

MedOne

Is a ***"Trusted Leasing Partner"***
an Oxymoron?

13

11 ***Hospital Outlook*** 2018

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

www.medonegroup.com

EDITOR Troy Tait **DESIGN** Brian Gates / Brittani Day / Lulu Dehaan / Bryson Cutler

CONTRIBUTORS Brent Allen / Troy Tait / Bryce Ray / Robb Stevens
Michelle Baker / Mike Daniels / Chris Enger / Ibbi Smith Stofer / Brittani Day



TABLE OF CONTENTS

Letter From The Editor / Holy Sam Flip / Troy Tait / 3

Letter From The Owners / Simply Service / Brent Allen / 5

Hospital Outlook 2018 / Bryce Ray / 11

Is A Trusted Leasing Partner An Oxymoron? / Robb Stevens / 13

Press Release / December 7, 2017 / 16

Creating Lasting Experiences / Chris Enger / 17

Get To Know Our Sales Group / 19

Employee Spotlights / Michelle Baker & Mike Daniels / 21

What You Need To Know About Flu Season / Brittani Day / 23

Uber or 911 / Ibbi Smith Stofer / 25



"Holy Sam Flip"

MICHAEL F. MANNING 1944 - 2017



LETTER FROM THE EDITOR

WRITTEN BY: **TROY TAIT**

Shortly after I graduated from college and started my new life as a grown up with a job, one of my new work associates gave me some very sound advice. He said, "as you go throughout your career; watch, learn and implement." As we continued our discussion he shared more of his "wisdom" stating, "you can spend a lot of money going to seminars or reading books from the guru's who know everything, or you can take advantage of your greatest asset – co-workers."

For me, one of these great assets was Mike Manning. Back in December of 2015 I wrote the following article about Mike who had just retired from Med One after 18 years of service. On October 12th, 2017 Mike passed away from natural causes. As I reflect on his life, the things I wrote in 2015 are still relevant today. Mike was a great influence on many, and his efforts still impact Med One today. The following includes parts of his obituary to give further insight into this great man's life. Mike will be greatly missed by all who knew him.

.....From Med One To One ISSUE 46

As I look back on my "career beginnings", I realize just how accurate that advice really was. I have watched my co-workers, learned from their success/failures, and tried to implement the positives into my own life. Along the way, I have also come up with a few ideas of my own. I have routinely seen those who have the most, put in the most. There have been many who felt they deserved the most, but didn't want to do what it would take to get there.

Over the last 18 years, I have watched and learned from many at Med One. One of those coworkers who has taught me several valuable lessons is Mike Manning. He joined Med One in 1997 and brought a tremendous amount of experience. He was a seasoned veteran who knew the ropes and how to get things done. For the first part of his time at Med One, I was able to work very closely with him in supporting our dealer network and biomed efforts. From him I learned the importance of building real relationships. Even if a transaction didn't happen, Mike always created a partnership.

Mike was always one of the first to arrive at work - I attribute that to his age, as it is a proven fact, old people always start their day way too early :) - and always one of the last to leave. He never cut corners and always looked for a solution that would be a win for the end user, vendor, and Med One. Mike was dependable and honest. If he said he would do something, he did it as promised.

Mike was instrumental in starting our Equipment Services division, hired and developed our first lease sales team, was appointed as our first Human Resources Director and manager of physical facilities. He even served several years as the head coach of The Mighty Med One Legends coed softball team. He taught me some very valuable lessons and has helped make Med One the company it is today. He was a great asset to Med One and we will miss having him here.

Michael Fredrick Manning 1944 ~ 2017

Our beloved husband, father, grandfather, great-grandfather, brother, uncle and friend, Michael Fredrick Manning, passed away peacefully at 73 due to natural causes. He was surrounded by his family at his home on October 12, 2017. After 51 years of marriage and adventures with "chicken" he is off to his next one. He was born February 4, 1944 to Joseph William and Mae Belle Gainsforth Manning in Lehi, Utah. Mike married his college sweetheart Colleen Madsen Manning in the Salt Lake Temple on June 22, 1966. They were blessed with two wonderful daughters, 6 grandchildren and 2 great grandchildren.

Mike graduated from Lehi High School and that very evening he left with friends to join the 1457th Engineers Battalion with the Utah National Guard. Mike had a deep love of this country and exemplified this by serving for 7 years. He attended college at Weber State and BYU where he remained a true blue cougar fan throughout his life. Mike worked for Distributors Inc., LDS Welfare Department, Big O Tires in Littleton, CO and Med One Capital in Sandy where he retired. He traveled extensively for each company even taking "chicken" to England, Hawaii, New York and etc. They enjoyed taking the entire family on vacations including a memorable trip to Palmrya, New York and Washington D.C.

Mike loved the Lord Jesus Christ and was a devoted member of the LDS Church. He served an LDS Mission to the South West British Mission and continued to be a missionary for the rest of his life.

Mike surprised his classmates and wife when he was called as Bishop of the Sandy 3rd Ward and later as Stake President of the Sandy Utah West Stake where he served for over 10 years. One of his greatest joys was being able to seal families together forever.

While living in Littleton, CO Mike and Colleen had the opportunity to serve in the Denver Temple Baptistry where youth came from all over the Midwest to do a special work for families. He also had the pleasure to serve many years as an Ordinance worker and Sealer in his beloved Jordan River Temple with his wife by his side. Mike was serving as Bishop when the Temple was announced and Stake President of the Sandy Utah West Stake when the Jordan River Temple was built and dedicated. This beautiful temple remains a very sacred and dear place to our family. Mike sought adventure in every turn. He loved to hunt and fish with family and friends. One of his favorite memories was of his once in a lifetime hunt for buffalo on Antelope Island with his two son-in-laws and friend. Many trips to Alaska, Mike still loved to fish in the beautiful mountains of Utah. He enjoyed being in the outdoors and observing the handiwork of God. He looked forward to spring, the budding of the trees and the changing of the fall colors of leaves and especially the smell of the cool clean mountain air.

Survived by his wife, his two daughters Nicole Wiley (John) of South Jordan and Denise Sagers (Darek) of West Jordan and their six amazing grandchildren: Kolten Brian Hill (Melanie), Korben Michael Hill, Hunter Nicole Hansen (Brady), Elder Remington Robert Wiley, Porter Bevan Sagers and Michaela Colleen Sagers, great-grandchildren, Clayton John Hill and McKinnley Nicole Hansen. He was preceded in death by his parents, his two brothers Tom and Dale and his sister Esther Mae, and Muffin, his faithful companion and best friend of 19 years.

"When someone you love becomes a memory, that memory becomes a treasure."

SIMPLY SERVICE



LETTER FROM THE OWNERS

WRITTEN BY: **BRENT ALLEN**

Psychiatrist Karl Menninger once said, "It is hard for a free fish to understand what is happening to a hooked one." I have pondered this statement and thought deeply about its meaning. I believe it is very meaningful as it pertains to customer service. We will excel at customer service only when we really understand how our customer feels.

Recently, my wife and I visited the Holy Land and spent some wonderful time in Jordan, Israel and Egypt. The flight over and back was long... and it wasn't a lot of fun. I don't do well on airplanes... especially sitting in economy coach. So, I decided to splurge and spend a little of my kid's inheritance. I upgraded to economy comfort to get a little extra leg-room. All went well on the flight over to Jordan. But on my return flight, someone changed our seat assignments and we ended up in coach. I was not a "happy camper." Unfortunately, the flight was over-booked and there was nothing that could be done to move us back to extra leg-room in economy comfort. Upon returning home, I called the airline. I was frustrated and felt they owed me a partial credit for the service that I didn't receive. WOW... what an interesting experience that was! The first agent I talked with clearly didn't care. She basically told me that there was nothing she could do. The second agent I talked with cared even less.



"It is my personal belief that the price of our service and the quality of our product merely get us into the game. It is the customer service that wins the game."

She said that it was not her job and that I would need to talk with someone else. Neither of them had any idea about how frustrated I was or how I really felt. I felt like a fish who was "hooked" having a conversation with one who had "never been hooked." Finally, I found someone who seemed to care and she obviously understood how I felt. This young lady expressed her disappointment in what had happened and she really wanted to make things right with me. I sincerely thanked her for her caring attitude. I suspect that at some time she had been "hooked..." because somehow she understood. She clearly demonstrated an attitude of customer service.

THE LESSON:
We will be most effective at providing customer service if we know exactly how our customer feels and what our customer is going through.

This principle is illustrated in the following story. Most of us have probably never heard of Eddie Rickenbacker. He was an American fighter pilot in World War I and Medal of Honor recipient. He was honored as America's most successful fighter ace in the war. He was also the Chairman of Eastern Airlines in the late 1940's.

While serving in this position, he was faced with a major problem. Eastern Airline customers were

complaining because the airline was mishandling luggage way too often. Other than the passengers, no one seemed to really care. Eddie decided to take some action. He called a special meeting and invited the top management of the company to attend. They were all booked on a flight to Miami and were instructed to report directly to the corporate office. They were informed that their luggage would be transferred and delivered directly to their hotel. But according to Eddie's plan, the luggage was not delivered. Instead, he put it on hold and stored it overnight. The day was hot and muggy and the hotel had no air conditioning. Many of the managers showed up the next morning unshaven, teeth un-brushed, wearing wrinkled clothes and very irritated. There was no sign of the baggage the entire day. Finally, at 3:00AM, the baggage was delivered with a loud pounding on their hotel room doors.

Rickenbacker opened the next morning's session by saying, "Now you know how the customer feels when you mishandle his luggage." He knew his team would not be effective until they learned to empathize with their customers. He knew they would not understand until they had been "hooked." What a powerful lesson he taught his upper management.

I am so pleased with the way our employees at Med One view customer service. It is a high priority with us and we get frequent positive input from our customers about how they are being served. The following is an example that was expressed to us by one of our loyal customers:

"Med One has been there for us from day one. I have worked in multiple skilled nursing facilities and every time I give the current provider a chance to meet Med One's service... without fail, they can't. I end up giving Med One a call and they take care of me on the spot. Great customer service and response time. I had a patient come back from the hospital at 10:00PM on a Friday and I needed a bariatric bed. I didn't have one. I called Scott Wooster and he hand delivered the bed within the hour... ON A FRIDAY! I was sold from that day on. Med One delivers what they promise. I would recommend them to anyone and will not use anyone else."

Clearly, Scott Wooster has a vision. On this occasion, he embraced the philosophy that "Well done" is much better than "Well said." He clearly empathized with the need of this customer... and he delivered. I want to express my appreciation to Scott for a job well done. The following event was recently conveyed to me. I want to personally say thank you to the faithful employees of our Hayward Rental location. These people clearly demonstrated what true customer service is all about.

Recently, Northern California has experienced enormous wild fires. These fires caused the greatest loss of life and property in California history. Two relatively new rental accounts for Med One, one located in direct line of the advancing fire and the other designated as the sight for fire evacuee patients, contacted our office needing help. The call came at 9:00PM the night of October 10th, the request being URGENT. Our Hayward office responded immediately. They worked into the early hours of the morning and into the next day... moving, setting up, and calibrating 25 bed frames and low air-loss mattress' for the facility accepting evacuee patients from various skilled nursing centers.

I am told that the Hayward employees acted as if this was just one more day at the office. Sales reps, drivers, bio-med and office personnel all jumped into action like firemen going to a fire. Everyone had a job to do and they were all about getting that job done. What impresses me most is that these were new accounts. There were no previous long-term relationships or close friendships that had been built up over many years. The Hayward office treated these accounts as family members in need. Our employees clearly demonstrated that customer service is not a department... it's everyone's job. To each of you, I say thank you. These valued Med One employees demonstrated that the difference between "try" and "triumph" is just a little "umph." Through their combined efforts, they exerted the necessary "umph" that defined their commitment to customer service. They defined by their actions what Mahatma Gandhi said about a customer. He said, "A customer is the most important visitor on our premises. He is not dependent on us...we are dependent on him. He is not an interruption in our work... he is the purpose of it. He is not an outsider in our business... he is part of it. We are not doing him a favor by serving him... he is doing us a favor by giving us an opportunity to do so."

It is my personal belief that the price of our service and the quality of our product merely get us into the game. It is the customer service that wins the game. We are all about winning at Med One. We are all about providing incredible service. We are all about making a customer... not just a sale. Yes... it is hard for a free fish to understand what is happening to a hooked one, but our people have discovered the difference. Our people have learned that "keeping a customer demands as much skill as winning one." And it is done by understanding our customers' needs and being sensitive to what they are going through. A big thank you to our Med One employees who have discovered the secret to providing impeccable customer service. Med One truly is a "customer service" focused company.



MED ONE GROUP



ospital Outlook 2018

WRITTEN BY: **BRYCE RAY**

None of us have a crystal ball for what the future will bring the healthcare industry in 2018; however, I believe it is important to take a moment and evaluate some key observations. First, thankfully the United States continues to experience favorable economic conditions such as low unemployment, positive GDP growth, low inflation, low interest rates, strong US manufacturing and the potential tax reform. Within the hospital industry revenues are expected to continue to increase from 2017's \$1 trillion dollar figure to the forecasted 2020 revenue figure of \$1.2 trillion. The projected annual industry revenue growth of approximately 3% is certainly positive. It has been partially impacted by the increased number of people with private health

insurance, an aging population, and advances in healthcare which have helped extend life expectancy.

Based on figures published in 2017 there are 5,564 hospitals (all types) which are broken



up into 2,845 non-government non-profits, 1,034 for-profit, 983 state and local government, 212 federal government, and 490 other hospitals. When comparing the numbers of hospitals to prior years there is actually a reduction in the overall number of hospitals. This is due to the industry consolidating to reduce costs and improve negotiating power with suppliers and payers. Interestingly enough even with all of the consolidation there is still no major player in the hospital industry with no system concentration greater than 5%.

As I have monitored hospital trends in 2017 I observed continued profitability compression due to increasing expenses and tightening reimbursements. Many hospitals are experiencing increased expenses to salary and wage costs in order to find and retain talented and qualified healthcare professionals. With a continued low interest rate environment, hospitals continue to have plenty of financing options allowing for new capital equipment and expansion. Hospitals continue to be impacted by their respective payor

mixes as commercial insurance provides for a better bottom line. Additionally, many for-profit hospitals have the added burden of taxes and a leveraged balance sheet which can be impactful.

In general for 2018 and beyond, hospitals will need to continue to find ways to become more efficient, conserve cash, and diversify revenue streams to handle the headwinds. The industry will need to address several issues including healthcare reform, reimbursement trends, threats from hackers and continued personnel shortages. With that said I believe 2018 will be a good year for healthcare, looking much like 2017, as I do not see much change occurring over the next 12 months. No matter the hospital outlook for 2018 Med One will continue to be committed to making medical equipment available in a creative, simple and responsive way.

SOURCES: / www.aha.com / www.ibisworld.com

HOSPITAL PURCHASING DECISIONS



Hospital buyers balance **quality of care** with the **economics** of their purchase

6 MONTHS

43% of purchases are made within 6 months

71%

of decision makers initiate purchasing decisions when replacing **used or outdated technology**

Buyers use search engines to gather information on products and vendors

RESEARCH PRODUCT FEATURES



94%

IDENTIFY VENDORS



90%

COMPARE PRODUCTS



82%

ALL study participants watched online videos to see product demonstrations





WRITTEN BY: **ROBB STEVENS**

IS A **TRUSTED LEASING PARTNER** AN OXYMORON?

It was John F. Kennedy who said: “Ask not what your country can do for you, but what you can do for your country.” In that same vein, I will suggest: Ask not what you can do for your leasing company, but what your leasing company can do for you!

Supply chain and purchasing professionals are a vital part of healthcare organizations. Tasked with keeping critical care technology current in hospitals, their responsibility is huge! With it comes

not just coordinating what will be purchased, but also how it will be purchased. If there is no budget allocated for the purchase, what alternatives are there?

For a cash-strapped organization, equipment leasing solutions may abound, but it’s a great advantage to seek financing options long before equipment evaluations are finished and decisions are made so the best possible solutions can be identified. A financing decision on any equipment purchase (positive or negative) will linger long after equipment is delivered and installed, so proper care should certainly be given to such important decisions.

An equipment lease of any size is a significant commitment for an organization. There are plenty of unknowns and even potential risks to be mindful of – some of which can be difficult to understand or even detect if a decision maker is not at least reasonably well versed in leasing lingo. Some aspects of equipment leasing may take undue advantage of a customer – especially if they are not experienced or prepared for it.

Some of the pitfalls in leasing are more obvious than others, but in one way or another, they will all cost a buyer more frustration, work, and ultimately money than they may have anticipated. Here are a few to be aware of:

Lease Contract Language

(language that is non-negotiable, excessively, wordy or unclear often accompanies an enticing “too good to be true” lease rate. This can be a trap for customers that only look for the lowest payment.)

Hidden and/or Excessive Fees

Lease Deposit

Lack of Clarity on Advance vs Arrears Billing

Late Fees – Inflexibility and/or Excessive

Early Payoff Penalty

Interim Rent

End of Term Options

Evergreen Provisions

Equipment Return Language Ambiguity

Payment Frequency

Lessor Payment to Equipment Supplier

Misrepresentation or Over Hying of a vendor’s “Preferred” leasing source

Upcoming editions of Med One to One will feature more detail on each of the above items. Managers focused on the daily grind of equipment acquisition decisions may not have frequent enough experience with leasing to even realize that such challenges exist or how to detect them in a lease contract. It can be a huge advantage then, for purchasing managers to identify and work with reliable leasing professionals. A trusted leasing partner can become an invaluable resource to any purchasing department.

To be such a partner, a lessor must at minimum, understand the organization’s needs and expectations and be ever-ready to present fair, honest leasing solutions to them. Once identified,

a trusted leasing advisor can assist a buyer in the evaluation of lease pricing, structures, contract language, pitfalls to be aware of, and thus assist in the organization’s overall asset management strategy.

Even if a buyer/lessee typically obtains quotes from several lessors, a solid leasing advisor can serve as a go-to consultant to them even if they are not ultimately the lessor of choice. A lease advisor can also provide guidance on potentially concerning items with any lease they may be considering and offer an alternative solution if/when needed. Just knowing that pitfalls exist in leasing, buyers should proceed with their eyes wide open, arming themselves with the proper knowledge and expertise to minimize unnecessary harm.

As leasing professionals, one of Med One’s key responsibilities is to ensure that customers benefit from leasing and utilize our expertise within their equipment management strategies. We hear stories often from customers that have had bad experiences with other lessors. This is troubling because it casts leasing in a bad light when it should be viewed as a great advantage. When customers have a bad experience, they either completely turn away from leasing, or they are surprised by the overall positive experience they tend to have with Med One. Leasing is supposed to be a powerful and enabling tool rather than a “necessary evil.” Therefore, we work to ensure that all customers have a fair and straightforward experience. In this, we hope that leasing is cast in a more favorable light and leads to equipment buyers coming back for more.

Our goal in every situation is to win not just a single deal, but to win a customer that enjoys working with us for many years to come. We also believe strongly in the value that our industry provides to consumers, so we intend on helping customers experience and benefit from that value in every way possible. A customer should not have to ask themselves: “What must I do for my leasing company?” Instead, they should feel like their leasing company is always working for them.

EQUIPMENT ACQUISITION

INFUSION, RESPIRATORY, MONITORING, OXIMETRY, IMAGING, THERAPY, BEDS, & MORE

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.

MAKE IT CUSTOM

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, & SERVICE

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.

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

Equipment 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.

REQUEST A QUOTE AT WWW.MEDONEGROUP.COM

PHONE 800.248.5882 EMAIL info@medonegroup.com

Press Release

Med One group closes November as the strongest month of the year and welcomes three new leasing representatives.

POSTED ON DECEMBER 7th 2017

Med One Group closes November as the strongest month of the year and welcomes three new leasing representatives.

With an active November, Med One Group confirms a solid year in equipment lease originations. Three new leasing representatives join Med One to further address hospital financing needs across the country.

With over 20 million dollars in lease originations, November came to a close as the strongest month of 2017 for Med One. November lease originations were done in partnership with 10 major medical device manufacturers and over 40 different hospitals and healthcare facilities throughout the United States. Each of the lessees now have new healthcare technology that can better address the needs of their patients. Although the equipment financing industry started the year with uncertainty, the capital investments in healthcare regarding technology and software have grown and continue to grow into the last quarter of the year.

As the year has progressed, hospitals have trended toward a greater need of financial support and access to capital. Med One has responded by adding three new field-based leasing representatives to its equipment leasing team: Tony Brown in Georgia, Alfred Mugno in New York, and Brian Nappi in California. These individuals will work closely with Med One's existing customer base to address additional needs, and search for new opportunities in their assigned territories. Their efforts will allow Med One to offer customized solutions to healthcare facilities in their respective areas.

Robb Stevens, Senior Vice President, Director of Equipment Leasing, shared remarks on the recent success. ***“Our leasing team has worked hard this year to create new opportunities for the company, so our November results are really the harvest of that effort. We also expect great things from our new field representatives and believe they will have a tremendous impact in the months and years ahead.”***

ABOUT MED ONE GROUP

Based in Sandy, Utah, with locations across the country, Med One Group is one of the largest independent equipment leasing and rental companies serving the healthcare industry. With nearly 30 years in business, Med One has served over half of the nation's acute care hospitals and many other healthcare facilities with leasing, rental, sales, and service solutions. By using a simple and responsive approach, Med One continues to find solutions that work best for its customers.



WRITTEN BY: CHRIS ENGER

Creating LASTING EXPERIENCES

This week I was finally able to go to a concert that I had been dying to see for years. They have been making music for nearly 22 years, and I purchased tickets months ago. The anticipation was high.

The band was touring after the release of their latest album. So one would think that the concert would simply cover a couple of their former hits and cover much of their new material. That couldn't have been farther from the truth.

In the end, the band played for nearly three and a half hours, performing 25 songs that covered every album in their 22-year, 10 album anthology. It was surreal watching these performers string out hits they've likely played thousands of times as though it was their first time. It was a fantastic experience that had me thinking about Med One Group, our customers, and how much time we spend with our customers. How do we help them, and how do we treat them?

First, as I was walking into the concert we were discussing how long the concert would be. We figured, based on past concerts, we would be done in two hours. The concert went on for nearly three and a half hours. This wasn't an exception, this band spends three plus hours performing at every concert on this tour. That's relatively unheard of in the industry. That type of time commitment makes me think about the amount of time we at Med One put into working with our customers, whether they are hospitals, vendors, schools or distributors. The time we put into serving our customers reflects on our ongoing relationship with them. It is very easy to get lost in the "get it done and move on" in today's marketplace so putting in the time will, and does, set Med One Group apart from other companies.

The second thought I had was that at most concerts, after the release of a new album, the band will focus on performing songs from the new album, with the exception of maybe one or two older hits. At this

concert, the band played songs from every album with a selective few promoting their new album. Every concert goer was able to hear songs from their favorite album regardless of what album that may have been.

At Med One Group, we can sometimes get lost in the "old staples" we use to help our customers obtain equipment, that we can ignore some of the new ideas and strategies that can help us instead. We have a unique business model that allows us to cater proposals to the needs of our customer. If the "old classics" don't work, we can always try a "new hit" approach.

Lastly, the front man for the group has been writing music and touring for over 30 years. He's been all over the planet and plays in front of hundreds of thousands of fans and yet, he made our concert feel like it was his first, both new and exciting. His level of engagement with the crowd was so much fun to watch and I never

felt like he was just going through the motions. He loved what he was doing and it showed.

Sometimes we can get lost in the day to day grind of our work and fall into going through the motions. That can be the most difficult challenge of our jobs. To maintain a level of engagement that makes our customers feel like they are our number one priority takes work and focus, but it is worth it. This will help maintain long term relationships that become more than just a means to transact business. Those relationships become ways two parties can help one another. My experience at the concert was fantastic and I'll never forget it, just as I hope our customers have a great experience working with us, and never forget it.

"My experience at the concert was fantastic and I'll never forget it, just as I hope our customers have a great experience working with us, and never forget it."

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 VP / Manager of Equipment Lease Sales
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.



Tony Brown Equipment Finance Sales Executive
Tony Brown has been involved in all aspects of the leasing industry including more than 40 years of commercial banking and leasing experience. Tony earned his bachelor's degree in Business Administration at California State University, San Bernardino. He enjoys speaking with hospital executives to learn their objectives and any hurdles they may need to overcome, then developing unique financial solutions that satisfy those needs.



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 Account Manager / Equipment Leasing
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.



Quin Campbell Account Manager / Equipment Leasing
Quin Campbell joined Med One as a Leasing Account Manager in 2015. He is a graduate of Utah State with a Bachelor's degree in Marketing. Quin brings 4 years of experience in management and enjoys being a problem solver and making sure customers have a great experience.



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.



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.



Jordan Brown Account Manager / Equipment Sales
Jordan joined Med One in June 2015 as part of the equipment sales team. Jordan's market area covers nursing schools, EMS companies, and small hospitals. He is grateful for his customer relationships and the opportunity to help customers with their medical equipment needs. Jordan recently graduated from Utah State University, where he played football and received his Bachelor's degree in Business Marketing.

INTERNATIONAL SALES



Karen Raven VP / Director of International Sales
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 Regional Director. Karen has a background in infusion, vital signs monitors, and enjoys working in healthcare because the products sold save lives every day.

EQUIPMENT RENTAL



Brad Johnson SVP / 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.



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.



Scott Wooster Territory 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.



Bryan Dabney Territory Manager / Georgia
Bryan Dabney has over 25 years of experience as a respiratory therapist and comes from Respironics 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.



Mark Rogers Territory Manager / Southern California
Mark Rogers joined Med One in early 2017 as a Territory Sales Manager in Southern California. He has been in the healthcare industry for over 25 years. Mark has experience as a business owner manufacturing support surfaces, as well as an independent representative offering capital equipment to acute care facilities. In his spare time, Mark likes to ski in the winter and enjoys water sports in the summer.



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.



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.



Mike Daniels Territory Manager / LA North
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.



Ali Collins Territory Manager / LA South
Ali Collins joined the Med One team as a Territory Sales Manager in 2017. She graduated from the University of Southern California with a bachelor's degree in Communication/Public Relations/Marketing. Prior to Med One she worked for 12 years as an account manager in the merchant services industry. Ali enjoys playing soccer, boating, watching football and spending time with her family.



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



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.

Med One Employee *Spotlights*

Michelle Baker

Front Desk Reception

I have lived in Utah for 25 years and raised my family discovering every corner of it. My husband, David, and I will be celebrating our 25-year anniversary in January 2017. We have four children; Morgan, (husband Brad and son Carter), Brandon, Bradley, and Brian. Our family motto is "first work hard, then play just as hard afterwards!"

We enjoy all things outdoors and are avid boaters in the summer and snow skiers/hikers in the winter. My favorite travel destinations are Lake Tahoe, California

and Breckenridge, Colorado because I can't get enough of the beauty and majesty of these great western mountain ranges. My favorite east coast travel destination is Boston, Massachusetts with hopes to catch a good game at Fenway Park. I also enjoy cooking, reading, weekly tennis with my group of thirteen years, and playing with my new grand baby.

I have worked at Med One Group for a year and a half and I am proud to be associated with such a refined and dynamic group of individuals.



Mike Daniels

Territory Sales Manager

I was born in Greeley Colorado and moved to San Diego when I was 6 years old. My dad had been stationed in the Navy in San Diego and knew this is where he wanted to raise a family. He wanted to move the family from Colorado and decided that we would take a family vacation to San Diego. Secretly, my Dad would look for work in San Diego while we vacationed there. If his company knew he was looking to relocate, his boss would terminate his employment. We packed up the family car and towed a trailer with everything we could not live without. We checked into a KOA campground and lived there for the next two weeks while my Dad looked for employment as an electrician. My Dad was able to find work and I spent the rest of my childhood in San Diego.

My wife, Katie and I have been married for 28 years and we have two grown children. My 92 year old Grandmother lives close by as well as my Mother-In-Law. I am blessed to have such wonderful people in my life!

I started my sales career rather unexpectedly. I was out of work and answered an ad for a specialty food merchandiser

for grocery stores. A merchandiser is someone who stocks the company products on the shelves of grocery stores. I did this for about 6 months when my manager approached me and asked if I would like to be a company sales representative. I accepted the position and started my career in sales. Only two years later, I accepted a sales position with a medical rental and sales company called Mediscus, they offered one of the first full frame specialty air beds for patients. Mediscus ended up closing its U.S. operations and I transitioned to copier sales where I spent the next 10 years.

A friend of mine then recruited me back to medical sales and I have been here for the last 17 years. I have worked for major medical companies over the years doing both capital medical sales and medical equipment rentals. I am very thankful for the opportunity to work with Med One Group. It is refreshing to work for a company that strides every day to do the right thing for our customers. Med One treats their employees and their customers like family and that is something you don't see much nowadays from other companies. The next few years are going to be exciting and I am excited to be a part of it.



What You Need To Know About *FLU SEASON*

WRITTEN BY: **BRITTANI DAY**

Chilly air, festive streets, and gatherings every weekend. It's that time of year again – Flu Season. The flu, officially known as Influenza, is a contagious respiratory illness caused by influenza viruses. Catching one of these contagious viruses can cause mild to severe illness. Serious outcomes of flu infection can result in hospitalization or even death. In the United States, flu season occurs in the fall and winter, typically starting in October. While influenza viruses circulate year round, most of the time flu activity peaks between December and February. The flu is commonly mistaken for “the stomach flu.” Influenza is a respiratory disease and not a stomach or intestinal disease. Influenza can be spread in many different ways. One can even spread

the virus without knowing they have it themselves. That means that you may be able to pass on the flu to someone else before you know you are sick, as well as while you are sick. Some people can be infected with the flu virus but have no symptoms. During times like these, people can still spread the virus to others.

What can you do to prevent you and your loved ones from the flu this year and in years to come?

The number one method to help prevent getting the flu is to be vaccinated. Over the past few years, according to Centers for Disease Control

and Prevention, the influenza vaccine has prevented millions of flu cases and tens of thousands of related hospitalizations. No one particularly enjoys getting a shot, but it is virtually painless, and far better than experiencing the flu. It is now easier than ever to get a flu shot. You can find flu shot providers at most of the major drug stores including Walgreens and CVS. Stores like Target and Costco now offer vaccinations in many locations, many without requiring an appointment. So not only do you not have to see your doctor, but you have the convenience of getting your flu shot taken care of somewhere you are already going. If you have not received a flu shot yet, do it now. It is not too late. Even part way through flu season is beneficial.

Another huge factor in keeping yourself safe from the flu virus is to maintain a healthy lifestyle even with all of the hustle and bustle that comes with this time of year. Getting adequate hours of sleep is very important in keeping your immune system working in full force. WebMD says, **“Eating or drinking too much sugar curbs immune system cells that attack bacteria. This effect lasts for at least a few hours after downing a couple of sugary drinks.”** When you eat or drink too much sugar your immune system shuts down for a few hours. If you're exposed to an ailment or disease during this time you're more likely to catch it. Between Halloween and Valentine's Day (October – February) we have so many sweets and desserts. It is important to maintain a healthy balance even throughout the holidays to prevent a curbed immune system.

Have you touched your phone, a keyboard, or a doorknob today? Chances are you have. Another way to prevent catching and spreading the flu is through regular disinfecting. Wash your hands with warm water and soap regularly, especially before eating or touching your face.

We use our phones to answer emails, check movie times, and watch game highlights. They are in our hands constantly and touching our faces regularly too. Because of this, and because smartphones have hard, plastic surfaces that viruses can easily cling to, experts say mobile devices are sneaky transporters of the flu. And when's the last time you cleaned your phone? Probably not recently enough. The Center for Disease Control and Prevention stresses the importance of knowing the difference between cleaning, disinfecting, and sanitizing. Cleaning removes germs, dirt, and impurities from surfaces or objects, sanitizing lowers the number of germs on surfaces, and disinfecting kills germs on surfaces or objects. All three are important in keeping germs away, but disinfecting is how germs are stopped from spreading.

They are many other ways to prevent catching and spreading the influenza virus. Everyone working together can help fight back against the flu epidemic that returns each year. These methods of prevention, along with many others, can be found at The Center for Disease Control and Prevention <https://www.cdc.gov/flu/>. Talk with your health care provider for more specific and in-depth instruction.

How To Fight The Flu

1

Take Time To Get a Flu Vaccine

- Everyone 6 months of age and older should get a flu vaccine every year before flu activity begins.
- Get vaccinated by the end of October

2

Take Everyday Actions To Stop The Spread Of Germs

- Avoid close contact with sick people.
- Wash your hands with soap and water. If soap and water are not available, use an alcohol-based hand rub.

3

Take Flu Antiviral Drugs If Prescribed

- If you get the flu, antiviral drugs can be used to treat your illness.
- Antiviral drugs work best when they are started within 2 days of getting sick.

UBER OR 911?



WRITTEN BY: **IBBY SMITH STOFER**

Think you have heard it all? Does that question ring a bell? Well, I thought I had heard it all as it relates to the future of hospitals in the USA. But recently I have been left speechless with online reports and articles on this very topic.

To begin, let's assume that you are injured in a minor car accident. You know that it is serious enough to be seen by a physician and driving is not an option. Everyone who stopped is ready to call for an ambulance. Still conscious and with your wits about you, you say no, I prefer to call Uber or Lyft. People who stopped then start asking why you would choose that over an ambulance.

First of all, it is going to be a lot cheaper and faster. You will know what the approximate cost of the ride to the ER will be and it is very unlikely that it will equal the four to five digit figure that seems to be the minimum charge for ambulance services.

There are even apps in some cities that will dispatch the driver for you on your smart phone. No need to ask Siri or her equivalent to find a company and call the number and wait for dispatch to question you at length about the reason for your call. You contact the service, tell them where you want to go, you know the price, and they will often arrive much quicker than an ambulance.

With ride share you not only save money, you often save time and you get to choose where you go for treatment. These seem like compelling reasons when you do not have a car or a ride, and the medical emergency is not urgent or critical. Remember that the driver is not a trained paramedic and will not have the equipment needed to treat those situations.

Though compelling, even Uber knows they are not the solution for every ride to a hospital and released this statement, "We're grateful our service has helped people get to where they're going when they need it most. However, it's important to note that Uber is not a substitute for law enforcement or medical professionals. In the event of any medical emergency, we encourage people to call 911."

After you arrive at the hospital or urgent care by a ride sharing service, the normal procedures will require you to self check-in and wait since urgent or critical cases are seen first. If you arrive via an ambulance, the chances are you will be seen long before your insurance and medical history are documented. There is also a chance that the hospital you chose to arrive at does not provide or treat your condition, and you will be transported via ambulance to another hospital.

Just like anything else in life there is a give and take when choosing how to arrive at a healthcare facility. As a consumer, these choices are within our control, but when we require urgent medical treatment at a location other than a

healthcare provider, we need to use the best option for the medical emergency. Do you really want to deliver your child in the backseat of a stranger's car? If you are not sure what you are experiencing, do you think being assessed by trained professionals before transport is the better choice? Does it make sense to risk my life or that of someone else versus receiving a surprise bill a few months down the road? Or choose to select the care center versus being taken to the nearest provider when minutes are vital? While ride share drivers often arrive sooner than the ambulance, they must obey the speed limit and cannot offer any type of medical assistance. They may in fact drive by or refuse to take the patient if they feel that the situation requires medical treatment.

Emergency departments nationwide have mixed opinions on the risks, rewards, or benefits of consumers choosing to arrive by ride share versus ambulances. In some cities like Washington D.C., they have encouraged people to use non-EMS services when the situation is not critical. In NYC, one study found that ride share reduced the response time from over 6 minutes to approximately 2.5 minutes. Costs for ride share rarely exceed \$100 while EMS services can run over \$1,000 for the dispatch with added charges for medications and mileage.

Yet, in my own opinion, choices and consumerism in healthcare need to be balanced with caution. What is your opinion? Would you use a ride share? It may become a non-choice where your initial call to the ride share is referred to trained clinicians and they determine which choice is more appropriate.



**"WITH RIDE SHARE
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SAVE MONEY,
YOU OFTEN SAVE
TIME."**

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10712 SOUTH 1300 EAST

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