

# vital signs

July/August 1991, Volume 3, Issue 4

## Richmond employees visit Kings Dominion!

### Where is the picnic area?

On May 11, 1991, a group of over 70 Richmond employees and their families met at Kings Dominion for a day full of laughter, fun, and food.

The huge theme park is located only 40 minutes away from the Richmond SEHS offices. Therefore, the group planned to meet at 12:00 for lunch at the picnic area. The only problem was that most of the employees couldn't find the picnic area once inside the park. But, their fearsome leader, **Garland Rouse**, seemed to appear from nowhere to guide them to the appropriate place.

### Hot Dogs and Ice Cream

Kings Dominion staff had prepared a traditional summer picnic of hamburgers, hot dogs, chips, pork 'n beans, and more. Many of the employees brought their children along for the fun, so one of the biggest hits was the ice cream.

Some of the Southeastern Salespeople, **Larry Batton, Larry Harmon, and David Jackson**, were also present to enjoy the

day's activities.

During the picnic, there was a very proud grin on the face of new father, **Mike Henry**. He and wife, **Cindy**, brought their 4-month old daughter, **Casey Leigh**, along for the day.

### The Brave Ones

At 1:00 pm, the group dispersed to go thru the park on their own. Kings Dominion has several roller coaster, but all of them are dwarfed by the newly constructed "Anaconda". It is longer and has more loops than any coaster in America. Several brave (and a little crazy) people rode it 2-3 times.

The park also has Shockwave (the first stand-up rollercoaster), The Rebel Yell (like ThunderRoad), The Grizzly and The Scooby Doo (the children's coaster). Some employees just enjoyed watching the others as they zoomed up and down the tracks.

The breezy day was capped off by a huge fireworks display at closing time. A real treat for those people who stayed around to see it.

The day was full of laughter and fun for everyone. Because after all, isn't that what it's all about anyway?

*Written by Pam Greenhill*

*Special thanks to Karen Wilkinson, Mike Henry, Jerry Rodriguez, Robert Shelton, and Garland Rouse in helping compose this article.*



Photo by Robert Shelton

*Above: Richmond Vice-President, Garland Rouse, "strikes a pose" during the beautiful day employees spent at Kings Dominion. How 'bout that outfit?*

*We, the Richmond employees, wish to extend our sincere appreciation to SEHS management for organizing our trip to Kings Dominion.*

*Thank you so much for giving us the opportunity to have such fun with our friends and family. The employees of the Richmond office*

*Below: A scaled-down duplicate of Paris' Eiffel Tower stands at the center of Kings Dominion. Visitors can ride an elevator to the top.*

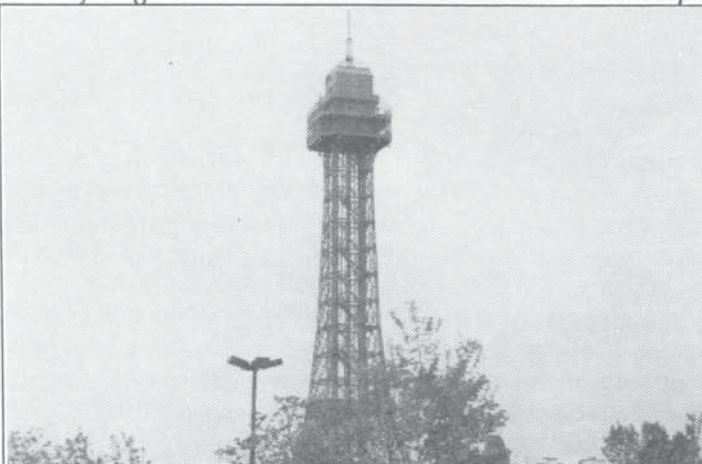


Photo by Robert Shelton

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# Employee of the Month

**JUNE 1991**

Congratulations to **Johnny Green** for being selected Southeastern's employee of the month for June 1991!

Johnny started with Southeastern in August of 1987 as a UPS Clerk in the Fayetteville warehouse.

He has shown great proficiency in the positions he has held. These include: receiving foreman, order dispatcher, UPS foreman, driver and presently as Delivery Foreman for 2nd shift.

Johnny is very meticulous in detail and rarely commits errors. He displays an

*Johnny Green*

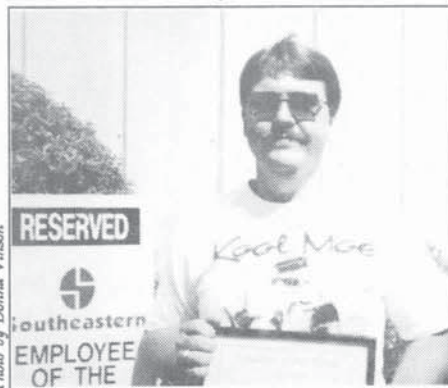


Photo by Donna Vinson

enthusiastic attitude in all that he does. He is a tremendous role model for new SEHS employees assigned to his department.

Johnny's work attitude and above average performances make him a very deserving recipient for SEHS Employee of the Month!

Congratulations again Johnny! Keep up the good work!

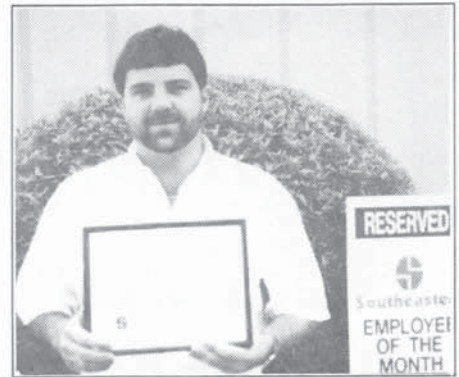
*Written by Pam Greenhill*

**JULY 1991**

Congratulations to **Bill Maness** for being selected as Southeastern's employee of the month for July 1991!

Bill started with SEHS in September of 1983. His duties were unloading trucks on the receiving dock and help stocking the warehouse. He worked there for a year, then transferred to UPS where he pulled UPS orders, packed them up and shipped them out. Next, he worked with **Cliff Christianson** to originate the '99' section in the warehouse. They did everything from labelling items to shipping them to customers.

He later worked with **Jim Short** in the contract department. He learned about



*Bill Maness*

Photo by Donna Vinson

bids, contract pricing and renewals and attended an occasional Southeastern sales meeting.

Currently, Bill is a member of the new Southeastern Help Desk. He works closely with SEHS sales reps and customer service on quoting 'hard-to-find' items. He works at the Help Desk along side **Art Capps** and **Garry Brookshire**.

Over the years, Bill has proven himself to be a loyal and dependable Southeastern employee. His co-workers describe him as a "very polite person that is a real joy to work with."

Congratulations Bill! Southeastern is thankful for all you do!

*Written by Pam Greenhill*

## Southeastern Veterans

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

**Bob Hartley- 17-year veteran**  
(Hospital Sales Rep)

Bob and wife of 28 years, Elaine, presently live in Raleigh, North Carolina. They have three sons.

When not making sales calls, he loves spending time at the beach, playing golf, and hunting. When in-town, he brings smiles and laughter to the office staff with his jokes and funny scenarios. We all love his unique ties and suspenders!

**Cliff Christianson- 13-year veteran**  
(Director of Long-Term Care)

Cliff has been a resident of Fayetteville nearly all of his life. He and his wife of 5½ years, Catherine, love spending time with their two young children, Hunter (3 years old) and Melissa (1 year old).

When in the Fayetteville office, his sense-of-humor really shows. We all look forward to his latest "golf story". In his spare time, Cliff also enjoys deer hunting locally at Fort Bragg. -editor

## Congratulations Sarah!

In order to better and more effectively communicate our goals relative to serving our customers and working with our sales people, SEHS has created the position of *Administrative Assistant-Sales and Customer Service*. The person who will be wearing this badge will be 13-year Southeastern veteran **Sarah Bryan**.

While her responsibilities will remain as they have relative to Customer Service, Sarah will become more of a conduit of information from manufacturers, management, and internal operations to our customers and sales force.

**Lisa Hood** and **Janice Nettles** will retain their titles as department heads for Alternate Care Customer Service and Hospital Customer Service respectively.

As an administrative assistant, Sarah will be assisting **Jim Williams**, **Cliff Christianson**, and **Ray Manning, Jr.** on sales promotions, new product lines, setting up sales meetings & seminars, meeting with manufacturer representatives, and many of the other things she is currently doing.



*Sarah Bryan*

Photo by Donna Vinson

Like all employees, Sarah's first priority will be to satisfy Southeastern customers. In doing this, she will likely enlist the help of one or more departments.

This new position will enable her to move inter-departmentally in achieving our company-wide goal of complete and total customer satisfaction!

*Written by Ray Manning, Jr.*





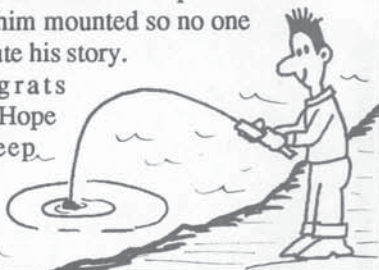
## A Tale of Two Fishes

Everyone knows that summer and fishing go hand-in-hand. But there are two SEHS employees that have a real passion for the sport all year round.

On a deepsea fishing trip in July, **Wayne Bryson** (inventory control) caught a 17 pound Grouper! He was fishing in the Gulf Stream about 50 miles off of Carolina Beach. Wayne said he caught the big fish in over 100 ft. of water and it took some 10 minutes to reel him in. In his own words, "he hit that bait like a ton of bricks".

On the freshwater front, Wayne's fishing buddy, **Bill Maness** (Help Desk) was not to be out done. Bill caught his biggest bass ever in a local pond. The largemouth tipped the scales at over 8½ pounds! Bill had him mounted so no one can dispute his story.

Congrats fellows! Hope they keep biting!  
-editor



## Sherwood

There are few companies in existence today that were around 140 years ago. However, Sherwood Medical is an exception to the rule.

Started in St. Louis in the mid-1850's, Sherwood was family owned and operated. The original name of the company was "A.S. Aloe", named after the family. A.S. Aloe specialized in horse-drawn ambulances and leather stretchers, both of which were in great demand during the Civil War.

Over the years, A.S. Aloe grew at a rapid pace. Thus, Aloe was the first full-line medical products supplier in America.

During the early 1960's, the company bought Argyle and Monoject to form "Sherwood" that was later sold to the Brunswick Corporation. Sherwood was sold to its current parent corporation, American Home Products in 1982.

Sherwood bought out the hospital product division of Chesebrough-Ponds in 1987. It was re-organized into its current structure of three divisions: Nursing care,

*Special thanks to Don Yeatman of Sherwood for assistance in composing this article.*

Patient care, and OR/Critical care.

The new headquarters was opened in December of 1990. Today, Sherwood is a world leader in the manufacturing of disposable surgical/nursing/home health products. Manufacturing plants in the USA, Japan, Ireland, and Belgium make worldwide distribution simple.

Domestic sales reps total 250 to make up over 5,000 employees worldwide. Sherwood sales in 1990 were \$750 million.

In the Spring of 1989, SEHS joined forces with Sherwood to become a full-line authorized dealer.

When asked his thoughts on Southeastern, Don Yeatman, Mid-Atlantic Sales Manager of OR/Critical Care, replied, "I always expected things to go well with Southeastern, but the cooperation of the Sales Reps, Management and especially Customer Service and Purchasing have gone beyond my wildest expectations! I foresee sales through Southeastern as a major opportunity for growth for OR/Critical Care." *Written by Pamela Greenhill*

## Carolina Surgical Center

Carolina Surgical Center is a state-of-the-art outpatient surgery center employing more than 20 people. It is located in Rock Hill, South Carolina.

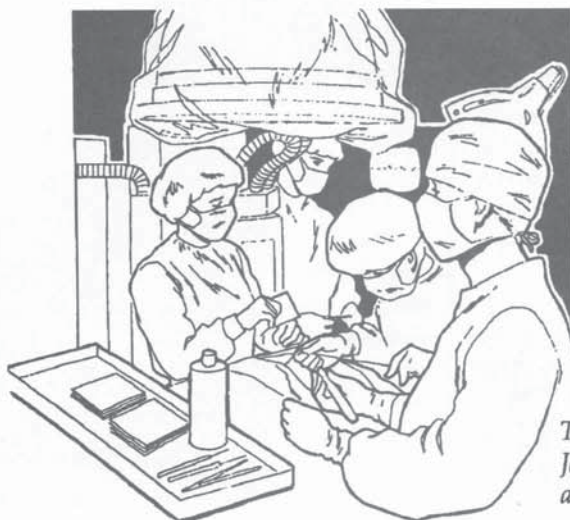
The facility, located next to Rock Hill Medical Park and Piedmont Medical Center was opened in July of 1990. The \$3 million facility is owned by a corporation made of 35 local physicians. The center does any kind of outpatient surgery, but primarily Orthopedic, GYN, Ophthalmic, ENT, and Plastic Surgery.

The physicians wanted to change outpatient surgery to make it more relaxing and convenient for the patients. Prior to operation, the patient gets the chance to meet the OR nurses. The patient's family is also welcome to go to the Pre-Op area with them. Administrator, Mike Reed, says, "The process is much simpler for the patient to use. It is all in one place. It's one-stop shopping."

Customer Service Rep, **Ursula Harrison**, speaks to James Rife (Director of Material Management) on a weekly basis. When asked his opinion of SEHS, he replied, "We really enjoy working with Southeastern. We always get excellent service."

**Virginia Hine**, Sales Rep, works with Mr. Rife, as she does with Karen Stuber (Director of Clinical Services). Virginia says, "It has been a pleasure being involved with such a top-notch facility. It has been really exciting watching the Center grow over the last year." -editor

*Thanks to Mary Elkins, Karen Stuber, James Rife, Mike Reed, Virginia Hine, and Ursula Harrison.*



## Congratulations Cyndy!

We are pleased to announce the promotion of **Cyndy Ell** to Department Head of the Accounts Receivable Department. Cyndy will have responsibility for the day to day operation and supervision of the department.

Cyndy joined Southeastern in February 1988 as an accounting clerk. She has filled various positions and gained valuable experience within the A/R Department. Her most recent responsibility has been in Accounts Receivable's collections area. Cyndy will continue to report to **Kathy Shanahan**, who is the Accounts Receivable Supervisor.

Outside the office, Cyndy loves spending time with her family. She and husband, Melvin, will celebrate their 18-year wedding anniversary next month. Melvin is a SFC in the US Army stationed at Ft. Bragg.

The couple have two sons, Jeffrey (16) and Christopher (15). Much of their time is spent going to the infamous "school sporting events". The boys will be attending Pine Forest Senior High in the fall.

We wish to offer our support and congratulations to Cyndy as she accepts this new challenge in her career.

*-- Written by Daphne Manning & Pam Greenhill*





## N.C. Baptist Hospital

Located in Winston-Salem, North Carolina near the infamous Hawthorne Curve on I-40, North Carolina Baptist is a 700-bed Medical Center that offers the best in health care treatment.

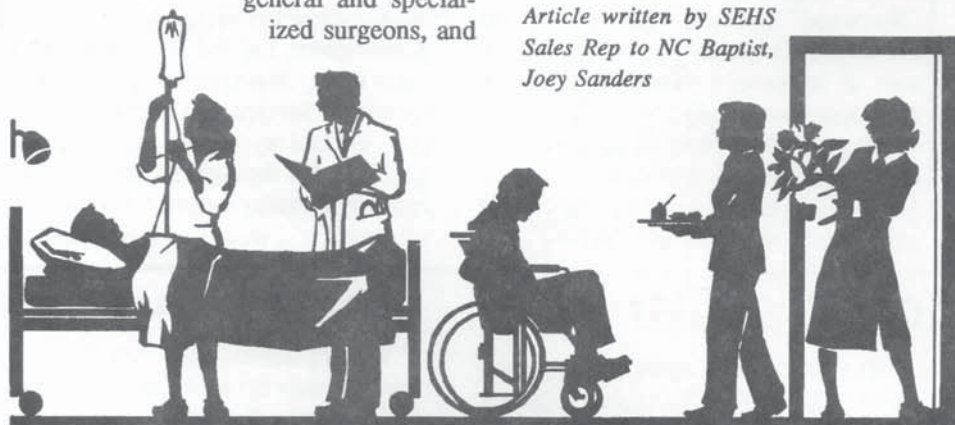
Established in 1923, NC Baptist has become the second largest employer in Forsythe County only behind RJR Nabisco, which employs over 8000 people.

Affiliated with NC Baptist and housed in the same buildings is the Bowman Gray School of Medicine, which was established in 1941. Bowman Gray is part of Wake Forest University. Together, North Carolina Baptist and Bowman Gray produce some of the best anesthesiologists, general and specialized surgeons, and

general practitioners that currently practice medicine in America.

Growth is evident on the campus of North Carolina Baptist. Construction is continuously going on either with building new towers or renovation of existing structures. Future plans for the North Carolina Baptist campus include an Aging Center (dedicated to research on diseases associated with the elderly), a new Dietary and Emergency Medicine Tower, and a Nutritional Research Building (one of only four to be built in the United States). Off the North Carolina Baptist campus will be a long-term care facility to be opened sometime in 1992.

Article written by SEHS  
Sales Rep to NC Baptist,  
Joey Sanders



## Sunnyside Retirement Community

The doors of the first Sunnyside facility were opened in Danville, VA, in 1921 as a result of the vision and dedication of four members of the Presbyterian Synod. As bequests and financial support increased, Sunnyside expanded and grew. Then in 1955, residents were transferred to a new \$450,000 complex in Harrisonburg, VA.

Currently located in Virginia's Shenandoah Valley, Sunnyside is almost a world within itself. There are 57 green, rolling acres, and a 27-hole golf course at its back door, as well as Lake Shenandoah. It is surrounded by woods, lakes, farmlands, and mountains, yet within minutes of Harrisonburg's shopping mall, hospital, churches, and cultural centers. The residents design their own lifestyles.

Sunnyside offers four levels of care to its residents. They are: cottages & apartment signs 4

ments (no services needed), residential apartments (with food services), assisted living, and healthcare. The facility has a total of 120 healthcare beds.

The ratio of employees to residents is extremely low. There are 320 employees to the 465 residents.

SEHS Sales Rep, **Jeanie Driver**, and Customer Service Rep, **Debbie Rudisill**, say they enjoy working with the wonderful people at Sunnyside. Sunnyside has the SEHS Resource System that helped them bring patient-billing in-house.

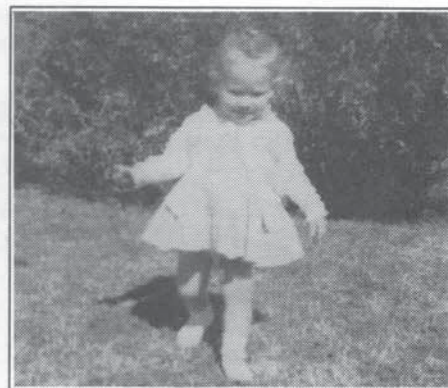
Sunnyside's newest retirement community, King's Grant, located in Martinsville, Virginia, will be available for occupancy in Early Spring of 1993.

Jeanie Driver wishes to thank John Duling, Dick Lyons, Karen Stiffelt, and all the fine people of Sunnyside Retirement Community.

## Guess Who?



Clue for #1...  
There's two more that look just like her.



Clue for #2...  
"Dynamite comes in small packages" is very true with this lady.



Clue for #3...  
Her nickname could easily be "Fast Fingers"



Clue for #4...  
She only goes first class.



# Close-Up... Pricing/Contracts

Keeping the prices right for over 7000 Southeastern customers can't be an easy job. However, it is a job that the three ladies in Pricing/Contracts get done with precision!

Pricing is made of 1 part-time and 2 full-time employees, one of which is 13-year SEHS veteran, **Ursula Mansfield**. Ursula started with Southeastern in September of 1978. Trained by **Sammy Short**, she billed out drop-shipments, did consignments, and priced out orders. Her precision with numbers was astounding, so she stayed in Pricing. Currently, she holds the title of Department Supervisor.

Part-time employee, **Joan Macaione**, came to Southeastern as a Temporary in late 1989. She was hired permanently in August of 1990. Joan works from 8:00-12:30. She and co-worker, **Rhonda Blankenship**, share the title of rebate clerks. Rhonda was also a Temporary until being hired in January of 1991.

This trio has the responsibility of maintaining Southeastern's enormous customer price file. When a customer needs special pricing on an SEHS item, the SEHS Sales Rep gets together with the Vendor Rep and sets up a "contract" for the customer for a certain period of time (1 year, 2 years, etc.). The customer will then receive a

special price for the length of the contract.

The customer is billed at the special price, but Accounts Payable still pays the regular price to the vendor. At the end of each month, the department files for a "rebate" with the Vendor.

Pricing is also responsible for maintaining special "Group" price files and contracts. Facilities pay a membership fee to these groups. In return, they are eligible for all the special benefits that the group offers its members.

The group negotiates special prices and contracts for its members. Some of the groups that Southeastern has contracts with are: Amerinet, HSCA, Medecon, American Healthcare Systems (AHS), Support Health, Southern Shared Services (SSSH), and ASCNC (a special group for Ambulatory Surgical Centers).

Price files for customers and groups are updated on a daily basis. Pricing will get a new price from a Sales Rep, write up an



L to R: Ursula Mansfield (seated), Joan Macaione, & Rhonda Blankenship

add sheet, and then they will enter the new price (or cost) into the computer system. If the cost given is lower than the actual price invoiced to Accounts Payable, a rebate is set up in the computer for that particular item. A printout run at the end of each month gives Pricing all the information needed to file for rebates with the various Vendors.

Pricing may be a small department, but what these three ladies do is vital to the success of Southeastern! -editor

## Service Anniversaries

JULY 1991	# OF YEARS
Jean Jackson .....	18
Janice Nettles .....	18
Bob Hartley .....	17
Cliff Christianson .....	13
Sammy Short .....	13
Garland Rouse .....	12
Barry Lane .....	8
Jerry Parker .....	6
Jill Spell .....	5
Glenn Barnett .....	5
Virginia Hine .....	4
Tony Webster .....	4
James Beale .....	4
Donna Vinson .....	3
Twana Sue Phillips .....	3
Billy Day .....	1
Rosa West .....	1

Southeastern thanks the following employees for all their years of dedicated service and loyalty.

AUGUST 1991	# OF YEARS
Art Capps .....	23
Ray Timbs .....	20
Linda Faircloth .....	12
Norman Davis .....	9
Constance Bowers .....	8
Anita Sylvis .....	5
Angela Grimes .....	5
Scott Webster .....	4
Johnny Green .....	4
Linda Phillips .....	4
Jerry Rodriguez .....	4
Bob Cook .....	3
Garry Brookshire .....	3
Cindy Cronin .....	3
Kevin Atkinson .....	2
Debbie Jones .....	1
Joan Macaione .....	1

## REMINDER



### Southeastern's 2nd Annual Founders Day Celebration!

Last year, there wasn't a dry eye in the room as the "O.R. Manning Sr. Memorial Fund" was presented to Mrs. Eleanor Manning. This year, preparations are being made to once again honor Southeastern's founder!

On October 11, 1991, employees and management will celebrate at lunchtime with a traditional hamburger cookout with all the fixings. Employees will be asked to bring the desserts. In remembrance of Mr. Manning's favorite snack food, there will, of course, be plenty of popcorn to go around! -editor



## new ARRIVALS

**Benjamin Maxcey Kenneth Gup-ton-**  
Born to Paige and **Ken Gup-ton** (Hos-  
pital Sales Rep) on July 6- 9 lbs. 3 oz.

**Natasha Kiara Jessup-** Born to  
Marcus and **Stephanie Jessup** (Accounts  
Receivable) on July 24- 6 lbs. 11 oz.



### Recent Weddings...

Congratulations  
to the following  
newlyweds!

**JULY 20, 1991-** **Jim Burks** (Hos-  
pital Sales Representative) and **Sandi Bell**  
of Wilson, NC. The two were married  
by Jim's father. Sandi owns "Mother's  
World", a maternity and baby apparel  
store in Wilson.

### SEHS helps employees further their educations!

Employees wishing to further their  
education at technical schools get finan-  
cial help from Southeastern. The cost of  
tuition and half the cost of books are paid  
by SEHS. The courses must be approved  
by the Personnel Department.

The following employees are utilizing  
this valuable benefit:

**Angela Grimes- Customer Service**

Angela is studying Business Adminis-  
tration at FTCC.

**Twana Sue Phillips- Customer Service**

Twana Sue is studying chemistry &  
science courses at FTCC.

**Kathy Tucker- Customer Service**

Kathy is studying Business Computer  
Programming at FTCC.

**Joy Walker- Accounts Payable**

Joy is studying Business Management  
at FTCC.

*Congratulations to all these employees.  
We hope there is a cap and gown in your  
near future!*

### "O.R. Manning, Sr. Memorial Fund"

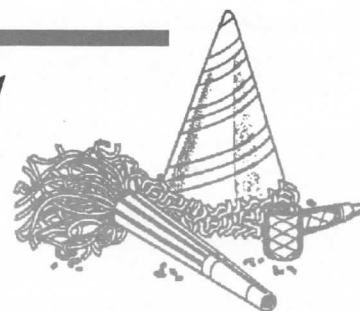
donations should be sent to:

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

## Happy Birthday!

### September Birthdays

Wayne Bryson	9/01
Bland Haywood	9/01
Doug Sasser	9/06
Carla Smith	9/07
Walter DeLoach	9/08
Bob Hartley	9/28
Garland Rouse	9/11
Dennis Aldridge	9/15
Krys Furniss	9/15
Eric Thomas	9/15
Carolyn Williams	9/18
Joseph Kasarda	9/22
Gerald Rodriguez	9/23
David Houser	9/24
Debbie Harmon	9/25
Pat Petty	9/26
Stacy Bowen	9/27
Virginia Hine	9/29



### October Birthdays

Jerry Parker	10/01
Jeannie Driver	10/02
Kevin Atkinson	10/04
Steve Broughton	10/08
Jim Burks	10/13
Dorle Hodges	10/16
Kenan Kamisoglu	10/17
Ursula Mansfield	10/17
Ray Burris	10/21
Regina Gordon	10/30



## New Employees

Andrew Crocker-	Richmond Warehouse
Nathaniel Griggs-	Richmond Warehouse
Tommy Hester-	Fayetteville Receiving
Patricia Otts-	Warehouse '99' section
Deborah Sharr-	Fay. Warehouse Secretary
Janice Simpson-	UPS Shipping

### Proud Mom!

There is a very proud parent in the  
SEHS Accounts Payable Department!

**Jane Fort**, is happy because one of her  
daughters, Janice, recently graduated from  
FTCC. She received an Associate Degree  
in Radiology Technology. Janice will be  
working locally at Highsmith-Rainey Me-  
morial Hospital.

Jane's younger daughter, **Jennifer**, is  
also an SEHS employee. She works in the  
99 section of the warehouse. *-editor*

In the last issue, we failed to recognize **Jerry  
Parker** in the list of those honored at Carowinds for  
their years of service. In March of 1991, he cel-  
ebrated his 5th year with SEHS! Congrats Jerry!  
Keep up the good work! *-editor*

*Desktop Publishing Department of Southeastern • PPG • August 1991*

## HIDDEN HEROES...

It's been said that "good things come in  
small packages". This holds true when  
speaking of small departments too!

Fayetteville's Order Entry Department  
consists only of two permanent employ-  
ees. **Krys Furniss** (5-years) and **Faith  
Barnes** (1-year) have the tremendous daily  
task of maintaining the flow of orders from  
customer service to the warehouse.

The cycle starts when they pick-up the  
orders from the customer service reps'  
desks. The orders are keyed-in on the  
computer, checked for inventory, printed  
onto picking tickets, proofread, and then  
sent to the warehouse where the order is  
then pulled from stock.

Order Entry is responsible for entering  
a phenomenal 400 orders a day into the  
computer system! Some of the orders are  
hand-held orders from salespeople.

Some of Krys and Faith's other duties  
are: revision of telecom orders from hos-  
pital customers, maintenance of picking  
ticket printer, and helping take orders over  
the phone when necessary.

Krys Furniss says, "The most impor-  
tant things in order entry are speed, accu-  
racy, and teamwork." *-editor*

Next Newsletter: *Truck Drivers*

*#3-Krys Furniss; #4-Marcia Larrant  
#1-Linda Barnett; #2-Phyllis Page;*

*Answers to Guess Who?...*