories and words of wisdom, stayed in the home

There are many factors that make these places unique and contribute to the longevity of the people. For example, they eat a modest diet of 95%

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