

MedOne

p5 Letter From The Owners
mentors
Life's Greatest Influencers

View From The Board

BECOMING A
GREAT PLACE
TO WORK
P17

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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.



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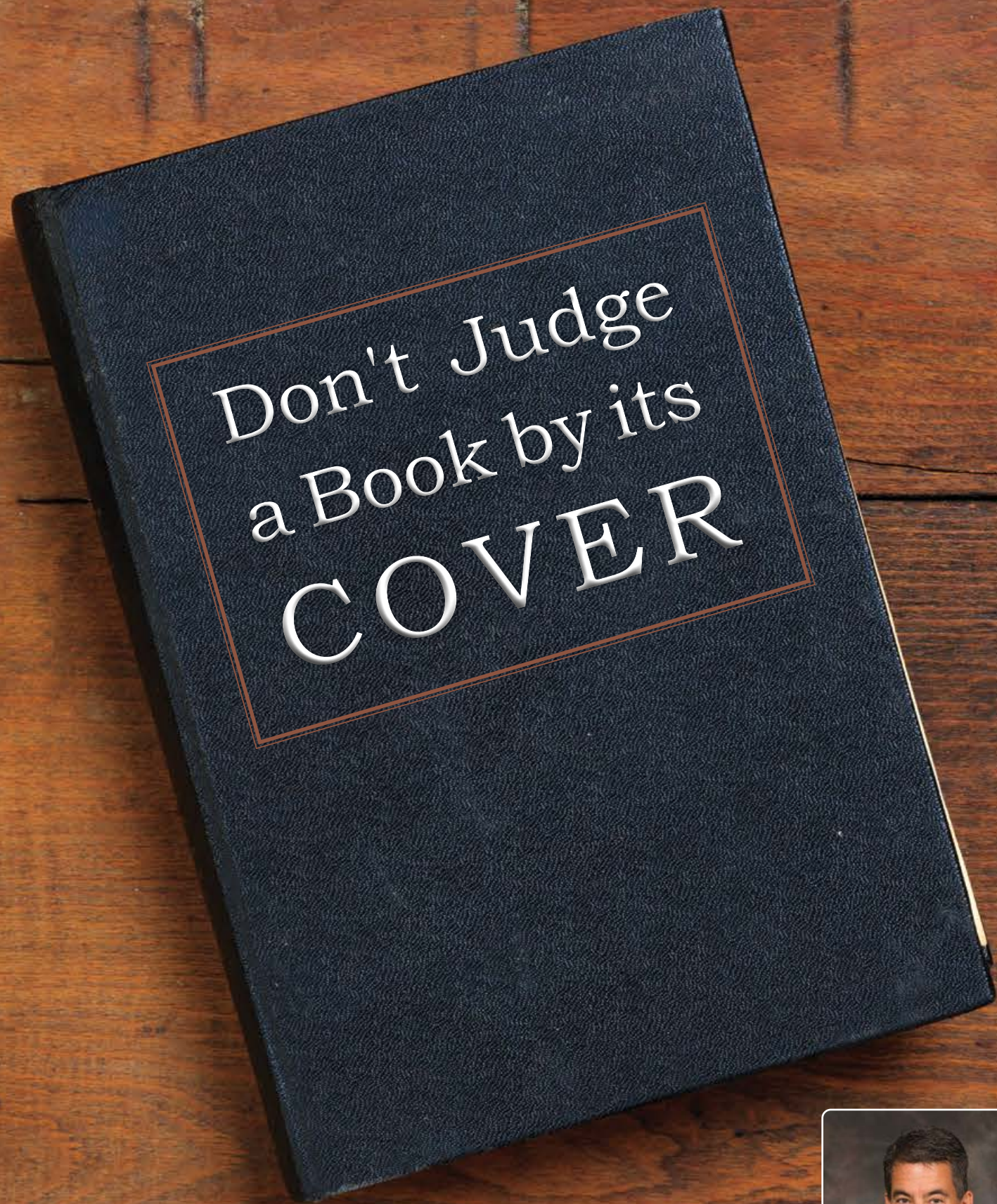
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Written By **Troy Tait**
SVP Customer Care



I was recently asked to “DJ” a wedding for a family friend. The request came in just a few days prior to the wedding, so it was a little short notice, but I was happy to help out since I would be attending anyway. When they gave me the details on the location, I quickly did a search online to see what the facility would be like so I could plan appropriately. To my surprise, I found that this was not going to be a wedding like the many I had done in the past. This one was being held in a barn. As I looked at the pictures of the building, I was really surprised that someone would choose this location for a wedding.

I have actually been to several weddings that were held in a “barn,” but they were all places that had been turned into a formal gathering place – with all the amenities that would be expected at a location for weddings and other large group functions. When they said it was in a barn, I figured it would be one of these renovated buildings that I had been to in the past. This place was literally a barn, and if I didn’t know the family, I would have been really concerned about their venue selection.

The big day arrived, and I showed up a few hours before the ceremony was scheduled to begin. I was still really skeptical about how the day would turn out and was really hoping it would be the day the bride and groom had hoped for. As I walked through the door, I was blown away at what I saw. The inside was completely transformed into a perfect setting for a country wedding. As I walked around the building, I was amazed at how hard the couple had worked to change a barn into the building that would house one of the most important days of their lives.

The ceremony was performed, followed by a dinner and reception. As I watched the guests arrive, I could tell there were several people who felt the same way I did as they observed the building from the outside. They also had the same expression I did as they walked through the door and experienced the difference from the outside to the inside.

As I was driving home that night, I started thinking about the day, and a quote that I had

heard many times came to my mind, “Don’t judge a book by its cover.” I had done exactly that, judged the event by my opinion of the exterior of the building. When I got inside, I had a completely different perspective. This building, as I learned later from the bride, was owned by her grandpa and had significant family history. That in itself gave me a better understanding of their decision to use the space. The way it was decorated and the simplicity of the layout was a perfect expression of the bride and groom. It was their wedding, and they created an environment and experience that would truly reflect who they were.



As I have given this more thought, I can’t help but wonder how many times I have missed out because I inaccurately “judged something by its cover.” I think about the countless times people have recommended their favorite restaurant and, during their recommendation, used the words, “it’s a dive, but the food is amazing.” I know there have been times where I have actually judged a book by its cover and passed on reading it. Sadly, there have even been a few times I have passed on opportunities to speak with someone because they “appeared” to not have much to say that would be of interest to me. I think it is safe to say I am not the only person who has done this.

My hope is that this wedding experience will help me become a little more open-minded and to look for more opportunities to be surprised instead of assuming and making a judgment based on an outward appearance.

mentors

Life's Greatest Influencers

Written By **Brent Allen**
Executive Vice President / Owner



Someone once said, "If we cannot see where we are going, then we need to ask someone who has been there before." Doesn't this set the stage for some comments...comments about having mentors in our lives? I believe that mentors are individuals who guide us to success. Their examples motivate us to improve and reach for greater heights. I believe that a mentor is someone who gives us a brain to pick, a listening ear, and a push in the right direction. The mentors that we embrace in our lives are important, so we must choose them wisely. Recently, I glanced into the rear-view mirror and reflected on three of the mentors that have influenced my life.

“Oh, I wish I were like my dad. If only I could learn to be as generous and selfless as he was. If only I could embrace the kind of integrity that he possessed.”

The first significant mentor that I had was one of my closest friends in high school. He was like a four-leaf clover...hard to find but lucky to have. He was All-State in football and excelled in almost all sports. He was very handsome, extremely charismatic, and he always had a huge smile on his face. We often referred to him as a “chick magnet.” The pretty girls flocked to him wherever he went. However, these are not the reasons he became my mentor. I admired him because he was the nicest person I had ever met. He was “high profile” within the student body yet extremely humble. He was also the perfect example of compassion. He taught me that there is no exercise better for the heart than reaching down and lifting people up. This is what he did. He looked beyond his own problems to see the problems of others. I remember lying awake at night thinking, “Oh, I wish I were him! Will I ever be able to replace my pride with his level of humility? Will I ever be able to become as compassionate and caring as he is? Is it even possible for me to become this kind of a friend to others?” I realize that even today, I have a long way to go, but I am still motivated by his example. His influence in my life will never be forgotten.

Several years after I was married, I met another colleague who ultimately became a very close friend. As our friendship grew, he soon became one of my mentors. He was an incredibly talented sales rep. He always delivered more than what was expected. I frequently told him that I sincerely believed he could sell ice to an Eskimo. He was always happy, upbeat, and his enthusiasm was contagious. He worked for a national company that manufactured and sold orthopedic replacement joints. My friend would spend many of his working hours in the hospital operating room demonstrating his product to many of the renowned orthopedic surgeons throughout the region. Hardly a day went by that I didn't wish I were him. I admired him for his selling skills. His enthusiasm and love for what he did overwhelmed me. His work ethic was second to none. His constant positive attitude was admirable. The question haunted me, and still does today...will I

ever be able to develop these attributes? I have miles to go, but I am still attempting to emulate the things he taught me. It has been said that our fingerprints don't fade from the lives we touch. Well, he touched my life forever.

Perhaps the most influential mentor in my life was my father. Twenty-six years ago, he passed away, and I was honored to speak at his funeral. I shared how he was born into a family who had nothing and how he left this life with basically the same...nothing. This didn't happen because he wasn't successful. He was a very prosperous executive and owned his own business. He was known throughout his circle of friends as a “man of integrity.” Why did he leave this life with nothing? Because he gave all that he had to those who had very little. He was one of the most generous individuals I have ever known. He believed that getting the most out of life isn't about how much you keep for yourself...but how much you pour into others. To this day, I frequently stare upward and think, “Oh, I wish I were like my dad. If only I could learn to be as generous and selfless as he was. If only I could embrace the kind of integrity that he possessed.” I am far from achieving these admirable traits, but I am working on it. What an incredible mentor he was.

Each of us needs mentors in our lives. I think I am safe in saying that having mentors is the shortcut to success. We need people that we can admire and emulate. However, I want to throw out a word of caution. We must be careful not to believe that the grass is always greener on the other side...because it isn't. The following story is evidence of this fact. It is about an unhappy and discontented stone cutter.

For years, this stone cutter had climbed up the mountain, cut away stone, and carved it into statues for his customers. Finally, he became tired with what he did and felt that he no longer brought any value to others. If only he could be someone else.

One day he took a statue he had carved to a rich man's house. He looked around and admired the huge home. He said, “I wish that I could be rich.” Amazingly, his wish was granted.

“Perhaps the most influential mentor in my life was my father... He was one of the most generous individuals I have ever known. He believed that getting the most out of life isn't about how much you keep for yourself...but how much you pour into others.”



For a time, he was happy. He enjoyed his big house and the possessions that he owned. One day he looked out his window and saw a prince, dressed in splendor, passing by. He was very impressed and even a little envious. He said, "I wish I were a prince." And he became one.

He was happy as a prince until one day, he stepped outside and felt the discomfort of the hot summer sun beating down upon his head. The sun is more powerful than a prince, he thought. "I wish I were the sun." This wish, too, was granted.

He was happy being the sun until, one day, a cloud came between him and the earth. "That cloud overshadows me," he said. "I wish I were a cloud."

His wish was granted, and he became a cloud. He was happy until one day he came to a mountain. He quickly realized that he could not rise above it. He thought, "this mountain is greater than me." Again, he said, "I wish I were a mountain."

As a tall and mighty mountain, he looked down upon the village and felt that he was finally happy. But one day, a stonecutter climbed up his side and chipped away at rock, and there was nothing he could do about it. "That little man is more powerful than me," the mountain said. "I wish I were a stonecutter."

The circle was completed. The stonecutter knew that he would always be happy just being himself.

"Too often, we overvalue what we are not and undervalue what we are. Is there any greater happiness than knowing who we really are? The grass is not greener on the other side. We just need to water, fertilize, and mow the grass beneath our own feet, and we will discover that it can be just as green."

He knew that he would never live in a huge house, never dress like a prince, never shine like the sun or float like a cloud. He would never rise as tall as a mountain, but he was happy to be who he was and not someone else.

Comedian Woody Allen once said, "My one regret in life is that I am not someone else." Well, we cannot be someone else. We are who we are. Too often, we overvalue what we are not and undervalue what we are. Is there any greater happiness than knowing who we really are? The grass is not greener on the other side. We just need to water, fertilize, and mow the grass beneath our own feet, and we will discover that it can be just as green. This is how we improve our lives and why we need mentors. A truly great mentor is hard to find, difficult to part with, and impossible to forget.

Now, just one final comment. Our attitude concerning our station in life plays a big part in our future. I recently read about a man who, back in the mid-1970s, was driving in a downpour and stopped for fuel. This was in the days of "full-service" gas stations. He sat inside his dry car while an attendant, who whistled cheerfully while he worked, filled up his tank in that awful rain.

As the customer was leaving, he said apologetically, "I'm sorry to get you out in this weather."

The attendant replied, "It doesn't bother me a bit. When I was fighting in Vietnam, I made up my mind in a foxhole one day that if I ever got out of that place alive, I would be so grateful I'd never complain about anything again. And I haven't."

I hope that we will be proud of the grass beneath our feet. I hope that we will water it, fertilize it, and mow it. I hope that we will choose mentors that will motivate us to make our grass even greener. I also hope that we will have an "attitude of gratitude" and never complain again.

I am so grateful for the many good people I work with at Med One. Many have helped me see who I really am...not through a lens that reveals imperfections, but through a lens that accentuates qualities that I have difficulty seeing. Each of them has become my friend. Someone once said, "There are friends, and there is family. Then there are friends that become family." Med One has become my family, and I am so blessed to be a part of this family. We survived COVID, and we will survive whatever else the future may bring... because we are family.

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

As SVP - Director of Corporate Development, Doug is active in finding and developing new vendors for our leasing division and developing opportunities for rental with new and existing customers, organizations, equipment providers, and manufacturers. He is also looking for additional opportunities in our equipment sales area as well as exploring new markets and revenue-generating capabilities for the company.



Spence Tueller Account Manager / Equipment Leasing

Spence Tueller is a part of the Med One Equipment Finance Sales team. He works with and manages some of Med One's top medical equipment manufacturers and vendor partners. He has extensive experience developing custom finance solutions and vendor programs to help our valued customers close more business. Spence graduated from BYU with a degree in health science and business administration.



Brian Nappi Equipment Finance Sales Executive

Brian brings more than 20 years of industry experience to the team. He earned his degrees from Penn State & Texas A&M University. He understands that his customers are busy and prides himself on quietly listening and accurately defining their requirements and subsequently offering satisfying solutions that allow them to quickly acquire the equipment they need.



Amy Vizanko Equipment Finance Sales Executive

Amy Vizanko joined Med One with 15+ years of medical device and capital sales experience. Prior to Med One, she gained experience by working at both Philips and CareFusion (now BD). She earned her bachelor's degree in biomedical engineering from Marquette University and thrives in solving complex customer problems. Amy is passionate about family, friends, new adventures, and leading an active lifestyle.



Carter 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 is the West Region Equipment Finance Executive serving AZ, CO, NV, and NM and has been part of the Med One team since 2014. With 20+ years in financial services and an MBA from the University of Utah, Tim has a passion for people, and he loves getting to know his customers and helping solve their needs. When the sun is shining, you'll find him sailing or outside with family and friends.



Al Mugno Equipment Finance Sales Executive

Al joined Med One as an Equipment Finance Sales Executive in 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 over 25 years and has an extensive medical device and healthcare IT background. Al enjoys golfing and spending time with his wife and two sons.



Richard Hedderman Equipment Finance Sales Executive

Richard Hedderman brings 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.

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.



Julie Harrison Equipment Finance Sales Executive

Julie Harrison joined Med One in 2018 as an Equipment Finance Sales Executive for the Midwest region. She brings with her 20 years of medical device experience, primarily in the anesthesia market. Julie appreciates the challenges of being in sales while developing valuable relationships and continually working on personal growth. 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 2019 as an Equipment Finance Sales Executive. With a degree in business administration, he brings more than 30 years of experience in the finance, consumer products, and medical device industries. Steve understands the complex issues facing the healthcare community and applies his experience to better serve customers with creative and effective solutions.

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 the sale of new and refurbished medical equipment to hospitals, clinics, nursing schools, EMS companies, and research facilities. He enjoys spending time in the outdoors, including skiing, mountain biking, hiking, and running, along with watching his favorite sports teams.



Casie Woolston Account Manager / Equipment Sales

Casie Woolston brings with her over 15 years of 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.



Julie Pitcher Account Manager / Equipment Sales

Julie Pitcher has 16 years of customer service experience. Before joining Med One, she worked in the health care industry. She has a Bachelor of Science in psychology from the University of Utah. Currently, she is an Account Manager with Equipment Sales. She is enthusiastic about creating and maintaining relationships with coworkers and customers. She loves time with her family and her dog Randy.

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, gymnastics, and enjoys traveling and spending time with her daughter and two grandchildren.

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Sales

CONT.

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EQUIPMENT RENTAL



Brad Johnson SVP General Manager / Equipment Rental

Brad Johnson is the General Manager of the rental division and has been working at Med One Group since 1994. He oversees all equipment purchases and works with senior management in opening new rental locations. 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 has over 40 years of experience in the medical sales and rental industry, having worked for and owned companies providing these services. He graduated from BYU with a degree in microbiology. His interests lie in politics, having served twice as mayor of his hometown and with his 12 grandchildren. His professional passion continues to be improving patient care for those who depend on Med One.



Bill Varley Regional Sales Manager / Northwest Region

Bill Varley has over 40 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 US 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 spending time with his family and working in his yard and garden.



Mike Daniels Regional Sales Manager / Southwest

Mike Daniels has over 30 years of experience in sales and management, marketing a variety of medical equipment from movable medical equipment to specialty support surfaces — both medical equipment rentals and capital sales. During his off time, he enjoys spending time with his family, church, surfing, and any outdoor activity.



Braden Mackay Territory Sales 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.



Karen Raven Vice President / Eastern Region Sales Manager

Karen Raven is the leader of the Med One International Sales Team and Eastern Regional Sales Team. Karen has over 30 years of experience and 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 focusing on customer needs and helping them with better solutions for patient care.



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 Sales Manager / Southern California

Kyle Smelser joined Med One in 2018 as a Territory Sales Manager in Southern California. He graduated from Indiana University with a bachelor's degree in finance and brings 10 years of experience in Equipment and Rental Sales. Before Med One, he most recently worked to provide hospitals and surgery centers rental solutions for cataract surgery. Kyle enjoys lifting weights and playing board games.



Jay Cantiberos Territory Sales Manager / Northern California

Jay Cantiberos graduated from the University of Arizona with a bachelor of science degree and an associate degree in respiratory therapy. Jay joined the Med One team in 2019. He brings over 20 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.



Skip Horton Territory Sales 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 skiing, snowboarding, and mountain biking when not helping his customers.



Ben Erickson Territory Sales Manager

Ben Erickson joined Med One in 2019 as a Territory Sales Manager covering the Northeastern United States region. He has many years of customer-focused sales experience, as well as an education centered on communication. He is very passionate about providing an outstanding experience for his customers. Outside of work, he enjoys spending time with his family, reading, and strength training.



Lisa Woods Territory Sales 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 before switching industries into the medical equipment rental field. She likes to spend her free time with friends and vacationing.



Aditya Mehta Territory Sales Manager / Northern California

Aditya Mehta joined Med One Group as Territory Sales Manager in 2021. Aditya has four years of experience in sales as well as a solid background in customer service. Aditya enjoys working at Med One Group and being able to help meet customers' needs on a daily basis. Outside of work, he enjoys spending time with his dog (Miko) and spending time with his family.



Bryan Dabney Territory Sales Manager / Georgia

Bryan Dabney has over 30 years of experience as a respiratory therapist. Bryan was born in California and lived there until advancing his schooling at Ricks College. Bryan finished his schooling at Weber State University and graduated with his bachelor's degree in respiratory therapy. Bryan loves traveling, camping, fishing, and water and snow skiing with his family.



Garrett Jensen Territory Sales Manager / Central

Garrett Jensen joined Med One in June of 2020 as part of the Equipment Rental team. Garrett has worked exclusively in sales since 2015. He received his bachelor's degree in business administration and management at BYU-Idaho. His free time is spent with his wife and two sons; they enjoy the great outdoors. His favorite hobbies include camping, hunting, dirt biking, snowmobiling, and skiing.



Victor Garcia Territory Sales Manager / Southern California

Victor graduated from the University of Southern California in 2015. Before joining Med One, he spent five years working in medical device sales, focusing on orthopedics. Victor enjoys being part of the healthcare industry and being able to facilitate solutions to issues our healthcare professionals face every day. During his time off, he enjoys spending time with his family and being outdoors.



Theresa Warren Territory Sales Manager / Southern California

Theresa Warren has over 20 years of experience in sales and management in the medical and pharmaceutical industries. Theresa attended California State University, earning a bachelor's degree in speech communication. Theresa loves working with customers each day and finding solutions to their needs. During her off time, she enjoys spending time with her husband, children, and traveling.



David Coulter Territory Sales Manager / Arizona & Nevada

David has nearly 30 years of experience in branch operations and medical equipment/support surface rentals and sales, focusing on superior customer service and solutions to ensure his customers can provide the best outcomes for their patients. David has been married for over 31 years and has one daughter. He enjoys traveling with his family, attending baseball games, and off-road driving adventures.



Mike Schmitt Territory Sales Manager / Northern Florida

Mike Schmitt has over 20 years of experience in sales and marketing in the healthcare and logistics industries. Mike joined 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.

2020 HOSPITAL INDUSTRY DATA

Periodically, within Med One To One, I share hospital industry data facts with those who may not have the time or desire to do the research.

ONE STOP SHOP

Chart #1) “U.S. Hospital Count Chart” shows the total hospital count from 2017 thru 2020. As you will see from the chart, in 2020, there was a slight decrease in the number of total U.S. Hospitals.

Chart #2) “Top 10 Largest Health Systems by # Hospitals” shows the total number of member hospitals by health system in the United States. HCA Healthcare is the largest for-profit health system, and CommonSpirit (formerly Dignity & Catholic Health Initiatives) is the largest non-profit health system.

U.S. HOSPITAL COUNT CHART (4 YEAR TREND)

	2020	2019	2018	2017
Total Number of All U.S. Hospitals	6,090	6,210	5,534	5,564
Number of U.S. Community Hospitals	5,141	5,262	4,840	4,862
Number of Nongovernment Not-for-Profit Community Hospitals	2,946	2,968	2,849	2,845
Number of Investor-Owned (For-Profit) Community Hospitals	1,233	1,322	1,035	1,034
Number of State and Local Government Community Hospitals	962	972	956	983
Number of Federal Government Hospitals	208	208	209	212
Number of Nonfederal Psychiatric Hospitals	625	620	397	401
Other Hospitals	116	120	88	89

TOP 10 LARGEST HEALTH SYSTEMS BY # HOSPITALS

#	Health System	# Hospitals
1	HCA Healthcare	226
2	CommonSpirit Health	211
3	Universal Health Services	183
4	Department of Veterans Affairs (VA Hospitals)	168
5	Select Medical Corporation	135
6	Encompass Health Corporation (FKA HealthSouth)	128
7	Ascension Health	124
8	Community Health Systems (AKA CHS)	103
9	LifePoint Health (FKA LifePoint Hospitals)	91
10	Tenet Healthcare	90



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

I have worked at Med One for eight years. One element about working here I love is our ability to be the “One-Stop-Shop” hospitals use to acquire medical equipment. At our 2021 Annual Meeting, we rolled out a new 12-Month Rental Agreement program hospitals may utilize to get NEW medical equipment for a short 12-month term (yes – new equipment for a 12-month rental term with a low monthly payment). This program was rolled out as another way Med One is helping improve patient outcomes while also getting essential use medical equipment into hospitals with extremely flexible short terms. As I have done in the past, here I outline ways Med One is distinctive when compared to other finance and rental companies.

- **Specialize in leasing, rental, and sale of medical equipment**
- **Non-bank privately held independent finance & rental company**
- **Nimble and niche lender focused on hospitals with an extremely high transaction approval rate**
- **100% focused on providing value and creative options for hospitals to obtain essential-use medical equipment (short-term, peak-need rentals thru long-term financing)**
- **Significant investment in infrastructure that deals with ‘off-lease’ equipment, (including) a focused rental & sales group that re-deploys equipment into a secondary use**



Written By **Leslie Snavely**
Member of the Board



BECOMING A GREAT PLACE TO WORK

As the work world begins to establish the new normal, each of us contends with a war for talent and our employees working to determine what their post-pandemic work life may look like. With that in mind, I believe one of the most important things we can do is to build a great company culture.

What does it take to become a great place to work? Over my career, I have worked at some amazing companies. Each place taught me something about what makes a company great (or not so great). But, where I have learned the most about being a great place to work is at my current company, CHG Healthcare. We have consistently been represented as a top place to work by Glassdoor, *Fortune* magazine, *Modern Healthcare* and, locally, *The Salt Lake Tribune*. Although the awards aren't why we focus on building a great place to work, they are accolades we are certainly proud of achieving. So, what have I learned in over 11 years here about creating a great place to work?

1

TRUST

Trust is at the core of cultural success. In fact, part of *Fortune's* evaluation to achieve a spot on their Best Companies list requires that you have a culture of trust (as measured by an employee survey). It measures "management credibility, the respect with which employees feel like they are treated, and the extent to which employees expect to be treated fairly." While this is *Fortune's* yardstick, my personal experience aligns. A trusting environment accelerates people's desire to see the organization succeed, which drives their contributions. Plus, it is just a better place to spend your days.

2

TRANSPARENCY & VULNERABILITY

Transparency and vulnerability build trust. To achieve this, employees and leaders must be transparent with each other as to both the current reality of the business as well as their personal level of engagement in the organization's mission. Some of my most powerful moments as a leader have been when I share the real person I am with my team or when I share explicitly that I don't know the answer to the problem or issue at hand. Through these moments, my team sees it's both okay to be who they are, as well as to admit when they don't know the answer. By doing this, we resolve the challenges faster and come up with better solutions than any of us could ever do on our own.

3

ACCOUNTABILITY

Accountability builds trust. Most of us as business leaders aim to grow our company's top and bottom-line results. Sometimes, I read about companies building a great culture by adding high-end benefits, sabbatical programs, super cool workout facilities, etc. Although all of these are great, and do certainly make a work environment better, they aren't the only things that make a great culture. Delivering on the results we set out to achieve, through personal and team accountability, creates wins for the organization and individuals. If we are accountable and deliver what we say we will deliver, we build a culture of trust.

4

HAVE FUN & BE PROUD

We need to have fun and be proud of what we do. Work is work, but the more my team members and others around me can enjoy what we do, the people that we do it with, and be proud of the work that we do, the better our culture becomes. To be proud of what you do, it may take something different for every single person within the company. As individuals, we need to find our way to be proud and feel connected.

5

NEVER STOP

Building a great place to work never stops. One of the biggest mistakes that leaders make when working to build a great culture is that they see it as a project or an initiative versus a sustainable organizational commitment. There is no big bang, no silver bullet to building a great culture. Instead, it is a series of steps, both small and large.

During these times of organization transition, with many of us working to bring our organizations back together after we've been working from home, or our clinicians who have been working around the clock, it is important to set our sights on the long term. To me, building a great place to work is one of the only sustainable strategies to help us achieve our goals.



M E D O N E G R O U P 2 0 2 1

A DIFFERENT KIND OF STRENGTH TRAINING

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



All of us have a vision of ourselves – our strengths, weaknesses, quirks, uniqueness (good or bad), a sense of our worth and value to the world, and what we contribute to it. This sense of self is fueled in part by talents or gifts that are unique and inherent to us. Some gifts are obvious or easily developed, while others may be less apparent. Some people may even struggle to recognize and develop their gifts. There is also a human tendency to compare ourselves with others around us. In doing so, we may naturally feel superior or inferior as we consider our own strengths and weaknesses against someone else's. Each person is one of a kind, and we all function differently based on our personalities, experiences, circumstances, or frames of reference. It is tremendously empowering then, to better understand both our strengths and weaknesses and discover ways to improve them. By doing so, we benefit from them personally and can better serve the world around us by putting to good use the strengths and gifts that we alone possess. While our strengths and gifts can be leveraged to enrich our lives and push us to greater heights, our weaknesses, on the other hand, need not be our downfall. Often, limitations or perceived limitations can be improved and built over time. Ralph Waldo Emerson said, "that which we persist in doing becomes easier. Not that the nature of the task has changed, but our power to do it has increased."

To leverage your strengths and improve on weaknesses, you first must know what they are.

Author Robert Kaplan observed that “[many] people actually have no clue what their strengths and weaknesses are, yet ... for the sake of our own personal development, it is up to each of us to take greater ownership of identifying these



things for ourselves.” (What You’re Really Meant to Do: A Roadmap for Reaching Your Unique Potential, Kaplan).

Some people undoubtedly feel appreciated and rewarded by the people in their lives – employers, co-workers, friends, and family members, while others may not feel that same validation. Wherever you may be in this regard, one of the most critical, difficult, and awareness-raising steps in the process of life and self-discovery is putting your own vision of yourself to the test. Objectively analyzing your own strengths and weaknesses can be incredibly humbling but also life-altering if you allow it to happen. In short, a weakness cannot be turned into a strength if you’re too busy denying that you have any! Interestingly, being humble enough to acknowledge a weakness is a strength unto itself. Imagine, for example, that

you have a strained relationship with a family member or co-worker. While both persons contribute to the difficulty, honest introspection, coupled with humility and even a sincere apology, can help melt away an impasse caused by two individuals otherwise unwilling to budge from thinking their own position is the correct one or that they are somehow infallible.

Self-reflection is difficult. In many cases, it involves disrupting an otherwise secure or comfortable image you may have of yourself that has undoubtedly taken a lifetime to build. It is also highly likely that your own sense of self is quite different from the way others see you. Perhaps you may overrate your strengths and underrate your weaknesses – or vice versa. Some of the most talented people in the world can’t see their gifts the way an outsider might. What a blessing it can become then, if someone else comes along that can openly and constructively point out our strengths and gifts.

A few years ago, one of my sisters started doing personalized birthday spotlights on social media for many of her family members - including parents, siblings, children, and in-laws. Her ongoing effort includes 30+ birthday spotlights every year complete with a collage of pictures and lengthy tributes for each person. That’s a lot of pictures to go through and some serious personal reflection about each person’s unique qualities and attributes that she genuinely admires about them. It must take hours for her to do this, yet, she puts time and sincere thought into each one.



On my birthday this year, what struck me as I read through her kind thoughts is that she has such a wonderful ability to recognize and articulate the special characteristics of those she loves. In her post she highlighted strengths about me that I wasn’t even aware I had! In noticing this, I thanked her by saying: “I appreciate all that you see in your loved ones that we may not even see in ourselves.” I’m confident that others in her family have been similarly moved by her kind and observant birthday tributes.

If our talents are best utilized to positively impact the world, another simple yet powerful way to make the world a better place is to help others recognize and thus utilize theirs too, as my sister does so brilliantly. I daresay that this is one of her gifts, but it’s something that anyone can learn to do more of. Next to developing and using our own gifts, helping others to discover theirs may be one of the most important contributions we can make in the world.

Helping people to realize their potential may come naturally to some, but for many, it can be hard work. The more we learn to help people discover what’s strong, rather than just what’s wrong, they are often less stressed, more engaged, more energized, and more resilient in their own lives. When we praise the good things we see in others, it can aid them in further developing their best selves, and they, in turn, can have a much greater and more positive impact in the world. When we help people explore and understand their character strengths, it helps activate their own success. Perhaps it empowers them to set strong goals or even unconsciously motivates them to pay it forward by honoring the strengths they see in others.

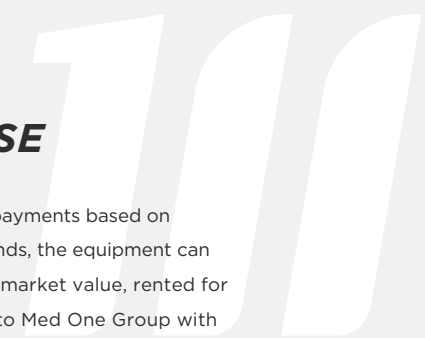
I see this positive exchange of validation as a type of “strength training” because it helps both the giver and receiver to evolve to a place where their first impulse is to look for the best in others and show their best and most genuine version of themselves.

The more we learn to help people discover what’s strong, rather than just what’s wrong, they are often less stressed, more engaged, more energized, and more resilient in their own lives.





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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PHONE 800.248.5882 EMAIL info@medonegroup.com

EQUIPMENT ACQUISITION

WE MAKE MEDICAL EQUIPMENT AVAILABLE



HALF TRUTHS & WHITE LIES



There are two brothers I know who, as children many years ago, had an exchange that has seemingly lived in infamy within their family.

The older brother was a paperboy and was responsible for rolling up each newspaper before he delivered them to everyone on his paper route. It was a tedious process, and being entrepreneurial at heart, something the older brother decided to outsource. He was a businessman, after all. The older brother approached the younger brother (who was quite young) and offered him the paper rolling job. He promised the younger brother, "I will give you a millionth of a penny for each paper you roll." The naïve younger brother excitedly took the job, eager for his pay, which would certainly be quite a fortune. After painstakingly rolling every newspaper, the younger brother expectantly waited for the mountains of pennies that he was surely owed.

Seeing that the job had been completed, the older brother strutted over to the younger brother. He coolly cocked his head back as he flipped a single penny into the air with his thumb, smugly smiled, and said, "Keep the change." The younger brother knew immediately that he had been terribly wronged and protested, but his protests fell on deaf ears. The older brother insisted that he had been exceptionally generous and had actually overpaid the younger brother many times over, for he had not rolled anywhere close to one million newspapers. He then pointed out the younger brother's fatal mistake of accepting a job for one *millionth* of a penny, which is not at all equivalent to one million pennies.

This experience served as an important introduction to fractions for the younger brother.

This story is frequently recounted and laughed at during family gatherings, and the older brother is still lauded for his famous one-liner, "Keep the change." While the older brother should have known better, he was still a child, and I can't fully fault him. It should be noted that he did grow up to be a very successful businessman and is now known for being fair and honest in his business dealings.

In business negotiations, but also in a much broader sense, saying what you really mean and not being misleading are important for any communication. Trust in others breaks down when transparency and honesty are not present. Despite the majority of people believing in being honest from a moral and ethical standpoint, people often try to justify telling "little white lies" to mislead others. They believe the truth isn't necessary or would cause unwanted trouble. They even reason that they aren't really

Written By **Madeline Cheney**
Marketing Specialist



lying. Like the older brother in the story, he didn't ever technically lie, but he knowingly took advantage of his younger brother's ignorance in order to mislead him. Since most people support honesty, it's really the nuanced instances when they are telling little white lies that make up the majority of most people's deception. This makes it all the more important not to discount the little lies because they add up!

Several years ago, a study was conducted that explored the link between telling white lies and their impact on physical and mental health. The study tracked the number of white lies individuals told each week and compared the number with symptoms of mental and physical distress. The study concluded that telling the truth when tempted to lie can significantly improve both mental and physical health. Conversely, the more white lies that were told, the more negative mental and physical health symptoms cropped up. These results indicate that beyond damaging trust in a relationship, telling even white lies causes negative health effects to oneself.

Trust in others breaks down when transparency and honesty are not present.

For the sake of both personal wellbeing and maintaining healthy, trusting relationships, think twice before considering making a misleading statement to someone. It's true, sometimes it may seem inconsequential, but others ultimately do figure out who the people are that are genuinely honest and those who aren't. The consequence of which could be the cementing of or dissolution of an important relationship.

VIEW

FROM THE FIELD

SANFORD, FLORIDA



Written By **Edgar Galan**
Sanford Operations Manager



From the balmy southern reaches of Florida, we are pleased to present you the Sanford Med One office. It has been an amazing journey as I have seen this office grow since the inception of the Sanford location over three years ago. Just this year, we were excited to expand from our original small office. We now have almost triple the amount of space to store and process more equipment at our new facility. At our prior location, we had to zig-zag through a maze of racks and equipment just to get in the office. It took a lot of perseverance and working with electricians, painters, flooring installers, IT, and general contractors, but my team was able to succeed in getting the new office completed.

Besides completing local deliveries, our office has been almost like a small hub of the East Coast. We

have the benefit of working with the Alpharetta, GA, and Morrisville, NC offices to share and distribute equipment across the region. We also assist in managing the overflow of equipment needing PM (preventative maintenance) in the region. When equipment requires PMs, we have the opportunity to swap out freshly PM'd units with units requiring PMs. Chad (the Alpharetta manager), Zack (the Morrisville manager), and their teams have been instrumental in this process, along with my Sanford team: Dave, Pete, and Chris.

Our day-to-day operations here in Sanford are anything but typical. We can start off the day by cleaning and processing equipment. Then an hour later, we are delivering six different items to six different customers across the state of

Florida. That's just before lunchtime. Over the course of the day, there is loading or offloading of equipment to and from the trucks, then cleaning and processing of equipment again upon arrival back to the shop. That is just during the day. We get the opportunity to be on standby for our customers' needs as we remain on-call during the evening. To know that we provide a service that may lead to possibly saving a life or easing one's pain brings us satisfaction in all our roles here at the Sanford location.

One example that comes to mind for an unusual day was preparing for a hurricane that was en route to Florida. We prepped the entire warehouse in anticipation of the storm. All equipment on lower shelving was put on top shelves. Those racks were then bagged, taped, and unplugged. Ventilators were placed in the box truck, and the box truck was parked in the warehouse. The storm came and left, and calls started to pour in for vent

requests. At the end of the day, 97 percent of the ventilators available in our office were in the hands of our customers.

A great asset to the Sanford office has to be our customers. I believe we have some of the best in the nation. When Med One first started in Florida, our customers were the ones who reached out to their in-network contacts to promote Med One. They raved about how clean our equipment is and how fast deliveries were completed. So our customers shared their experience within the hospital group. That laid the groundwork for our growth here at our location. My team and I take the opportunity to always thank and remind them of how important they are to us. Without them, there is no us.



Kind Acts



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

In my last Med One To One article, "To the Rescue," I referred to the special individuals that have dedicated their lives and careers to selflessly helping others. Without trying to take away from their dedication and service, I have reflected back on the many times I have witnessed or been blessed by individuals that, through the course of their day, find opportunities to come to someone else's aid, whether out of an act of kindness or in an emergency situation.

Have you ever gone through a drive-up window and found when you went to pay for your meal that the person in front of you had already paid for it? This happened to me just recently. It made my day.

When I was 12 or 13 years old, I went with a large group of others about my same age to Antelope Island in the Great Salt Lake. It was our plan to go to the beach and swim in the lake and feel the effects

of the buoyancy of the heavily salinized water. If you have ever been to the beaches of the Great Salt Lake, you will know that it is very shallow for a very long distance in the water. A friend and I had gone out at least a quarter of a mile, and the water depth was still not over our heads. While we were enjoying ourselves, a sudden, intense storm came up. Even though we could float, there were three- to four-foot waves that were crashing over our heads. Not only that, but the wind was pushing us further from the shore. In the middle of the storm and waves, we happened upon another person even younger than we were that was out swimming on his own. The three of us fought tirelessly against the wind to get closer to shore, but the wind just kept pushing us further out.

After some time, we were getting pretty exhausted. Suddenly, a man swam to us and helped drag us back to shore against the wind. I don't think we



could have made it back on our own. We later learned that this man had seen us way out in the water when the storm came up and immediately began swimming to help us. He was wearing contact lenses that scratched his eyes when they got the salty water in them. In spite of the pain and difficulty seeing, he did not hesitate to go rescue us. He ended up going to the hospital to have his eyes taken care of. This man did not know us but still became a rescuer if just for that one time to help three young swimmers make it safely to shore.

There is no age restriction for kindness and acts of caring. My wife and I volunteer at care centers for individuals who need more help and supervision than their families can provide. Just a few weeks ago, while we were at one of the centers, one of the residents was struggling and ended up sitting on the floor. A young girl not related to the woman went over and sat with the woman and comforted her when she most needed it.

We often think of acts of kindness as great and meaningful efforts, but many of these acts are of the most simple kind and can be the most powerful. I have seen the whole countenance of a little girl change when another little girl recognized her sadness and complimented her on how pretty she was in her dress. The sad girl's day immediately changed for the better, and she was happy the rest of the day. Simple smiles, courtesy to other drivers, opening the door for someone, giving genuine compliments, spending time, or just talking with others when they need it can all have a great impact on one or more lives.

My own father has been blessed by the thoughtful efforts of some of my siblings. He is getting upward in age and was told by one doctor that he had only a few months to live. We realized as siblings that we needed to spend more time with him before he passes. Our busy lives with families and careers had kept us away more often than not. One of my brothers organized a schedule where the five of us that live close by would take turns spending a Saturday with our father just to get him out of the house and give him more of a life. As we began spending more time with him, we noticed an immediate improvement. Not only did the doctors no longer show concern that he wouldn't live long, but they told him his heart was extremely strong and that he could expect to live a very long time. He was taken off hospice care, and his Do Not Resuscitate (DNR) bracelet was removed. He continues to get stronger every day and is now doing water aerobics a few times a week.

We never know what impact we can have on others, but I do know that the many acts of kindness others have done for me have been of great help and have picked me up when I most needed it.

If we can all look for opportunities to go to the rescue of others, no matter how small the effort, the world around us will continue to be a much happier and less hateful place.

Simple smiles, courtesy to other drivers, opening the door for someone, giving genuine compliments, spending time, or just talking with others when they need it can all have a great impact on one or more lives.



Thirty Year Anniversary

VIDEO

In honor of Med One's 30th Anniversary, we created a video to give a closer look at how Med One was started and the employees that make us great. We share stories about impactful customer interactions and feature a few of our employees and their unique hobbies.

Check out the full video on our YouTube channel.

[YouTube.com/MedOneGroup](https://www.youtube.com/MedOneGroup)



DON'T FORGET TO LIKE, SUBSCRIBE, & SHARE!



JAY CANTIBEROS Territory Sales Manager

SACRAMENTO, CA

I was born in Renton, WA, and raised in Redmond, WA. My wife Pamela and I have one daughter, Jordan, who is 20 years old and is working on her business/marketing degree. She plans on doing medical sales. I have a half-sister named Jamie who lives in Washington state and just had her second child. I also have a grandmother who is 93 years young, living on her own and doing great. In my free time, I enjoy riding my mountain bike and walking my golden doodle. I also spend time with my family and friends

I graduated from the University of Arizona with a bachelor of science degree and an associate degree in respiratory therapy. At Med One, I work as a rental sales account manager for Northern California. I love the interaction I have with my co-workers and customers on a daily basis. I also like bringing value to new customers in my territory. I feel we offer the best product and service in the industry.



EMPLOYEE SPOTLIGHTS

MALCOLM MCKINZIE Delivery Driver

HAYWARD, CA

I was born and raised in Oakland, CA, and lived there until I was 16. I then moved to Batesville, Mississippi (just north of Memphis) and stayed in the South until '02, when I moved back to CA. So, my roots are a combination of the west coast and the south. As fate would have it, I ended up with my Jr. High sweetheart. We have been together ever since. My hobbies include martial arts and Bok Fu. I've been studying this discipline for just over four years now and am about to receive my purple belt.

I enjoy listening to good music; my favorites are classic rock, soul, and R&B. I like The Isley Brothers; Marvin Gaye; Stevie Wonder; and Earth, Wind & Fire. My favorite movies are classics, Bruce Lee



BEN ERICKSON Territory Sales Manager

SANDY, UT

I was born in Salt Lake City and lived there until I was seven when my parents moved to Brigham City. That's where I graduated high school before going off to college. I attended several colleges before finishing up my bachelor's degree at the University of Utah.

I met my wife, Alyson, in 2008, and we were married eight months later. We have five beautiful children and spend the majority of our time managing our busy family. We firmly believe that experiences are the building blocks to a successful life, so we try to create as many memorable moments as possible with our children. My wife is especially good at making holidays, birthdays, and anniversaries as fun and unique as possible.

I have a few hobbies that I work on as I'm able. I enjoy weight lifting and try to get to the gym a few times a week. I love to read, but it's hard to sit down with a book, so I've been really enjoying my Audible subscription and listening to books during my commute to work. I like learning languages, and I'm currently studying Japanese. I also play the piano, and I like to try out new songs.

At Med One, I am a Territory Sales Manager for our rental division. One reason I really enjoy working here is that Med One is truly focused on the customer experience. There's always something new to learn in my role, and management has encouraged me to continue adding to my skill set. One of the most rewarding parts of the job here is knowing that we are truly helping people. It doesn't stop with delivering equipment to facilities. This equipment is actually helping to improve or even save people's lives. I'll occasionally hear back about a specific patient and how our equipment impacted their recovery. These are the moments that really make my day.



movies, and documentaries about history and music. I really enjoy the Bay Area because of the wide variety of restaurants and cuisine. My favorites are Filipino food, Mexican, and good ole fashion BBQ. My partner and I love going out to restaurants.

I have been with Med One for two years, and I absolutely love the teamwork and the respect that we all have for one another. It is fun coming to work with happy people who love where they work, and I see smiles everywhere I turn. My deliveries and assignments bring out the knowledge and skills that I have been aching to put to use for a long time. Not to mention the positive acknowledgment and feedback I receive from my teammates - they encourage me to strive higher. I love it here because our work feels effortless; it's because everyone comes together to get the task done. And I love seeing our customers. It's what really motivates us to set the bar high. We always go the extra mile and try to add a personal touch to our deliveries.





INFUSION PUMP RENTAL AND SALES

REQUEST A QUOTE @ WWW.MEDONEGROUP.COM

Personal Commitment to *Lifelong Learning*



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

Our sons, daughters, and grandchildren have returned to in-person instruction and hopefully abandoned the monotony of online classrooms. Overall, it appears there is great joy and enthusiasm toward embracing friends, hearing each other's ideas, and students are generally just plain happy to be in school again. It does not matter if they are 6 or 16! As I observed this firsthand, it raised a question for me, that frankly, I had not thought about for quite some time.

When was the last time I was a student? Certainly, it could not be the day in the late '60s when I graduated college. And it could not be the day I left my 30-plus-year career with a medical device company. No, none of those seem right. I have had to adjust to remote work, an interim move, several roles, and responsibility changes in the last decade. In every new role I undertook throughout my life, learning was essential.

Every day presents an opportunity for each of us to embrace new ideas and challenges and to learn new things. For example, if your commute has become a sea of slow-moving cars, you have a choice to follow the same route, or you can seek an alternate way to your destination. One thing is almost certain – if you do nothing to change what you are currently doing, the opportunity to find additional knowledge or solutions will not come to you.

Our worlds, both business and personal, are continually changing, and we need to be as well. It takes courage and commitment to face change. Are your customers the same as the ones you first dealt with when you entered the business world? Are the needs and wants of the others you interact with the same as a decade ago? Are they the same as they were a year or six months ago? Are your colleagues or friends the same? Likely not. Once we become comfortable in a routine, we tend to

avoid trying new things, learning new things, and actually doing them. Most have a natural avoidance to change in many of our daily activities. What if we choose to see change differently? Could we see change as an adventure and enjoy the lifelong learning opportunities that accompany it?

Today more than ever before, the ways to invest in learning and trying new things abounds. You can go online and learn how to do almost anything. If you want to watch someone else show you how, the access is virtually unlimited. If you prefer to read and make notes, there are downloadable tools as well as apps that let you annotate what you read. Podcast topics are unlimited as well.



Today more than ever before, the ways to invest in learning and trying new things abounds.

While many theorists once believed that human development peaks at age 20-25, we increasingly understand the importance of learning to help us develop into our old age. We might call learning in older ages the "getting of wisdom." We don't just learn new things: we also use our past knowledge to become better at thinking through situations.

Ask yourself, if I do make time or invest in myself, will the result be rewarding? Will it be fun to learn again? Only you can answer those questions. But from the way our youngsters are celebrating their return to the world of learning, it makes me want to feel that spirit and enthusiasm again. I know I will give it a try. Will you? Let's begin a lifelong learning adventure!



CREATIVITY



Written By **Chris Enger**
National Director of Training

Allow me to think outside the box about “thinking outside the box,” a cliché that has been read in job resumes, heard in job interviews, and discussed in company presentations.

In math, a box has very strict criteria. It’s six sides where all angles to each corner are 90 degrees. If you change any angle of the box, it becomes something entirely different.

The box I want to discuss is the world of leasing. Leasing hasn’t changed much in that Company/Person “A” wants money and goes to Company/Person “B” to get the money, and a contract is created for payments and conditions. Seems pretty basic.

The box in which leasing plays is the regulations associated with the lending/leasing industry. Companies have to be compliant with industry regulations, and there aren’t exceptions in order to play in that box.

Playing in this box of regulations is why the story of Med One fascinates me. Owners Larry Stevens and Brent Allen looked at the box, and instead of changing it, they just made it easier to get leases done for their customers. They made the box simpler, eased the pain to the customer, and still did it the right way.

The first principle and one of the pillars of The Med One Way is “Creativity.” Being Creative is at the heart of how Med One was created and how Med One continues to grow. We pride ourselves in finding solutions for hospitals and vendors.

Employees are constantly asked to be creative in their work, to find new ways, push the limits, and think outside the box, but it has to be done the right way as well. The “right way” isn’t confining the creative process; it’s making sure the creative solution doesn’t fall outside of regulations, laws, policies, or procedures.

Med One’s customers know that Med One is going to find them a creative solution that meets their needs while also following all the regulations associated with the industry. Med One does whatever it takes, in the right way.



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

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