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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.*

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

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Be Nice. Be You.



Written By **Troy Tait**
SVP Customer Care

I recently faced an all too familiar question. It was a cool spring morning, and in Utah, that can mean 30 degrees or 50 degrees. With my dog at my side

- waiting anxiously to go out for a walk - I stood in my room looking out the window, wondering which of those days it was going to be. The sun was just coming up, and there wasn't a cloud in the sky. I skeptically looked at my weather app, trying to determine if it was more accurate than what my own eyes were seeing. With the encouragement of my dog, I determined it was going to be the nice warm spring morning and dressed based on that assessment.

As I walked out the door, I could feel the warmth of the sun and felt really good about my decision, but my feelings were about to change. About 10 minutes into my walk, the light breeze suddenly changed,



and my warm spring day was now a cold spring day. My walk turned into a run so I could start to warm up. As I continued on my walk/run, I was becoming angry about my circumstances and was cursing the weather with each gust of wind. About a mile in, I noticed something up ahead on the side of the trail. It was a couple of rocks that someone had painted and strategically placed along the side of the path so people would see the message on the rock that read, "Be nice. Be you."

Well, needless to say, I read the message and immediately started to feel bad about my negative attitude. I had passed several people along the way who were nice and saying hello as we passed. I was so focused on the cold and questioning why I didn't dress warmer that I missed out on some great opportunities

to reap the benefits from my walk. I wasn't rude to people; I just wasn't very engaged. Instead of saying hello, I would simply raise my hand and give a little wave - sometimes not even making eye contact. Seeing the painted rock made me stop and think a little about my current situation. Even with the cold air, it was an awesome spring morning. The sun was still shining, the trail was clear and dry, and the air was fresh and clean. My dog was happy, and so was everyone else who was out on the trail. I would like to say that the rock gave me the motivation to go 10 miles, but it wasn't that motivational :) It did, however, make the remaining two miles much more enjoyable.

In life, there are always going to be challenges and obstacles. Things that happen and cause us to get out of our daily routines. Sometimes the challenges are big and take a significant amount of time. Other times, they are small and resolved quickly. The one thing that remains the same - in every situation - is the way we choose to react. At the time of writing this article, we are in the middle of the COVID-19 pandemic. This has created a situation that many of us have never experienced. There is a lot of fear and confusion about the virus, and much of that comes from the unknown. Many have been personally impacted physically, emotionally, and financially. Lives are forever changed. There are many who are living in great fear - and rightfully so. There are also those who are on the opposite side. Perhaps they haven't experienced the impact that others have felt. They seem to be living as though nothing has changed.

I have personally witnessed examples of both sides. Those who have experienced real pain and suffering from the direct impact of the virus. Others, who have not been impacted at all, continue to live as normally as possible. What has been the most impressive are those who have been hit the hardest yet continue to be the most optimistic. I have not had anyone close become sick but several members of my own family have been impacted by the financial issues created by the "stay at home" mandates. One of the things

that has helped me through this pandemic is the fact that we live in the greatest country on earth. We have the smartest people who are giving everything they have to treat those affected by the virus. Those front-line health care workers are amazing, as are those who are working to find a vaccine. We have the brightest minds working to eliminate the risk, and that is pretty amazing. Unfortunately, sometimes that message gets lost in the doom and gloom and the reality that lives have been lost. But just as we have many times in the past, we will get through this challenge and be ready for the next one.

The important thing to remember is we are all in this together. Sometimes, we do get a little down, and the doom and gloom can be a little overwhelming, but if we stop and look around, we quickly realize that despite the challenges, there is hope, and that is enough to keep us moving forward.

Unprecedented Times. Unprecedented Service.

Written By **Larry Stevens**
President / CEO



As a country, we have just been through and, in many ways, are still going through one of the most difficult periods in my entire memory. We have seen natural disasters, economic downturns, wars, terrorism, and all manner of national and worldwide emergencies. In most cases, much of the population seems to have the luxury of witnessing these events only through the lens of print or broadcast

media. Rarely is a high percentage of the population directly involved in these difficult situations. Occasionally we know someone personally who is directly impacted, but for the most part, the scary and worrisome events in our country and in the world leave most of us only to witness from afar. Certainly, we become concerned; we may step up our efforts to be better prepared; we may become more compassionate in reaching out and helping others. We may even be caused to worry

about the long term impact of what is happening. But the direct impact usually affects only a relative few of us.

During a recent trip to New Zealand at the beginning of this year, I had a short visit to Christchurch, which you may remember suffered a violent 6.3 magnitude earthquake in February of 2011. The earthquake, which was centered almost in the heart of the downtown area, virtually destroyed the city, leveled many of the beautiful historic landmarks, and killed 185 people. This earthquake



because of her background and training, she immediately began to offer aid to those in her restaurant and others around her who had been injured. She had the experience of having some of her co-workers literally die in her arms. Following the aftermath of the emergency and dealing with the immediate issues, she returned to her home to find it completely destroyed. I had the opportunity to speak at length with her and came to know the profound impact the whole experience had on her life and how, to this day, it has changed her perspective and outlook.



was of special interest to me at the time because I had lived in Christchurch for six months back in 1966. The city has always held a special place in my heart. Notwithstanding my particular interest in the city and the event, I, like most of us, experienced it only through the news coverage, and very soon as other events flooded in, the Christchurch earthquake gradually disappeared from my daily thoughts and concerns.

During my recent visit, however, I was surprised to learn that the city has still not fully recovered. There remain sections of the city center that are not yet fully accessible. Large plots of land are fenced off and unavailable due to structural damage that has not yet been addressed. The beautiful cathedral, which was the focal point of the center of the city, still lies in ruins. The most poignant discovery, however, was in the minds and hearts of the people. Most of the people that I spoke with seemed now to recall time based on a pre- and post-earthquake perspective.

I had the opportunity to get to know one young lady who, at the time, was working in a restaurant while attending college as a nursing student. Her husband worked for the fire department as a paramedic when the quake struck. Tia was not injured herself, but

Unlike other national or world emergencies, the pandemic of the COVID-19 outbreak has had a very direct impact on each one of us. Relatively few of us have actually contracted the virus, but literally every one of us has had our lives interrupted, and our daily habits altered significantly because of this threat. How this will impact us in the future and how long the impact will last is still unknown. We are all still trying to get clarity on that aspect of the current situation. Will we ever be able to get back to normal? How long will the economic collapse that has been imposed upon us last, and what will the expected recovery look like? As importantly, what will we do to prevent this from happening again in the future, or how can we be better prepared?

Med One has been impacted for sure. The lives of our employees and many of our normal operations have been significantly impacted. However, from a purely business standpoint, it has been a remarkably busy and productive time for us. Our leasing activity is very, very busy as hospitals reach out for our help in acquiring new equipment that is needed in their long-term planning. Our leasing activity has been more robust through the first two quarters of 2020 than it has been for several years.

Hospitals with temporary or short-term needs have literally run our rental equipment inventories almost to

zero. We've never seen a time when our rental employees have had to be so busy for so long in order to serve the requests of our customers. We have run out of certain types of equipment, of which we never thought we would run short. Through the first and second quarters of this year, we have had to create waiting lists in order to prioritize deliveries. Our delivery personnel have had to take extra precautions, the hospitals that they deliver to have had to take extra precautions, and those getting the equipment ready for delivery have had to be extra careful in following new protocols for cleaning and servicing. Our biomed service employees have been working overtime and weekends in order to keep up with the increased demand. Obviously, we have not even had to consider whether we have to furlough any of our employees. Because we are considered an essential business that serves the medical community, we have been running on all cylinders since before the beginning of the year.

For the company and for our employees, this has been a financial blessing. A financially healthy Med One has been able to relieve any present concerns that our employees might otherwise have had regarding the viability of their employment and their ability to care for their families during the stressful time that we have seen.

While we have seen so many others around us struggling with major financial stress, we have been busier than we have ever been. This has been, on the one hand, very gratifying yet, on the other hand, almost embarrassing when viewed through the lens of what others are going through. We feel fortunate that we serve an industry that has needed our services during a very scary and uncertain time. We also feel very gratified that we have been able to manage the company's financial situation and that we are in our present condition.

I recently heard the following story recounted by a physician regarding one of his patients. The underlying message in this story resonated with me and our situation at Med One.

"In 1987, I became acquainted with a remarkable man who needed a heart transplant. Tom was 63 years old. Following military service during World War II, he married and settled down in Utah. He became an energetic and successful brick mason. In later years he especially enjoyed working with his oldest grandchild, Jonathan, during school vacations. The two developed a special bond, in part because Tom saw much of himself in Jonathan."

Tom found waiting for a donor heart frustrating. He was not a particularly patient man. He had always been able to set and achieve goals through hard work and sheer determination. Struggling with heart failure, with his life on hold, Tom sometimes asked me what I was doing to speed up the process. Jokingly, he suggested avenues I could pursue that would make a donor heart available to him sooner.

"We feel fortunate that we serve an industry that has needed our services during a very scary and uncertain time."





"We are constantly reminding ourselves that now is the time for us to show the kind of service to our customers that will not only be appreciated but long remembered."

One joyous yet dreadful day, an ideal donor heart became available for Tom. The size and blood type were a match, and the donor was young, just 16 years old. The donor heart belonged to Jonathan, Tom's beloved grandson. Earlier that day, Jonathan had been fatally injured when the car in which he was riding was struck by a passing train.

When I visited Tom and his wife in the hospital, they were distraught. It is hard to imagine what they were going through, knowing that Tom's life could be extended by using their grandson's heart. At first, they refused to consider the proffered heart from Jonathan's grieving parents, their daughter and son-in-law. Tom and his wife knew, though, that Jonathan was brain dead, and came to understand that their prayers for a donor heart for Tom had not caused Jonathan's accident. No, Jonathan's heart was a gift that could bless Tom in his time of need. They recognized that something good might come out of this tragedy and decided to proceed.

The transplant procedures went well. Afterward, Tom was a different man. The change went beyond improved health or even gratitude. He told me that he reflected every morning on Jonathan, on his daughter and son-in-law, on the gift he had received, and on what that gift had entailed. Even though his innate good humor and grit were still readily apparent, I observed that Tom was more solemn, thoughtful, and kindhearted.

Tom lived an additional 13 years after the transplant, years he otherwise would not have had. His obituary stated that these years allowed him to touch the lives of his family and others with generosity and love. He was a private benefactor and an example of optimism and determination."

We at Med One, like Tom, are humbled by the situation we now find ourselves in, prospering in the midst of so much hardship. Despite the circumstances of this terrible time, we have benefitted greatly simply due to the nature of our business and due to the nature of the national emergency. We appreciate the opportunity we have to serve hospitals around the country and, like Tom, are similarly committed to paying it forward in the years to come.

At Med One, we have been very introspective in not wanting to seem to be taking advantage of the nation being in crisis while we seem to be "getting fat." We have continued to be mindful of our responsibility to really serve our customers at the highest level and to always give them a fair value at a fair price. We are constantly reminding ourselves that now is the time for us to show the kind of service to our customers that will not only be appreciated but long remembered. Trying to serve our customers during this uncommon period in our nation's history has certainly caused each person who is responsible for charting Med One's future course to be reflective and grateful for what we have. We must be continually vigilant to be always aware that many people have had to sacrifice a great deal during a time when things have been very good for us.

What will the future hold? I wish we knew as much about what is yet to come as we do about what we have just been through. At this time a year ago, we could have never predicted the kind of environment we would be in as we ushered in the decade of the 2020's. It is our hope that:

- **The nation's financial recovery will be rapid and strong.**
- **Our local small businesses will be able to recover quickly and once again be able to serve our communities with their services.**
- **People will be able to get back to work and become productive.**
- **We can put the feeling of fear behind us as we aggressively move forward.**

To our employees and business partners who have helped us get through this very critical time, we express our heartfelt thanks and gratitude. We feel that the events, surprises, and challenges of the first two quarters of 2020 have changed much about how we think and how we will approach life in the future.

Source:
Renlund, Dale G. "Consider the Goodness and Greatness of God." 4 Apr.2020. Address.

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

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.



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.



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.



Richard Hedderman Equipment Finance Sales Executive
Richard Hedderman joined Med One Group bringing over 20 years of experience in medical equipment sales, business development, and sales management. Richard graduated from Texas Tech University with a bachelor's degree in business administration majoring in marketing. He has a background in infusion therapy, radiology, and vital signs monitors. He enjoys the occasional round of golf and spending time with his family.



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.



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.



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.



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.



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.



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.



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.



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.



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.

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 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 Territory Sales 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 Sales Manager

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 La Verne 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.



Michael Schmitt Territory Sales Manager / Florida

Mike Schmitt has over 20 years of experience in sales and marketing in the healthcare and logistics industries. Mike joins Med One as a Rental Territory Sales Manager bringing significant knowledge in healthcare sales. He enjoys working with hospitals and healthcare facilities to make sure that they have the equipment they need to care for their patients. Mike has a bachelor's degree from the University of Central Florida and enjoys spending his time with his wife, four sons, and three dogs.



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.

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| WE ARE |

Med One



Being Prepared Financially (Or The Best You Can Be)

The term "black swan event" is increasingly being used to describe this coronavirus outbreak; many say what we are headed for is much worse than anything we have seen since the Great Depression. "The United Nations says the global economy will shrink 1% this year due to the coronavirus, a sharp reversal from pre-pandemic forecasts." "Deepening coronavirus crisis pushes congress to plan more economic aid." "Economic shutdown to fight coronavirus is not sustainable." These are just a few of the different headlines that we have all been seeing and have grown accustomed to hearing over the past month. As I write this article, we are in the middle of April and in the midst of a pandemic that I don't think any of us saw coming. I hope and pray by the time this article is published this summer that we are in a much-improved spot in regard to COVID-19.

I have now been with Med One for just under 13 years, and it has been a great experience, more rewarding than I ever imagined. I can truly say it is the best company I have worked for and been associated with. When I embarked on my journey with Med One nearly 13 years ago, I would never have imagined we, as a company, would be dealing with a pandemic of this type of magnitude. However, as the CFO of Med One, it is my responsibility, to the best of my ability, to make every effort to put Med One in a position to financially weather a storm like COVID-19 and still be able to serve our customers.

There is something we all hear a lot, and an attitude that has seemed to become more prevalent in our culture here in America... "live in the moment," this means being conscious, aware, and in the present



Written By **Jeff Easton**
SVP Chief Financial Officer

with all of your senses. It means not dwelling on the past, nor being anxious or worrying about the future. When we concentrate our attention on the present, we focus on the task at hand; we give our full attention to what we are doing, and we let go of future consequences. I am not here to say whether

principle that being financially sound is best! Did myself or anyone at Med One ever imagine the degree and hold this COVID-19 pandemic would take on our nation or the world? No! However, over the past 12 years, we have worked DILIGENTLY to improve our financial position and to truly take

"We understand the market, what our vendor partners and customers need, and have been able to adapt when necessary. We have developed fantastic capital partners who allow us to do what we do best."

this mentality is right or wrong; however, it is my job as the CFO of the different Med One companies - collectively Med One Group - to worry about our financial situation. In responsibly maintaining our finances, as nice as it may be at times, I can't just "live in the moment" with no regard for our financial future. I have to keep Med One in a position to be ready to deal with a variety of different events, including COVID-19.

This pandemic has affected every human being on the earth in one way or another. For all of those reading this article, including each of us at Med One, this pandemic has greatly changed many of the ways that we do things on a daily basis, across all facets of our lives. I remember shortly after joining Med One, sitting down with the owners and talking about our desire to become much more financially prepared, and a company with less debt and leverage. We wanted to change our debt to equity ratio significantly to make us much more financially sound in order to serve our customers in a way we had never done before.

By nature, I am fiscally conservative and was taught from an early age about debt and when it may or may not be appropriate but always with a guiding

on a financially sound mindset. Has it always been easy? No! Has everyone always agreed with the course we have taken? No! Have there been long discussions and, at times, even great tension among senior leaders of the company? Of course! These different situations are all normal things companies go through when deciding which route they would like to take their business. We made decisions though, based on a long-term view of ensuring we would be there to serve our customers and do our best to take care of their equipment needs.

Is the financial situation of Med One in a perfect position for what we are currently dealing with? No, it is not (I am not sure a perfect position exists). However, I am extremely grateful that 12 years ago, we started to make a concentrated effort to truly improve our financial position and BELIEVE in it so we could be there to serve our customers. I am extremely grateful that we understood our past situation and, most importantly, what we wanted Med One to look like in the future. I understand what debt can do for an entity and how being a levered entity can benefit a company "in the now," but I am grateful to work for and be part of an entity that believes in sound financial principles. I have seen our debt to equity ratio swing from

one end of the pendulum all the way to the other side over the past 12 years. MOST IMPORTANTLY, I am grateful that due to this change, during these hard and troubling times of this current COVID-19 pandemic, we are able to support our customers and the wonderful employees who work for and with Med One.

We understand the market, what our vendor partners and customers need, and have been able to adapt when necessary. We have developed fantastic capital partners who allow us to do what we do best, and that is "Making Medical Equipment Available." Our capital partners know exactly what to expect from us, and that consistency over the years is priceless at a time like this! We have not changed how we interact with our capital partners in any way due to the COVID-19 pandemic. We have grown our vendor and customer base as they have recognized the value that we bring to the niche that we work in. Even during this crisis, we are still able to be there for our customers and provide them much needed medical equipment the best we can.

Over the past few years, we have evolved from a technological standpoint as well. We have been able to handle our business operations more efficiently than ever, as we have implemented new systems, processes, and key employees. This has allowed us to transact more business than we could previously handle without affecting the flow of our normal business processes. We will have to continue to be willing to do this operationally in all areas of our company as we move forward.

The first 29 years of Med One have been fantastic. We have gone from a company that started with just a few transactions on the books from a couple of customers to one that now has thousands of transactions from servicing thousands of customers. The next 29 years and how we react will become even more important than the first 29 years as we will not be allowed to rest. We will continue to generate new transactions, develop new relationships, and continue to improve our current customer relationships, develop new vendor

relationships and continue to fortify our existing vendor relationships, and to develop new capital partners as well as strengthen even more so our existing capital partner relationships.

Being financially sound and not beholden to debt holders has allowed Med One to become who it has become and to serve the medical industry as we have. Med One has an extensive understanding of the specific challenges healthcare professionals face, as this is the sole industry we focus on. With every deal, our focus is to provide for our customers' needs by helping them acquire equipment when they lack the funds to pay for it. Whether it's equipment financing, rental, sales, or services, Med One has solutions that work.

---- **Equipment Financing**

Creative financing options available with the ability to customize for each specific customer.

---- **Equipment Rentals**

Peak-need, long-term, equity rental, and rent-to-own options available.

---- **Equipment Sales**

Off-lease inventory of pre-owned equipment and new equipment from leading manufacturers.

---- **Equipment Service & Repair**

Authorized service provided by our certified biomed team.

We are dedicated to our customers and vendors and to listening to them and working with them to become even more improved partners. I am so grateful to be part of a wonderful company that truly does care about all of our customers, vendors, capital partners, and employees. It is refreshing to come to work every day, and it makes me want to work even more diligently to serve the needs of all of those whom we have the privilege of working with. May the next 29 years be a time where Med One makes an even larger impact on the niche in which we serve in "Making Medical Equipment Available."

Simply The Best

I have always loved playing and watching sports. Most sports fans love to follow the scores and stats, the wins and losses. I remember my little brother sitting in front of the television, writing down the scores and stats from players in various sports. He could tell you anything and everything about the teams and the players in all sports. But behind the scores and stats are people we come to care about and inspirational stories that teach us important life lessons.

During the past twenty-five years, as I have had the privilege of working for Med One, I have met people who have inspired me through their extraordinary efforts. Some of those individuals are employees at

Written By **Brad Johnson**
SVP Equipment Rental



customer after hours, or deliver the equipment to a customer who is taking care of their patient. The real stats that make a difference may be, how many pieces of equipment did we deliver today, this week, this month, and how many people did we help?

Creativity, Simplicity, and Responsiveness are the Med One values that these individuals focus on daily. These

Like athletes, some of these individuals are clearly gifted and make things look very easy as they step into their jobs. Then there are others who excel because of their will, tenacity, and hard work.

Med One. Like athletes, some of these individuals are clearly gifted and make things look very easy as they step into their jobs. Then there are others who excel because of their will, tenacity, and hard work. They are resilient and able to overcome setbacks and challenges.

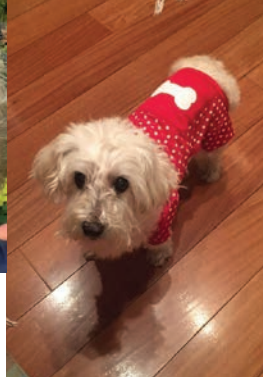
Many of these individuals are behind the scenes here at Med One. They aren't looking to be in the limelight, but they make us who we are today. They work extra hours to get the equipment ready, take a call from a

values make a difference in the market and with our customers. One of the owner's goals is, "To Be the Best Wherever We Are" That does not mean we are perfect, but it is a challenge for each of us to be better every day.

Med One is no different than those sports teams who are very successful. They have amazing individual efforts with supporting staff and great leaders at the top that together become a family. It is amazing to be a part of this organization. WE ARE MED ONE!

Even during this crisis, we are still able to be there for our customers and provide them much needed medical equipment the best we can.

EMPLOYEE SPOTLIGHTS



LISA WOODS

TERRITORY SALES MANAGER - SO CAL

I was born and raised in Southern California and have lived here all my life. I recently moved to Orange County and love it! I'm single with two amazing daughters that I couldn't be more proud of. They are both grown, successful, and living their best lives, so I know I did my job well as their mom.

I love nature and animals...all kinds. I love being outdoors, so living in Southern California suits me well. I am a huge animal lover and even feed the squirrels in the neighborhood. I also enjoy collecting crystals and minerals; I love how each piece is so unique and forms naturally from the earth. In my spare time, I am very active. Friends and family are very important to me. I

love to travel and do so every time I get the chance. I've been to Hong Kong, China, Taiwan, Canada, Belize, Costa Rica, and Mexico.

In college, I bounced around a lot before finally studying business and accounting at The University of La Verne. At Med One, I serve hospitals and post/sub-acute facilities with rentals of medical equipment. It truly is the most rewarding job I've ever had, and I love what I do. The best part of working for Med One is being able to go to sleep every night knowing that I've helped people and, in some cases, may have even helped to save a life. During one of my first weeks of employment, I was able to go out on route with the delivery drivers, and we delivered a ventilator to a NICU. I remember the parents being there as we rolled the vent in and the looks on their faces knowing that the piece of equipment we were bringing in was going to save the life of their newborn child. I knew at that moment that I was where I was meant to be.

GLORIA PEDROZA

OPERATIONS SUPPORT SPECIALIST - LA MIRADA

I was born and raised in Los Angeles and grew up around the Whittier area. However, I have worked the majority of my life in Orange County. I am married to a wonderful husband, Javier, and have a beautiful daughter, Christine. Both my husband and daughter are California State Polytechnic Pomona graduates in Industrial Engineering and History, respectively.

I enjoy reading books, traveling, and learning to cook. And using a project-centric viewpoint, I make it fun by setting goals such as traveling to all of the 21 California Missions (6 more to go!) as well as cooking my way through every recipe - Julie/Julia style - albeit my husband is still the better cook. My family enjoys traveling, and we have been fortunate enough to visit Japan, Europe, Canada, and Mexico. While I do enjoy spending time with my family, I am trying to find ways to help others. Recently, I was introduced to an organization called Comfort In A Box, where I volunteered to fill boxes with slippers and blankets for mothers who stay the night at the Children's Hospital, comforting their child. I hope to do more in helping others.

Going up north to Santa Barbara and San Luis Obispo has become our get-away for the past several years. And during this time, we have discovered the small town of



SERGIO REYES

OPERATIONS MANAGER - LA MIRADA, CA

I was born and raised in Santa Ana, CA. I'm the youngest of seven kids and an uncle to 16 nieces and nephews; ages range from 7 years old to 30 years old. After high school, I bounced around and lived in Texas and Riverside County for about three years. Once back in Orange County, I found the love of my life, Michelle. Together, we have three beautiful boys: Christopher Ray, 16; William Alexander, 3; and Andrew Daniel, 1.

I enjoy spending as much time as possible outdoors with the family. My family and I have a love for sports and enjoy attending as many Dodgers and Angels baseball games as possible. When I'm not working, you can find me running the bases on the baseball diamond. I've been playing

competitive softball for 17 years, and I've had the luxury of traveling to Oregon, Las Vegas, Arizona, and Texas to compete in World Final tournaments on multiple occasions. I can't wait for my boys to start playing ball so I can teach them what I know.

I am proud to say that I am the La Mirada Operations Manager. Being part of Med One is more than just a "job." I've worked a variety of jobs, and I can say hands down that I love coming to work. The career choice of being part of Med One is the best decision I have made, not only because of the impact that we have on people's lives but because of the great people I work with. This truly is what motivates me day in and day out.



Cambria along the coast near San Simeon. We love taking long walks on the boardwalk and enjoy watching the sunset. We try to visit Cambria as much as we can!

I graduated from California State Fullerton with a BA in Business Admin with a focus on Information Systems and Accounting. The majority of my career was with Beckman Coulter (Danaher), where I gained experience working in Contracts, Sales & Services, and IT Support. Working in these departments has provided me with a better understanding of customer service.

I am currently the Operations Service Specialist for Southern California, and my focus is on providing excellent customer service. I enjoy the challenge of my job - but most of all, I enjoy the people I work with. It is a wonderful team, and we all work well together. This teamwork, along with the support from management, allows me to assist our customers at a high level and handle the challenges that come up, such as finding new and efficient ways to improve the way work is accomplished. Overall, I am very happy to have found Med One and plan to continue to establish long term relationships with my co-workers and customers.



LEADERS



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

SENIOR LEADERSHIP

PICTURED: (LEFT TO RIGHT) MARK OLIGSCHLAEGER, RICH MADSEN, LANE SUMMERHAYS, SHERI THOMAS, BRENT ALLEN, LARRY STEVENS, LESLIE SNAVELY, ROBERT GROSS, RANDY EMERY, BILL BRADY

BOARD OF DIRECTORS

LEADERS

SMALL THINGS

And The Surprising Benefits Of Teaching Others



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

Every day we each do countless seemingly small things out of routine or habit that have a large impact in our lives. These simple, mundane tasks, movements, or micro-processes produce a predictable result that our brains are conditioned to expect. For example, when is the last time you thought through the process of tying your own shoes? Now try teaching someone HOW to do it, and suddenly, your mind must think about every single part of that process that you take for granted. Subconscious “muscle memory” as it were, ultimately becomes a part of everything we do.

I came to realize this more fully this past winter while skiing with my son. It has been enlightening to realize that it is one thing to know how to ski, but quite another to teach it to someone else! Teaching a skill to others requires a completely different mindset because it forces you to rediscover all the routine steps that you basically

take for granted due to thousands of hours of your own practical application.

Going down the hill is one thing, but a skier must be able to turn, or it does not end very well. My attempts to teach my son how to turn have not always made sense to him. What is obvious and second nature to me was new to him and thus difficult at times to fully grasp. On our last ski day, it finally dawned on me what the basic (and for me, subconscious) movement is that leads to a smooth and effortless turn -- it's all about the big toe! Sure, there is shifting of weight and leaning forward, but the most basic and crucial thing that triggers a turn is inward pressure by one big toe or the other. This was a powerful and revelatory moment for me! Such a small and simple thing produces such a big result. This new insight finally gave me a way to easily explain something in simple enough terms that it could be quickly understood and applied.



In all my years of skiing, I have never stopped to think about this comparatively small action and the huge impact it has until I was tasked with teaching another person. To think that the entire direction of your body while on skis is so drastically influenced by no more than your big toe is really quite remarkable if you think about it.

FROM THIS LITTLE SKIING EPIPHANY, HERE ARE MY KEY TAKEAWAYS:

1) Small and Simple Things: As a basic matter of fact, accomplishing big or great things is often a result of one or even several comparatively small things combined. Think of the impact a small helm on a large ship has on its ability to navigate through water.

2) Understanding vs Misunderstanding: When teaching others, yes, it is critical to help them understand, but it is also important that they don't misunderstand. This can be tricky. When you already know how to do something, the basic steps seem painfully obvious, but to the student, they are far from it. Thus, patience is required while they seek to understand, fully grasp, and ultimately master what is being taught. Most people want to be perceived as a fast learner, so they may quickly tell you that they "get it" when in reality, they may not get it at all. There is an axiom that seems applicable here:

I hear... I forget / I hear and see... I remember / I hear, see and do... I then understand.

The best learning and understanding happens in the application of knowledge. Thus, the best way to teach often provides opportunities for practice and application.

3) The Protégé Effect: Anytime we teach, pretend to teach, or even prepare to teach things to others, it can drastically impact and solidify our own learning of the subject or skill we are teaching. The process of

teaching allows us to rediscover things we already knew or discover new insights about things we may not have considered before. With this, our own mastery of information or skills can be greatly enhanced. It stands to reason then that great masters are also great teachers.

The protégé effect improves the learning process by increasing our metacognitive processing. Put more simply, the fastest and best way to learn something is to teach it to someone else. Knowledge, it seems, wants to be free, so teaching really becomes the oxygen of knowledge. When done effectively, the protégé effect strengthens our own learning, knowledge, and understanding while concurrently helping others to learn and succeed. In the process, relationships can be strengthened, confidence and communication skills improved, and leadership abilities enhanced.

It may certainly be true that in life, we should always be learning, but if the protégé effect is as powerful as it appears to be, we should always be teaching too.

- To me, the most obvious and powerful application of the protégé effect is at home teaching my own children. This opportunity exists every day, both directly and indirectly. They are always watching, listening, and taking cues from what I do and say, so even without conscious effort on my part, lessons are being taught.

- At work, there are countless opportunities to teach things to those we lead, our counterparts, new employees, customers, and potential customers. I am much more in-tune with my craft because of the many opportunities during my career I have had to teach it to others.

- There are plenty of other situations in life that are great for teaching others, such as coaching a sports team, teaching a class of some kind, giving a speech, serving in the community, or even social media engagement. Any opportunity to explain concepts or impart knowledge to others can activate the powerful protégé effect.

A candle loses none of its own light by lighting another. In fact, lighting another candle only adds more light! To me, the best part of teaching my son how to ski is that the better he gets, the more we get beyond the teaching phase to the point of just enjoying an activity together. And through it all, I became a better skier!



YOU'RE GONNA NEED A BIGGER BOAT

Written By **Doug Green**
SVP / Director of Corporate Development

As a child, I was fascinated with sharks. Even before Sharknado and Shark Week ever existed, I couldn't get enough of sharks. The bigger and meaner they looked, all the better. I remember one Friday night; my Dad came home from work with a VHS tape he had picked up from the local video rental store. I immediately noticed the title of the video tape in his hand and got excited. He had brought home the movie *Jaws*. I had never seen the movie and couldn't wait to get dinner out of the way. After dinner, we quickly made some popcorn and hit play on the old family VCR. The moment the movie started with its simple yet bone-chilling film score I was drawn in.

The movie kept me in such a state of suspense that I didn't even notice that the shark doesn't make a full appearance in the movie until the 1 hour and 21-minute mark. In the scene, the hero of the movie, Chief Brody, is found chumming the water to attract the shark to the fishing boat. In the midst of complaining about the lousy job of chumming, an enormous great white shark with dark, cold eyes emerges from the murky ocean water and shows a very menacing set of jaws full of large, sharp, terrifying teeth to Chief Brody. Stunned by the sight of having a 25-foot great white get all up in his face, a petrified Chief Brody slowly stumbles back into the cabin of the boat and tells the crusty old fishing boat captain, "You're gonna need a bigger boat."

"You're gonna need a bigger boat" has become a line and, in ways, a philosophy I have used throughout my life. In fact, my 12-year-old son has already picked up on its nuances and uses it perfectly in everyday conversations. While the line has application in just about any aspect of life, it fits very well with what we do here at Med One. We're here to help our vendor partners and health care providers build a bigger boat. To our vendor

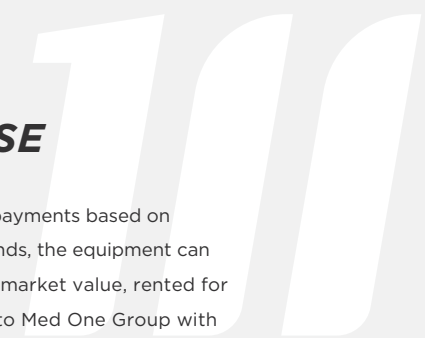
partners, the bigger boat may be having access to creative and flexible paths to sell their equipment to their customers when capital funds aren't available. For our partners who are health care providers, the bigger boat may be having quick access to the critical equipment they need to bring relief to and care for their patients. The "bigger boat" mentality is, in essence, giving our valuable partners solutions to their biggest problems, enabling them to have a boat big enough to face down their challenges. As we learned from the movie *Jaws*, a bigger boat would come in handy.

“The "bigger boat" mentality is, in essence, **giving our valuable partners solutions to their biggest problems**, enabling them to have a boat big enough to face down their challenges.”

At Med One, we are boat builders. We build boats for vendors that have plenty of room for custom leasing programs along with enough cargo space for creative rental structures. For our partners who treat patients, we build boats fast enough to deliver the equipment they need, when it's needed most. Any boat we build comes with a crew dedicated to help you succeed. When challenges come your way, look to Med One for a custom-built boat big enough to get you through the shark-infested waters.



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

WWW.MEDONEGROUP.COM

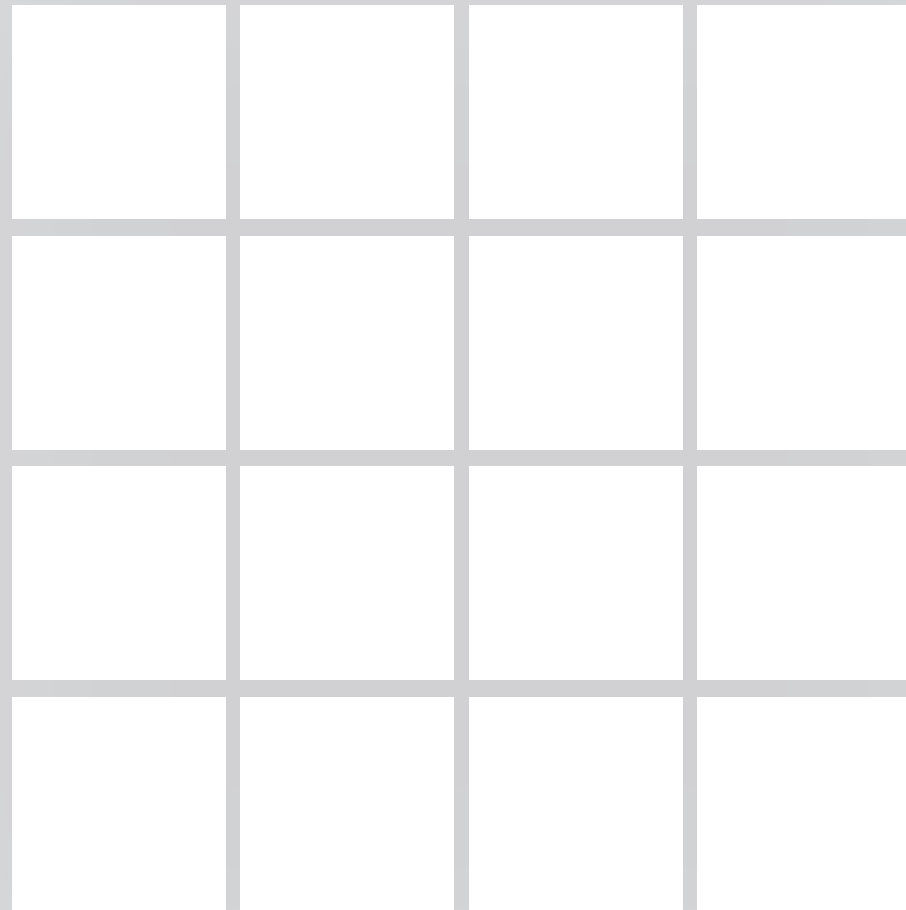
PHONE 800.248.5882 EMAIL info@medonegroup.com

EQUIPMENT ACQUISITION

WE MAKE MEDICAL EQUIPMENT AVAILABLE



How Many Squares?



VIEW FROM THE

BOARD

Written By **Lane Summerhays**
Member of the Board

Med One Group brings its employees together each year to celebrate successes and review future plans and opportunities. Outside guest speakers add to meaningful thought and discussion in the meetings. The group participation creates much better results than individual thinking. An example of this is in solving the included graphic. How many squares do you see? The answer most often given by an individual is either 16 or 17. But neither of those is correct. When a group of people join in to solve the problem, the possible answers expand to—21, 22, 26, or 30, but ultimately the group arrives at the correct answer, which is 30. The combined power of the group is always better than that of one person.

In 2019 an outside speaker asked Med One's employees what the "Mission Statement" for the company should be. The initial response was, "Med One helps hospitals acquire medical equipment." It was accurate but only the equivalent of 17 squares above. A long and meaningful discussion ensued, and the final statement read, "Med One provides critical medical equipment to hospitals to help them save lives." I believe that Med One's employees already felt this "higher purpose" in why their jobs are important, and it has historically inspired them to go "above and beyond" to help our customers and each other. We continually hear stories of heroic efforts in delivering needed equipment to hospitals, finding practical solutions in leasing transactions with hospitals and co-operative solutions to customers facing temporary financial difficulties. It is a "can do" approach in every situation. Employees like these are found in all great companies that have a "business purpose" that inspires them and a culture that encourages

extraordinary behavior. Thanks to Larry and Brent, Med One has both.

I have had the privilege of participating on Med One's board of directors since its organization five years ago. I have seen the company's core leasing operations expand while biomedical services and rental and sales of used equipment have become an integral part of the company's operations. The senior management team has assumed more responsibility and is preparing well for a future time when Larry and Brent step away from full-time involvement. I am proud to be a part of this great organization.



Over the course of my career, I have observed many different management styles and corporate cultures. I have identified three key attributes of great companies: **1. Do the right thing, 2. Treat people the way you want to be treated, and 3. Give back to the community.** All three are present in Med One's culture.

Do the Right Thing

Organizational integrity creates trust and loyalty in both employees and customers. When an organization is driven to do the right thing, and employees are empowered to perform, decision making at all levels becomes easier. If there has been a mistake, you admit to the error and fix it. The only people who don't make mistakes are those who don't do anything. You learn from the mistakes and move forward a smarter and better organization. You don't make the same mistakes over and over because you know what is happening in the organization and can provide training to help everyone learn from the mistake of one person.

Treat People the Way You Would Like to Be Treated

Great organizations value their employees. They treat everyone with respect and courtesy. They provide effective training. They recognize excellence and celebrate successes. Ultimately, employees treat a company's customers the way the company treats them. We have all had experiences that build loyalty or drive us away from doing business with an entity. Even small encounters matter.

I had shoulder surgery a few months ago and have been doing physical therapy with a group associated with my surgeon. After several visits, my therapist asked how many visits my insurance company authorizes? Not knowing the answer, I called the insurance company. After a brief automated phone tree (which I hate), I was routed to a customer service representative. I explained that I had had surgery and asked how many physical therapy visits were authorized. The person's response surprised me. She didn't go directly to the answer to my question but instead expressed concern for me and how I was recovering. She asked a couple of genuine questions about me. She then answered my question and wished me well in my continued recovery and asked if there was anything else she could help me with. When I hung up, I smiled. This person had made me feel important and valued. It took her perhaps two minutes longer to handle my call, but I understood that people matter to this company. My coverage will stay with them! I believe this is the way Med One interacts with its own employees and customers.

Give Back to the Community

Brent and Larry are committed to sharing their success with both employees and the community. They give generously to several worthy entities, including Choice Humanitarian, Salt Lake City Kids Night, For Families of Active Military, Sleep Smart, Drive Smart, Salt Lake Bees Prevention Dimensions Kids Day, and Utah Jazz Be a Team Player—READ! Additionally, the company provides paid time off for employees to volunteer in the community.

In conclusion, great companies have a business purpose that inspires and a culture that encourages excellence. These companies all seem to have come to the important realization that "people matter." Each policy and decision is driven by this principle. As a board member, I thank Med One's employees, vendors, suppliers, financial partners, and customers who each play an essential role in the company's quest to provide critical medical equipment to hospitals to help them save lives.

The Lesson of the Empty Cup

We have all heard about looking at things as a glass half full or half empty. Optimism versus pessimism. But have you heard the lesson related to having an empty cup?



Written By **Ibby Smith-Stofer**
IDN & Health Systems Director

This is the parable of the empty cup: Once upon a time, there was a wise Zen master. People traveled from far away to seek his help. In return, he would teach them and show them the way to enlightenment.

On this particular day, a scholar came to visit the master for advice. "I have come to ask you to teach me about Zen," the scholar said.

Soon, it became obvious that the scholar was full of his own opinions and knowledge. He interrupted the master repeatedly with his own stories and failed to listen to what the master had to say.

The master calmly suggested that they should have tea.

So the master poured his guest a cup. The cup was filled, yet he kept pouring until the cup overflowed onto the table, onto the floor, and finally onto the scholar's robes. The scholar cried, "Stop! The cup is full already. Can't you see?"

"Exactly," the Zen master replied with a smile. "You are like this cup — so full of ideas that nothing more will fit in. Come back to me with an empty cup."

Are you or someone you know guilty of always knowing the answers — of not hearing others —

because you are too busy offering your own opinions, knowledge, or experience? The desire to impress overshadows the opportunity to learn.

Think for a moment of a child sitting in awe as a parent tells them about their life. Children approach learning with an empty cup, willing to listen, learn, and question. Over time, too often, we become too self-absorbed to listen, learn, and question. We believe that we need to showcase for others our vast knowledge, skill, and experience. Too often, we believe we know the answer before we have been willing to listen. We let the tea pour onto the floor because we came with a cup full of our own knowledge, experience, or expertise that we see little value in spending the time to learn from others. We want to impress others, and that desire limits our abilities, our success, and often our ultimate happiness.



"Come back to me with an empty cup."

I hope that each of us finds the truth from the parable and approach new, and even not so new, opportunities with our cups empty and willingly sip the tea of knowledge and wisdom from others. The exciting thing is that no matter what your age, your career, or your desire, recognizing that using an empty cup is not only possible, it can be rewarding. I wish you well in your continued journey of learning.

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

SAN DIEGO, CALIFORNIA

Written By **Josh Valantine**
Warehouse Manager

What makes our customer service amazing? Sometimes it's just the attitude of the people. Sometimes it's some creativity. Sometimes it's the company and the employees having fun.

I believe, at Med One, we set ourselves apart by our customer service. . . Answering the phone in a timely and friendly manner, anticipating the customer's needs before they call, paying attention to the customer's needs when delivering equipment, going above and beyond to deliver equipment any time of the day or night, helping nursing staff change out a bed and waiting until they are done with a patient to make sure they are happy. It's the little things that we do that makes our customers happy and keep calling us.

Our San Diego office is a little smaller than some, but we still provide the same service and coverage as any

other office at Med One. We have one driver that covers the morning shift and one for the afternoon shift. We rotate being on call for overnight and weekend calls. Our drivers are absolutely amazing. They are the face of Med One. I love getting customer feedback from them every day. I encourage our drivers to get to know the hospital staff by talking to them and finding out what their day is like. I tell our drivers to ask questions about what they might need in the coming days so we can anticipate what equipment we will need. It's not just about driving a truck or dropping off equipment. It's about helping customers. If we can make the customer's day a little easier by giving them peace of mind knowing that Med One is on it, then we are doing a good job. We strive to deliver as quickly as possible to each and every customer. We take extreme pride when we can provide equipment to a customer in need. Whether it's 9 am or 9 pm, we put the customer first.

We work with the best healthcare facilities and hospitals anywhere in the country! We work with some amazing healthcare staff, administrators, and nurses. We try to get to know each staff member at every location. Showing

up to a loading dock or respiratory department and greeting the staff by name is a great way to show we care. Getting to know different staff members and learning about how they run their facility gives us a good insight into future needs. Learning about the staff members personally and who their favorite sports team is or what they are watching on Netflix is just a bonus. When you see them every day, it's not just about delivering medical equipment. Some days get busy. Multiple deliveries and pickups all over San Diego can make the days long. We always find that with each delivery, hearing the customer say, "thank you, Med One is amazing!" makes it worthwhile.

Our San Diego office covers all of San Diego and Imperial County. There are over 30 accounts that we provide equipment for in our region. We cover everything from children's hospitals and skilled nursing facilities to universities. We keep in stock the most commonly requested equipment in San Diego. Over the last year and a half, we have learned what our hospitals need. Since our office is still growing, we often share and transfer equipment with the La Mirada and Corona warehouses. We drive up to La Mirada or Corona at least a few times a week. Communication

with warehouse managers, Sergio and Leon, is key to making the job as easy and time-efficient as possible. We often schedule halfway meetups with their delivery drivers to make our drive times a little shorter.

These days it can be challenging to deliver during the COVID-19 pandemic. Every location has its own rules and check-in procedures. Over the last month, we have been in contact with department managers to keep up with their safety policies. We try to be as flexible as we can when delivering equipment. Going through a hospital screening station and having our own PPE is much appreciated by all the staff members we meet. Being mindful of how we protect ourselves is just as important as providing great service to our customers.

Med One San Diego is focused on providing great service to our local hospitals and healthcare customers. Our team is ready to deliver!

Join our Team



RECOGNIZING PERSONAL HEROES



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

I have been preparing to write this article for several months. It is very appropriate that it comes at this time when so many are showing their personal heroism.

When I was young, I watched the heroism of Superman, Batman, Marshall Dillon, and many others as portrayed on the television and in movies. Along with my brothers, I would put on a towel as a cape and pretend to fly as I slid down a hill on my stomach or donned my holster with the cap gun and fought against the outlaws. I wanted to be a hero like the ones I saw on TV.

Over the past several years, I have been noticing heroism in what we would consider the common people all around us. When I find traits that I admire in others, I try to emulate what they do. It doesn't mean they are perfect or are heroic in all things, but they have that one thing about them that is special.

I have watched a young man who, with friends, was in a car accident. The experience so traumatized him that he had difficulty going out and traveling. To overcome his anxiety, he decided to go on a road trip to various parts of the United States. This was a courageous effort and has helped him to be a hero and brave the challenges of life.



My father-in-law had to undergo the removal of his leg due to a cancer that later took his life. I cannot recall him complaining about his life's situation, rather, he made the most of what he had. He didn't make a big deal out of what he did but simply went on his way. His strength to enjoy life no matter what the challenges made him a hero.

A young girl I know had suffered bullying because of a handicap she has. At a very young age, she decided she could turn things around and do what she could to help others to be happy. She didn't do this with any extravagant events, but simply smiled at someone who seemed sad, or told another girl

how pretty her dress was. She was uplifting to all around her. Her school teacher felt to tell her parents how much she had meant to the other children in her school class and how much difference her simple comments and smiles had made to the rest of the class as well as others in the school. She was a hero to all those who were enlightened by her kindness.

My father called me one day and told me that my grandmother, well into her 90's was very ill and wasn't expected to live long. He suggested that if I wanted to see her, I should visit her immediately. My wife and

“ It has been my personal goal to see the heroic traits and actions of the plain, imperfect, but special people around me.

I made the two-hour drive to her home and found her confined to her bed. She didn't have the strength even to feed herself. As I privately visited with my grandmother, I thought about all the things she had sacrificed to raise 13 children in difficult times. After all her effort, she was happy with the way her life had been. It was a life of quiet service to others. She confided in me that she felt she was now a burden and didn't feel she was of use to anyone and felt it was time to go. I felt inspired to tell her that allowing others to serve her was still a way she could serve them -- that letting them take care of her would be a blessing to her children. I could see the realization come to her that she still had some service to give.

Over the next year, her ten remaining children would take turns in two-week increments to stay with their mother and care for her as she had cared for them. At her funeral, I was amazed at how close the siblings had grown toward each other by serving their mother. Although they had never been really close before, their relationship with each other now had a special meaning and has remained close over the past several years. Allowing others to serve us allows them to be heroes.

I love to see the special qualities in others from their kindness, strength of faith, loyalty, caring, and many other qualities. It has been my personal goal to see the heroic traits and actions of the plain, imperfect, but special people around me. We don't have to be a superhero to be special in our own way, and the more I try to be like the many heroes around me, the happier I am and the more fulfillment I find in my own life.

We can all be heroes.



Written By **Madeline Cheney**
Marketing Assistant

THE CASE FOR NATURE

We all know it's good to get fresh air, spend some time outside, and disconnect from our increasingly busy lives. People don't generally question that, but most also don't fully understand that being in nature is not just "good," it's *necessary* for health – both mental and physical.

The case for spending time in nature is strong. Studies have shown that spending time in nature decreases heart rate and increases immunity. After 15 minutes in nature, cortisol (the stress hormone) levels are reduced, after being outside for 45 minutes, cognitive abilities improve, and after being outside for 90 minutes, individuals start to lose their preoccupation with their own problems and feel more connected to people around them. Put simply, nature makes us think beyond ourselves and grounds us. Being outside has proven effective for the treatment of a variety of health issues from ADHD to PTSD. Furthermore, not spending time outside is detrimental to health and linked to many adverse outcomes. Because of this, one cannot decide they don't want or need the health benefits from spending time in nature and expect to have a neutral outcome.

If people do not spend an adequate amount of time in nature, they will face negative consequences.

Everything from being exposed to the natural essential oils found in plants, to the sound of water and birds contributes to the positive response we experience from being in nature. Our bodies are programmed to respond positively to it. For example, the sights of nature are very calming to us because of the fractal patterns found repeatedly throughout. Fractals are a mathematical description for patterns in which the parts of the whole repeat in different scales throughout. Fractals are found in the vein patterns in leaves to the design of a tree itself,

SPEND AT LEAST FIVE HOURS EACH MONTH OUTSIDE

throughout many more natural phenomena, including crystal growth and galaxy formation, the ubiquity of fractals in the natural world is utterly astounding. As our eyes take in these fractal patterns, our brains create alpha waves, which relax us because of our

with the trunk stemming off into smaller and smaller branches.

They are found

biological adaptation to recognize and easily process fractal patterns. This is just one example of the complex physiological response our bodies have in response to nature. But ultimately, we don't need to understand the science totally – we just have to make sure we get outside to reap the benefits.

Interestingly, modern technology has so far been unsuccessful in recreating the benefits derived from being in nature. Virtual reality programs designed to simulate experiences with highly lifelike accuracy, such as walking in the woods, do not provide the same health benefits as actually walking in the woods. In a time full of "life hacks" and shortcuts, we just can't hack Mother Nature when it comes to this.

2020 has shaped up to be a pretty stressful year for people across the globe. While the weather is warmer this summer, take some time to focus on being in nature and continue this habit throughout the year. Even if you can only spare 15 minutes, you will at least be able to reduce your stress level.

However, not all outdoor activities are enjoyable for everyone. If you hate camping, don't go camping!

Try to create experiences in which you are fully immersed and energized by what you are doing – these types of experiences are known in psychology as "flow experiences." Maybe for you that means hiking, or maybe that means just sitting in a park. By creating flow experiences for yourself, you will increase the amount of enjoyment you get from being in nature, as well as the likelihood that you will continue to spend time outside.

BEING IN NATURE IS NOT JUST "GOOD," IT'S NECESSARY

Investing in your health by spending time in nature will make you better equipped to deal with life's stressors. You'll be able to think clearer, feel calmer, and increase your overall sense of well-being. The same researchers who have extensively studied the effects of nature recommend spending at least five hours each month outside, just over one hour per week. Doing this will increase your overall happiness and provide lasting benefits over the course of your life as you continue to spend time in nature.

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