

vital signs

March/April 1991, Volume 3, Issue 2

Welcome Home Heroes!

Gulf War Comes To An End

There was no doubt a great sigh of relief around the country when the gulf war ended. However, that sigh was never greater than at Southeastern. As news of peace spread, hopes began to rise that the troops would soon come home. And come home they did!

We couldn't be happier to report that as of the end of April, all of the deployed family members of SEHS employees have now safely returned home to their loved ones!

Words cannot express the joy and love we all felt as one by one employees' spouses, brothers, and friends came back home. Yellow ribbons were displayed throughout Southeastern to symbolize our gratitude. They could be seen on clothes, computers, doors, handrails, telephones, and even the antennas of employees' cars!

Employees Celebrate

The soldiers missed several holidays while they were deployed. **Cindy Cronin** was one of the many wives that celebrated a delayed Christmas with her husband. She and her son decorated a small tree she got from her mother. They wrapped presents and together with her family gave John a very merry Christmas in April.

Stacy Bowen cooked a traditional Southern Christmas dinner for her husband Mark when he returned. When asked about her reunion with Mark she replied, "It was really nice. However, I didn't get to talk to him until two days later when my two sons were finished updating him."

Another employee, **Carla Godfrey**, wanted to make a special cake for her fiancé Larry Smith. She asked Stacy



Photo by Donna Vason

Above: Fayetteville's Home Care Store recently remodeled to provide easier access for Southeastern customers. Willie Carroll and Marsha West do a great job of keeping the shelves stocked and the customers happy.

Bowen to decorate him a cake with a big yellow ribbon in icing.

Carla wasn't the only one that went a little "yellow ribbon crazy." SEHS phone operator, **Cindy Handley**, was one of many wives that tied yellow ribbons on every tree and light pole in her yard.

Office Supply Specialist, **Tracy DeLander**, wasn't alone in welcoming home her husband Kurt. Her 100+ lb. rottweiler, Kodi, literally "jumped for joy" when he saw Kurt for the first time since August of 1990.

Thank You To The Troops

We are very blessed in that all of Southeastern's "extended family" came home safely. Therefore, our hearts and prayers go out to those families that lost loved ones in the Gulf.

Once again, Southeastern wishes to thank and congratulate those men and women that made us so proud over the last few months. We are so grateful for all they did to protect us.

Written by Pamela Greenhill

Fayetteville's Home Care Store is open to the general public from 8:00- 5:00 Monday through Friday. They offer thousands of in-stock SEHS items, home delivery and service, and lots of helpful information.

For more info, contact Willie Carroll or Marsha West at #800-476-4555. -editor

Contents...

SEHS Veterans	2
Employees of the Month ..	2
I'm a Nice Customer	3
Spotlights on:	
Terumo	3
Prime Care	3
Wayne Memorial	4
McDowell Nursing	4
Note from Ray Jr.	4
Accounts Payable	5
Service Anniversaries ..	5
New Arrivals	6
Memorial Address	6
Hidden Heroes	6
New Employees	6
Thanks to Whitestone	6

Employee of the Month

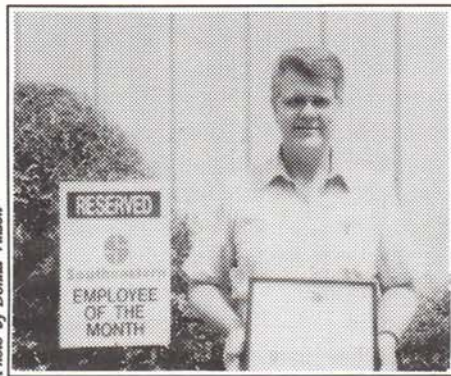
FEBRUARY 1991

Congratulations to **Larry Page** for being selected Southeastern's employee of the month for February 1991!

Larry started at Southeastern in January of 1986 in the shipping section of Southeastern. He now works as Department Head of UPS Receiving.

Over 200 different packages come in to Larry's department from UPS and RPS everyday. Amazingly, he gets them all to the appropriate place. Anything from computer paper for Joy and Donna to office supplies for Tracy.

Larry Page



Larry is a very special employee in that he is very cooperative and helpful to everyone at SEHS. His friendly smile and good sense-of-humor have made him well-liked by his co-workers.

With so many different things going on it might be easy to get lost in the "shuffle." However, no matter how hectic it gets, Larry is known for keeping a firm grip on the situation.

Congratulations again Larry! Keep up the good work!

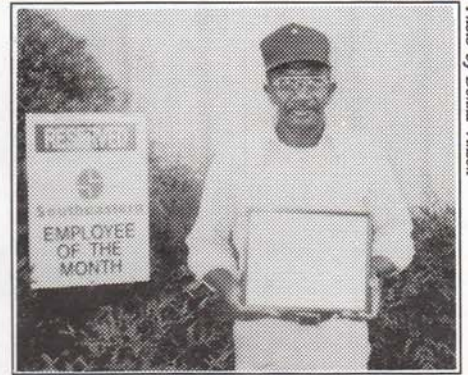
Written by Pam Greenhill

MARCH 1991

Congratulations to **Bland Haywood** for being selected Southeastern's employee of the month for March 1991!

Bland was originally hired in June of 1988 by Mr. Manning to help keep the Southeastern building clean inside and out. He has grown to be a very valued and needed employee.

Bland is very courteous and considerate of all SEHS employees. He does an unbelievable job of keeping the offices, bathrooms, grounds, and parking lot clean.



Bland Haywood

Almost never absent, Bland is very dependable and trust-worthy. He's always willing to help whenever asked.

Bland is just one of the many reasons that Southeastern looks so good on the outside and on the inside.

Congratulations Bland! Keep up the good work! *Written by Pam Greenhill*

"Help Desk" established

When customers or employees need detailed information about products SEHS sells, their answers can usually be found at the "Help Desk." One of Southeastern's newest innovations in customer service/sales, this idea has proved itself to be an instant success.

The "helpers" are long-time SEHS salesperson **Art Capps**, bid/quote coordinator **Bill Maness**, and respiratory therapy specialist **Garry Brookshire**. Together these three men make a winning team with over 65 years experience in the medical industry.

The Help Desk is a valuable partner to Southeastern's customer service representatives. Computer systems are fine, but getting personal help from someone who knows the products is fantastic!

Art, Bill, and Garry can be reached through any of Southeastern's phone numbers. Give them a call! *-editor*

Southeastern goes bananas...

...and apples and oranges and pears! The employees at SEHS are now treated to fresh fruit twice a day! At morning and afternoon breaks, the lunchrooms become filled with the smell of fresh oranges and apples. SEHS Management had the idea to give employees healthier food to snack on and the idea was met with great approval.

Remember the old saying about "an apple a day..." *- editor*

Southeastern Veterans

A personal look at SEHS employees with ten or more years of service. Names are chosen at random.

Linda Dunlap- 11-year veteran

Linda Dunlap has lived in Fayetteville for over 11 years. She spends much of her time being "chauffeur" to her 8-year old son, Tommy. She enjoys watching him play baseball and football.

Linda says, "I enjoy spending time with my friends and I love going to the beach. I like almost anything about summer." Linda recently had a new deck built on to her house which she says is "pure heaven."

Wally Kinlaw- 11-year veteran

Wally Kinlaw has lived in Hope Mills, NC for most of his life. Wally loves working in his yard and his work has paid off. He is said to have one of the most beautiful yards in Fayetteville. When not outdoors, you may find him reading or watching sports on TV. Wally is an avid Nintendo player and has mastered several of his games. *-editor*

SEHS Employee sends thanks from Saudi Arabia

Hello everyone from Southeastern! Thank you all so much for the Southeastern Valentine's card. It was really a good feeling to see all the signatures on the card. I showed the card to all my friends in my platoon and they thank you for your thoughts and prayers.

Last night we were informed there was a "Cease Fire" called so Peacetime Rules of Engagement are back in force! So, hopefully we'll all be home soon. Going home will most certainly be the most joyous time in my life. I can't wait to see green grass, green trees and other women that don't wear veils (ha, ha). My first reaction when we land on United States soil will be to kiss the ground, literally!

Well, I must be going. Thanks again for your concern and appreciation of us all. We're proud of the United States, we've done a great job! Thanks again!

Love, Twana (Sue) Ammons

We are happy to report that since receipt of this letter, Sue has returned home & has gotten married to Joe Phillips (also of Fayetteville).

Terumo Corporation

Article taken from literature submitted by Terumo rep, Tim Rhino

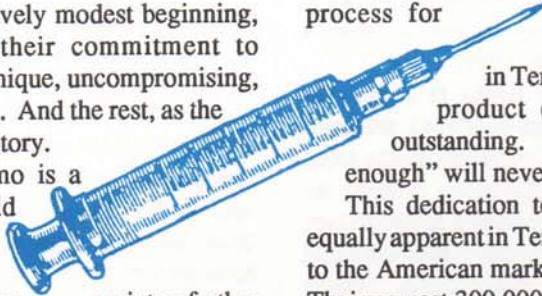
Terumo Corporation was conceived and born in 1921, a small thermometer manufacturer dedicated to providing a level of quality never before seen in the medical community.

It was a relatively modest beginning, but even then their commitment to excellence was unique, uncompromising, and unmistakable. And the rest, as the adage goes, is history.

Today, Terumo is a recognized world leader in blood access and blood management, plus a variety of other medical fields. They manufacture over 1,000 products designed to meet the most stringent demands of the health care market. Products which have continued to raise the standards of quality in the medical community time and again.

In developing a product, Terumo studies every possible aspect from the chemical compound of each component, through applications, functions, even

packaging. They evaluate every possible effect on user and patient alike, to arrive at the most beneficial solutions for both. Solutions which have improved the quality of today's health care. It's an ongoing process for each of their divisions. Because



in Terumo's estimation, a product can never be too outstanding. At Terumo, "good enough" will never be enough.

This dedication to quality has been equally apparent in Terumo's commitment to the American marketplace since 1974. Their newest 300,000 square foot facility in Elkton, Maryland is the world's technologically advanced manufacturing and distribution plant of its kind, and three more facilities are already in the planning and development stages.

It's a reflection of philosophy Terumo introduced in 1921. A philosophy which is admittedly more difficult to live by, but which is the essence of Terumo: There is no substitute for quality.

Prime Care Medical Centers

It may be popular to build doctor's offices in the "medical part" of town, but Kip Larson did not agree. When he founded the first Prime Care Medical Center in Mt. Airy, NC in 1985, he thought it should be close to where people work and live. That way, the patients would not have to travel so far to get quality healthcare.

Prime Care now has now grown to three locations in two NC cities: 1 in Greensboro and 2 in Winston-Salem. The three offices have 6 physicians, bringing the total to 55 employees for Prime Care.

When asked how he would best describe Prime Care, SEHS sales rep **Bruce Brown**, replied, "Prime Care is basically a marriage between occupational medicine and family practice." Occupational medicine can be anything from pre-employment physicals and drug testing to workers compensation healthcare. Prime Care is also one of the few medical facilities that is still open seven days a week.

A large number of medical facilities are using JIT (just-in-time) or stockless purchasing programs now. This is basically a consistent ordering program that greatly reduces a facility's need for large

inventory. Prime Care is a facility that utilizes such a program.

Suzanne Simmons, Prime Care's MIS Director, faxes her orders to **Lisa Hood** on a weekly basis. Lisa is the department head of Southeastern's alternate care customer service.

The Prime Care locations offer more than just your basic medical office. Southeastern has helped them create well-equipped, professional offices and labs. Some of the services they have are: fully-operational laboratories, x-ray rooms, preliminary function tests, audiometry, vision testing, and dispensation of common medicines (penicillin, etc.).

Director of Occupational Medicine, Keith Stirewalt, says, "We have a great relationship with Southeastern, but especially with sales rep, Bruce Brown. Bruce has been a great help to us here. He knows our needs without asking. If we have questions, he has the answers or he looks until he finds them. It's nice working with him and Southeastern." -editor

Special thanks to Bruce Brown, Lisa Hood, and Keith Stirewalt in helping with this article.

I'm a nice customer...

You know me. I'm a nice customer. I never complain, no matter what kind of service I get.

I'll go in a restaurant and sit while the waitress talks with her boyfriend and never bothers to see if my hamburger is ready. Sometimes someone who comes in after me gets my hamburger, but I never say a word. If the soup's cold or the coffee cream's sour, I'm nice about it.

When I go to the store to buy something, I'm thoughtful of other people. If a snooty salesperson gets nettled because I want to look at several things before I make up my mind, I'm still polite. I don't believe rudeness returned is the answer. You might say I wasn't raised that way.

It's seldom that I return purchases that I've made. I find people are just about always disagreeable to me when I do. Life is short for indulging in such unpleasant little skirmishes for the sake of a dollar.

I bought an office machine that burned out 2-weeks after it was put in. The salesman was so busy telling me I burned it out on purpose, I didn't have a chance to ask him where I could have it repaired.

I never kick or criticize. I wouldn't dream of making a scene, as I've seen people doing in public places. That's foolish. I'm a nice customer!

I'll tell you what else I am. I'm the customer who never comes back. That's my little revenge for getting pushed around. That's why I take what they hand out. I know I'm never coming back. It doesn't relieve my feeling right off, as speaking my mind would. But in the long run, it's far more deadly revenge.

In fact, a nice customer like myself, multiplied by others of my kind can just about ruin a business. And there's a lot of nice people in the world just like me. When we get pushed around far enough, we go elsewhere. We eat hamburgers in places where they're smart enough to hire help who appreciate nice customers. Together we cost them millions a year.

They say, "He who laughs last, laughs best." I laugh when I see them so frantically spending their money on advertising to get me back when they could have held me in the first place with a few kind words and a smile.

-The Capitol

Let's work to keep the nice customer happy too! -Ray Manning Jr.

Wayne Memorial Hospital

Southeastern has long-established relationships with many of its customers. Wayne Memorial Hospital is one of those such customers.

Wayne Memorial is a 330 licensed bed facility located in Goldsboro, North Carolina, just about one hour from Southeastern's Fayetteville distribution center. Wayne Memorial has group affiliations with HSCA, Shared Services, Amerinet, and Sunhealth.

The Hospital's material management program is under the management of Service Master, Support Service Division. The Support Services management team is headed by Roy Davis- Vice-President of Support Services, Bob Zongaro- Materials Manager for Support Services, and Larry Hefner- Purchasing Director.

Buyers, Emma Sauls and Kathy Smith are two of the several Wayne employees that communicate with SEHS customer service rep, **Janice Nettles**, on a daily basis. Diena Singleton controls inventory distribution, while Emuel Lewis manages the storeroom inventory purchases and receiving. Tim Atkinson and Conner Fowler help Mr. Lewis with receiving and distribution of supplies to the many different departments.

SEHS sales rep, **Steve Broughton**,

works closely with this fine team of people to run the supply chain through the Hospital. Mr. Lewis has been employed with Wayne Memorial for nearly 40 years. He helped Steve learn the Hospital ropes when Steve first started in hospital sales in 1971.

The operating room is currently running a JIT (Just-In-Time) program with daily delivery. Custom packs from Qualtex are currently being ordered on a daily basis. The operating room utilizes the DeRoyal OR Computer hardware and software for case scheduling. These custom packs are supplied through Central Sterile Supply under the supervision of Rose Edwards.

Wayne Memorial Hospital has under plan to operate a 27 million dollar expansion program. Under this plan, a new outpatient surgery center will be built along with a new Emergency Room, ICU and CCU and Labor and Delivery Unit.

Steve, Janice, and Southeastern have enjoyed a fine relationship with Wayne Memorial Hospital for several years. Steve says, "The work is pure fun when you do it around just good people."

Special Thanks to Wayne Memorial, Steve Broughton and Janice Nettles in composing this article.

Note from Ray Jr.

"I received this letter in February from Pat Clingenpeel and wanted to share it with all of you..."

Southeastern Hospital Supply has many "jewels" who work inside our offices and make all of us on the outside look better. One of those special people who has made me shine more brightly in front of accounts is **Pam Greenhill**.

Pam is a master at taking scraps of paper, random thoughts, and hasty, cryptic instructions delivered by phone or via voicemail and assembling them into a beautifully presentable product, assisted by her laser printer.

Now you might suspect that during this process Pam would be as cranky and irritable as the saleswoman making the request. Wrong!! She is wonderfully even-tempered and good-natured even when working under pressure or meeting crazy deadlines. She quickly grasps the purpose of the project, and is willing to suggest improvements. And the best part is when she calls you after the presentation to see how things went! Anytime Pam works her magic, an otherwise ordinary proposal becomes extraordinary!

All of us appreciate Pam's talents as we enjoy our always excellent Southeastern newsletter, "vital signs."

Many thanks Pam!

Written by Pat Clingenpeel 2-22-91

McDowell Nursing Center

McDowell Nursing Center has a big similarity to Southeastern in that it has proven itself to be successful.

Started by Mr. Robert Taylor in 1978, McDowell is located in the scenic foothills of North Carolina in Nebo, the town of its origin. It is a 130-bed patient-care oriented nursing facility.

Edmund Buttram, SEHS sales rep to McDowell, says "I enjoy working with such good people." Edmund has worked with McDowell since they began doing business with SEHS in 1983. They also have the distinction of being one of the first nursing homes SEHS ever serviced.

The fine staff of McDowell is led by Administrator Juanita Fickling, her assistant, Mary Maney, and Director of Nursing, Jean Carter.

McDowell manages another of Southeastern's customers, Yancy Nursing

Center in Burnsville, NC. Mr. Stephen Taylor is the administrator of Yancy. McDowell and Yancy are both on the SEHS Resource Program. However, they were the first in the region to start the new "BILS" program.

SEHS customer service rep, **Constance Bowers**, says she thoroughly enjoys talking with Dixie and Rhonda at McDowell on a weekly basis. *-editor*

Special thanks to Edmund Buttram, Constance Bowers, and Mary Maney of McDowell in writing this article.





Photo by Donna Vinton

Close-Up... Accounts Payable

A stranger to SEHS would no doubt have a little trouble finding the **Accounts Payable (AP)** Department. Located in a small, quiet office behind Purchasing, AP has proven itself to be a very versatile (and very mobile) group.

One might have a pre-conceived idea of what this department does by the name they hold. On the contrary, Accounts Payable does a great deal more than just pay Southeastern vendor invoices.

Proven herself to be a valuable SEHS asset, **Carolyn McClellan**, is AP's department supervisor. She has been with SEHS for over 11 years, with the majority of her time being in AP. Although she pulls double-duty now (she also works in Personnel), she still makes time to maintain one of the most accurate and efficient departments at SEHS.

Anita Sylvis, a 4½ year SEHS veteran, can answer almost any question when Carolyn is busy in Personnel. She maintains SEHS freight bills and some Richmond expenses. **Joy Stephens** does a great job of maintaining the majority



L to R: Joy Stephens, Martha Shankle, Anita Sylvis, Jane Fort, and Carolyn McClellan

of Fayetteville and Richmond expenses. Her duties also include coding and data entry of vendor invoices for payment.

Jane Fort, a 5-year veteran, was transferred from Purchasing to AP. She is a great asset in every way. She applies her knowledge of the vendor packing lists and Purchasing receiving report to the daily processing of vendor invoices.

On an average, AP receives over 1500 invoices per week. However, those invoices cannot just be paid. AP works hand-in-hand with Purchasing to verify the correct price, quantity, and merchandise. If everything is correct, the coding process begins. This consists of verifying the vendor number, terms and pay date. Whenever back-up research is

needed, **Martha Shankle** is one of the people to see. She transferred from Purchasing in September 1990.

These ladies spend a good deal of their time on the phone answering questions and much more. AP receives an average of 50 calls per day from vendors.

When SEHS invested in the new **URNS** computer system, AP was the first department to "take it for a spin." However, their status as "guinea pigs" did not end there. They were also the first department to utilize Southeastern's new bar-coded timekeeping system.

Much of Southeastern's success can be attributed to "Who's Paying the Bills."

--Written by Pam Greenhill

Next Issue: Hospital Customer Service

Carolyn McClellan- Supervisor
Jane Fort- clerk (vendors K-Q)
Martha Shankle- service clerk
Joy Stephens- clerk (vendors A-J),
Fayetteville & Richmond expenses
Anita Sylvis- clerk (vendors R-Z),
freight bills, & Richmond expenses

Service Anniversaries

The following Southeastern employees are celebrating their service anniversaries in March and April of 1991. Southeastern thanks them for all their years of dedicated service and loyalty.

This will be a continuing column.

MARCH 1991 # OF YEARS

Linda Arthur 1
Pat Barber 3
Steve Broughton 14
Glen Carter 3
Welford Hart 10
Brinda Williams 1

APRIL 1991 # OF YEARS

Dennis Aldridge 5
Bruce Brown 5
Tommy Carver 5
Pat Clingenpeel 9
Jeanette DeHaven 1
Jeannie Driver 3
Melody Dyda 4
Jane Fort 5
Lisa Hood 4
Bill Lewallen 2
Bruce McKenna 2
Phyllis Page 6
Linda Penrose 1
Joey Sanders 8
Jim Williams 5
Joy Winslow 6

Congratulations Cliff!

You might say that **Cliff Christianson** has come a long way with SEHS. He started as a truck driver for SEHS in July of 1978. Just five years later, he began Southeastern's nursing home division. In 1988 Cliff was promoted to his current position of Director of Sales for Long-term Care in 1988.

Recently, Cliff's knowledge and determination paid off again. He was named to the new MPS (Medical Products Sales) editorial advisory board! He will serve for 2-years. MPS is a monthly news magazine for medical products distributors that SEHS receives.

Congratulations Cliff for once again being the best you can be! -editor

new arrivals

Jasmine Marie Roberts- Born to Erica and Lorenzo Roberts (Richmond warehouse) on April 1- 5 lbs.. 0 oz.

Employees' Children Set to Graduate

The following children have made their parents very proud! They will be graduating very soon! Great job kids!

KATHRYN EDWARDS- Daughter of Genia and Bill Bateman. Kathryn will graduate on June 5 as valedictorian from Seventy-First High School in Fayetteville, NC. She received the "Teaching Fellows" Scholarship from N.C. State.

TINA HANDLEY- Daughter of Jim and Cindy Handley- Tina will graduate on June 2 from Douglas Byrd High School in Fayetteville, NC. She plans to attend F.T.C.C. and work in Fayetteville, NC.

LEN ROUSE- Daughter of Garland and Betty Rouse- Len will graduate on June 6 from Godwin High School in Richmond, VA. She plans to attend Longwood College in Farmville, VA.

MELISSA SHORT- Daughter of Carol and Sammy Short- Melissa will graduate on June 2 from Terry Sanford High School in Fayetteville, NC. She plans to attend U.N.C. in Chapel Hill, NC.

Thank you Whitestone!

Recently, SEHS employees were given a real surprise. Gary Quinn, Regional Manager of Whitestone, treated the whole company to lunch. He brought in pizza, subs, french fries, chips, drinks, and two huge cookies for everyone to enjoy. The icing on the cookies read, "Whitestone & Southeastern- the team for 1991!"

Southeastern would like to officially thank Gary and Whitestone for their generosity and thoughtfulness! -editor

"O.R. Manning, Sr. Memorial Fund" donations should be sent to:

Duke University Medical Center
in memory of O. R. Manning, Sr.
clo Alan G. Herosian
DUMC Development Office
110 Swift Avenue
Durham, NC 27705

vital signs 6

BIRTHDAYS

March Birthdays

Jill Spell	3/2
James Beale	3/3
Paul Mack	3/3
Damon Dill	3/4
Robert Cook	3/7
Johnny Green	3/7
Linda Barnett	3/8
Garry Brookshire	3/9
Melody Dyda	3/9
Ann Campbell	3/10
Mike Henry	3/10
Sherri Howell	3/10
Reba Shaw	3/10
Edmund Buttram	3/17
Ray Manning, Jr.	3/17
Carolyn McClellan	3/19
Tracy DeLander	3/20
Mary Lloyd	3/20
Gerald Reich	3/22
Cindy Handley	3/25

Pat Barber	3/28
Bruce McKennan	3/30
Carol Short	3/30

April Birthdays

Bud Faircloth	4/2
Karon Lane	4/5
Norman Davis	4/7
Jean Jackson	4/9
Wayne Rader	4/11
Bill Bateman	4/12
Constance Bowers	4/12
Janice Nettles	4/14
Earl Smith	4/17
Deborah Jones	4/20
Rosa West	4/22
Vernon Stephens	4/24
Art Capps	4/28
Henry Kauffelt	4/28
Willie Carroll	4/30

HIDDEN HEROES...

Anything from custom-made cubicle curtains to pink and blue scrub suits, SunBelt Textiles has it!

Started in 1985 by O.R. Manning, Sr., SunBelt now plays a major role in making SEHS a total medical supply distributor. Two of the lead roles are held by Phyllis Page and Clem Doniere.

Clem started in the Fayetteville warehouse in January of 1973. He now controls the receiving and shipping of many different items including: scrub apparel, flat goods, patient gowns, and lots more. Phyllis Page transferred from Purchasing in July of 1990 to take over as office textile coordinator. She checks stock, places orders, and keeps SunBelt running smoothly. Like Clem, Phyllis genuinely enjoys working in textiles.

Doug Sasser has been with SEHS for 6 years. He is a textile specialist/salesman. SEHS sales reps rely on him for valuable information and advice about the textile field.

Keep up the good work! -editor

Next Newsletter: Heroes in 99-section



Faith Barnes	Larry Batton
Sam Cadorette	Morgan Ivins
Pat Petty	Joyce Smith
Tony Tipton	

New employees and birthday columns are submitted by the Personnel Department.

Happy 10th Anniversary!

All of the employees of Southeastern want to join together in wishing Ray and Daphne Manning a very Happy 10th Wedding Anniversary! The couple celebrated their day on April 11, 1991.

Congratulations Ray and Daphne! We wish you many more happy years together! --All the SEHS Employees

Desktop Publishing Department of Southeastern•PPG•April 1991

Help protect the world we live in, RECYCLE!

