

Goodbye to a Legend

- By Ray Manning, Jr.

"On a hot summer day in 1974, the local Perry representative (now known as Smith and Nephew) came into our office located on Haymount Hill here in Fayetteville. Hurley Raynor said that he needed to talk with us as he had what he thought was a great opportunity. We said to ourselves - "Not another load on gloves!"

After Hurley lit his 5th cigarette of the brief visit, he finally got around to describing his opportunity. He told us of a distributor salesman who was successful with one of our competitors, but was looking for a change. Hurley went on to describe this individual as a bit unique, a little wild at times, but very serious about his work. We were intrigued.

We knew of this salesperson and respected the relationships that he had fostered with his customers. Things sounded and looked right. Soon, we were having a conversation with **Bob Hartley**, and on July 15, 1974, Bob became Southeastern's first salesperson, other than my Dad.

Bob continued to foster those close relationships with his customers. He continued to do those things good customer service dictates that you do in order to keep your customers satisfied.

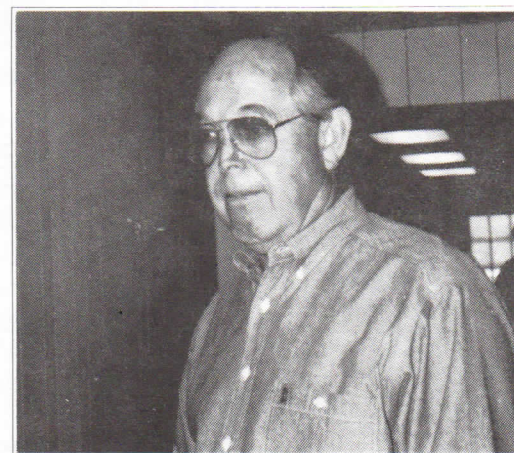
Bob had more than his share of hard times with the various changes in the industry over the past ten years, but his chin was always up and he always kept plugging away. He was proud of his boys and what they had managed to accomplish, especially in light of the fact that adversity, in the form of serious illnesses, seemed to follow them

around. Bob was proud of his association with Southeastern and it's many great people. He was also very proud of that barbecue sauce he made from various kitchen ingredients (and liquor cabinet condiments as well).

We were proud of our association with Bob, Elaine, and the boys. Southeastern was truly better off having known Bob and worked with him these past nineteen years.

We will all miss him and his wild laugh, his mischievous grin, and his ability to use that personality of his to win his many friends, both here at Southeastern and with his customers."

Below: Southeastern says goodbye to one of the pioneers in its history, Mr. Bob Hartley...or as we liked to call him, "Reverend Hartley"



Holiday Helping Hands

In December, our section of the warehouse officially joined the Long-Term Care division. From Thanksgiving to New Years, our customers were instructed to order early to avoid delivery delays. The number of orders was a bit more than expected. This caused Carolina Nursing associates to get bogged down with labeling and shipping orders.

At that time the rest of the LTC group nudged the mighty SPIRIT process into action. There were volunteers from LTC team members who worked in the warehouse on days, nights, and weekends.

Even our most visible sales rep, **Scott McInville**, put in some Saturday time. At any given time you could walk through the LTC

division to find someone with a stack of incredibly small razors on their desk trying to put labels on them. Talk about a good time!

The LTC associates who didn't work in the warehouse, successfully covered the phones, entered orders, and handled all other duties.

Special thanks to co-workers outside our division, **Kathy Tucker** (M.I.S.) and **Nina Villella** (Accounting) for their assistance with labeling.

SEHS associates once again pulled together in a time of need. This teamwork exemplified the true meaning of Southeastern's SPIRIT process, thus showing that the true team spirit is alive and prospering.

- Written by Theresa Council, Andrea Jackson and Sharon Pontius of Long-Term Care



ASSOCIATE OF THE MONTH

AUGUST 1993

Congratulations to **Anita Sylvis** for being selected Southeastern's Associate of the Month for August of 1993!

Anita has been with Southeastern since August of 1986. She started working as an Accounts Payable clerk. Always an expert with figures and dollar amounts, Anita progressed forward to also learn Accounts Receivable in February 1993. Soon after, in April, when A/R and A/P merged into one group, she was named Accounting Services Team Manager.

Since taking on the additional responsibility of this position, she has gone beyond the call of duty. She handles these new responsibilities with enthusiasm and dedication.

Congratulations to Anita on this well deserved honor. Keep up the good work!



Anita Sylvis

SEPTEMBER 1993

Congratulations to **Sharon Pontius** for being selected Southeastern's Associate of the Month for September of 1993!

Sharon came to SEHS in June of 1992. She began in Accounting doing the daily deposit and making phone calls about new accounts. She then moved to Proof-of-Deliveries and later to her present position as Credit Manager for the Long Term Care Division.

Sharon is a cheerful employee, always willing to help. She enthusiastically has taken on various other tasks that are not required in her position. Her co-workers benefit greatly from her team spirit and dedication. Sharon is a valued asset of her Long Term Care team.

Congratulations Sharon on your honor! You deserved it!

OCTOBER 1993

Congratulations to **Luanne Hilburn** for being selected Southeastern's Associate of the Month for October of 1993!

Luanne came to SEHS in November of 1992 in the Contract Department. She was then transferred to the Physician Division where she now is their Resource person.



Luanne Hilburn

She maintains customer contracts and order forms, and offers assistance to the ASR's. Luanne has also created a cross reference library of thousands of items. She organizes vendor rep training sessions for the ASR's. Luanne strives to move forward while cheerfully providing "help-aids" for others. Congratulations to Luanne for being chosen as Associate of the Month!

NOVEMBER 1993

Congratulations to **Patsy Markham** for being selected Southeastern's Associate of the Month for November of 1993!

Patsy came to SEHS in October of 1992 into the Marketing Department. She assists **Ron Carnighan** in scheduling meet-



Sharon Pontius



Patsy Markham

ings, communicating with sales reps, and much more. Patsy is not just Ron's "right arm", she is "both arms." She also regularly helps members of the Executive Team.

Patsy has a great positive attitude making her a true example of what it means to be a "team player". She is a very loyal, trustworthy, dedicated member of our Marketing Team. Patsy displays a true caring, sharing attitude to all those she meets. Congratulations Patsy! You truly deserve this honor!



Joy Walker

DECEMBER 1993

Congratulations to **Joy Walker** for being selected Southeastern's Associate of the Month for December of 1993!

Joy Walker came to SEHS in June of 1988 as an Accounts Payable clerk. She is currently the Physician non-stock purchasing person. Daily she faces the ASR's scribbled orders with a smile.

Joy processes the non-stocks quickly and accurately and she is willing to help her teammates in anyway she can. Joy does all the backorder checks for the warehouse. She approaches each day with a positive, can-do attitude that helps her provide great service. Congratulations Joy!

DID YOU KNOW...

How well do you know your co-workers? Probably not as well as you might think. Did you know...

...that **Janice Nettles** used to be a professional gospel singer?

...that **Mike Winfree** used to manage a department store?

...that **Bill Bateman** is one of the best bowlers in Fayetteville?

...that **Larry Page** was an extra in the movie, "The Color Purple?"

...that **Don Swiney** is a competitive bodybuilder?

...that **Bob Hartley** used to work at Dorothea Dix Hospital?

...that **Shirley Hester** raises California rabbits?

...that **Dennis Aldridge** has a photographic memory?

...that **Jean Arnold** travels to car shows with her husband and displays their 1956 antique Cadillac?

...that **Evelyn Vreeland** is a scorekeeper/timer at the Cumberland Dragstrip?

...that **Jim Burks** is the son of a Baptist Minister?

...that **Carol Short** is a professional seamstress?

...that **Lori Horne** has quadruplet siblings that just turned "sweet sixteen"? They are Nick, Kelly, Kendra and Aimee.

...that **Welford Hart** has been lifelong friends with Virginia Governor Douglas Wilder?

...that **Rick Grimes** has nine brothers and sisters of which he is the shortest of the boys?

...that **Daphne Manning** was on the Phil Donahue Show?

...that **Joey Sanders** was a high school football coach?

...that **Theresa Council** and **Shellie Miller** both have twin sisters?

...that **Marsha Karpinen** has been skydiving for 14 years (over 1800 jumps) and that she and **Jim Williams** both have their pilot's licenses?

...that **Mike Sposa** was a sales trainer/manager for Kimberly-Clark?

...that **Patsy Markham** was the Homecoming Queen her senior year of high school?

...that **Rayna Samples** was a California state champion in track and volleyball in high school?

...that **Ron Carnighan** is an expert outdoorsman that hunts wild turkeys, ducks, and geese?

...that **Ursula Mansfield** used to drag race in Germany and has even won trophies?

...that **Bruce McKenna** has degrees from three major universities?

...that **Mike Montoya** is a member of H.O.G. (Harley Owners Group)?

...that **Pam Greenhill** trained to be in the 1980 Summer Olympics in gymnastics?

...that **Ray Manning** was a medic when he was in the Army?

...that **Bill Maness** was written up in the Fayetteville newspaper for catching a 5 lb. flounder when he was fishing with his Dad at the tender age of six?

...that **Virginia Hine** used to work in the Marketing Department of Mercy Hospital?

...that **Jean Jackson** coaches a pee-wee bowling league?

...that **Tim Garman** has traveled cross country on a bicycle? Did you also know that his is the first voice you hear on the voice mail system?

...that **Carolyn McClellan** was on the TNN Music City News show?

...that **Eric Thomas** used to work for Surgikos?

...that **Lisa Stephens'** husband, Ken was an extra in the movie, "Forever Young" starring Mel Gibson?

...that **Wayne Bryson** has a very bountiful garden each year?

...that **Joe Stephens** was on the President's and Dean's Lists in college?

...that **Lisa Jarrell** was one of her high school's 15 outstanding seniors and later worked for ABC News?

...that **Jill Spell** is dating Chris Koonce, who is the son of former pitcher for the NY Mets, Cal Koonce?

...that **Pat Davis** operated a satellite USO during Operation: Desert Shield/Storm?

...that **Joy Walker** sponsored three Soviet children after the Chrenobyl nuclear accident and took them all to Washington, D.C.?

...that **Phyllis Page** writes poetry and has had two of her pieces published?

...that **Patrick Manning** (Ray & Daphne's son) was born at Cape Fear Valley in a room that was once the "medical supply" room? That's what I call being born into the business!

...that **Lisa Webster** once won \$1,000 playing Bingo?

...that **Tom Hester** was ranked fourth in the nation in fighting and weapons in Japanese Karate in 1990?

...that both **Walter DeLoach** and **Pat Clingenpeel** are registered nurses?

...that **Angela Grimes** was once a construction worker?

...that **Jim Short** used to be a Cumberland County Deputy Sheriff?

...that **Stephanie Goodale** is a Sunday School Teacher for 7th and 8th graders?

...that **Doug Sasser** is an antique collector?

...that **Kelsy Hustead** majored in Home Economics in college?

...that **Luanne Hilburn** was a Drivers Education Instructor in Germany?

...that **Kate Endriga** was a Secure Electronics Communication Technician in the Air Force?

...that **Gina McBride** won first place in a NC statewide speech contest in high school?

...that **Jennifer Cain** once won \$1,000 on a radio contest?

...that **Roselyn Butler** graduated for JFK High School in Agana, Guam?

...that **Gayle Phillips** once received awards for highest sales and agent of the month for sales of Life, Accident, and Health Insurance?

...that **Cathy Banks** has a sister that was born on her sixteenth birthday?

...that **Melody Dyda's** favorite car was a 1972 Yellow Ford Pinto?

...thanks to all the contributors of these interesting (and sometimes hilarious) facts!

SPIRIT Success Story

It's always nice to be recognized for a job well done. **Jill Spell** passed along this letter written by **Jim Womble** (Distribution Coordinator) to SEHS associates **Tony Webster, John Robbins, and Jeff Barnes**. We congratulate them on proving that the customer is our #1 priority!

"We have received a message from **Virginia Hines** (Physician Sales Rep) expressing her appreciation for the efficient and timely installation of Physicians Equipment in Winston-Salem and Charlotte on Wednesday, January 5.

She recognizes the customer concern and the effort given in the planning, coordinating, pulling, delivery, and the actual

installations and extends her compliments to all associates involved. Virginia describes it as a "wonderful, wonderful job."

I wish to add my appreciation and compliments on a truly great team effort. To make what, at first, seemed impossible for one day - possible. It could not have been accomplished without everyone working together. Everyone's ideas, suggestions, and efforts had a successful conclusion. The SPIRIT is contagious!"

If you have a SPIRIT Success Story you want to share with everyone, please submit it, in typed format, to your team's reporter or to **Stephanie Goodale**. This will be an ongoing addition to our regular Vital Signs.



SEHS Service Anniversaries

Congratulations to the following Associates that are celebrating the anniversary date of their employment with SEHS....

OCTOBER 1993 # OF YEARS

Bud Faircloth	31
William Smith	13
Glenna Herod	13
Clarence Gilliam	12
Lori Atchley	12
Granville Hicks	10
David Jacobs	6
David Green	5
Russell Carr	5
Gerald Reich	4
Harvey Campbell	4
James Gray	4
Patsy Markham	1
Mohamed Jama	1
Delilah Gibson	1
Pat Davis	1
LaJuana Ellis	1

NOVEMBER 1993 # OF YEARS

Les Herod	14
Ray Burris	13
Virginia Kauffelt	11
Mike Henry	10
Krys Furniss	8

Marcia Tarrant	7
Ronnie Crosby	7
Regina Gordon	4
Lori Horne	4
Donna Foster	3
Terry Reno	2
John Gebhardt	2
Scott Sholar	2
Luanne Hilburn	1
Edwin Hall	1
Kathy Samuels	1
Don Swiney	1
Barry Dover	1

DECEMBER 1993 # OF YEARS

Daphne Manning	20
Eric Thomas	12
Henry Kauffelt	12
Dickie Augustine	7
Albert Beck	6
Scott Dill	4
Ken Gupton	3
Eric Gilliam	3
Cheri-Lynn Michaelson	3
Suzan Lawler	2
Walter Tolbert	2
Maurice McDonald	2
Michael Kasarda	2
Bonnie Bensman	2
Maurice Hall	1
William Murphy	1
Wilvin Winfield	1
Vince Tammerine	1

JANUARY 1994 # OF YEARS

Ray Manning	23
Clem Doniere	21
Betty Rouse	17
Jim Burks	12
Larry Page	8
Debbie Allee	8
Scott McInville	7
Kathy Tucker	7
Carolyn Williams	7
Debbie Locklear	5
Cathy Banks	5
Rhonda Blankenship	3
John Bengel	2
James Duncan	1
Terry O'Shaughnessy	1
Phyllis Guster	1
Terry Clements	1
Lawrence Jordan	1

FEBRUARY 1994 # OF YEARS

Linda Dunlap	14
Carolyn McClellan	14
Doug Sasser	9
Bill Bateman	8
Cyndy Ell	6
Pam Greenhill	4
Pat Petty	3
Gina McBride	2
John Chelena	2
Rick Grimes	2
Bruce Day	1
Thomas Pittman	1

Proud Moments

RAY MANNING, JR.-

Along with others from SEHS, Ray and wife Daphne recently attended the Annual HIDA Convention in Kansas City. Ray, Vice-Chairman of the organization, was pictured on the front page of the "HIDA Convention Daily" cutting the ribbon to mark the opening of the convention. Over 8,000 people attended the trade show.

ERIC THOMAS-

A recent report indicated that less than 2% of the boys entering Boy Scouts reach the highest rank of Eagle. Eric's youngest son, Miles, received his Eagle Scout rank on September 18th. His oldest son, Clay, received his Eagle two years ago. Although this signals the end of Eric's participation with his son's troop, he will still serve on the advisory board. He has plans to go on the 50 mile hike next summer on the Appalachian trail! Good luck Eric!

PHYSICIAN WINNERS-

Three Physician team members were recently honored with their Division's "Spirit of Excellence Award." The recipients of this treasured award were **Pat Davis**, **Lisa Webster**, and **Gayle Phillips**. Physician Director **Jill Spell**, says, "The winners of this award are setting the example for other team members to follow!"

THERESA COUNCIL-

Kaylyn Alyssa Council, beautiful 4-year old daughter of **Theresa Council** (Long-Term Care), was recently named "Baby Miss Fayetteville Elegance." She has been in pageants since she was just 18 months old, when she won her first pageant! Since that time she has won two other pageants and was 1st runner-up in two. We know that



Theresa and husband, Joe, are so proud of Kaylyn and her older sister, Kirsten Toi!

Southeastern Gets a Face Lift!

What's all that hammering for? Why are ladders in the hallway? Is that paint wet or dry? Who knows, anything is possible right now within the walls of the Forsythe Street offices of SEHS.

After many additions over the past years, Southeastern is finally getting remodeled and updated with a brand new modern, efficient look. The old paneling, carpet and ceilings were removed to make way for the new SEHS.

Those beautiful old "hospital green" and "old gold" doors and file cabinets were a true sight to behold as they were removed or repainted. It has been said that Mr. Manning must have gotten a heck of a deal on that old paint, because it could be seen on something in every room!

The first group to move into their new offices was the Hospital Division. Later, the Physician Division also moved, making room for the growing Marketing Team. **Ron Carnighan** made the best out of a bad situation when he had to work in somewhat of a "closet" for several weeks. Books and papers were everywhere, but nonetheless, he made phone calls and held meetings.

Art Capps and **Bill Maness** moved into what used to be **Sammy Short** and

Kathy Shanahan's office. Art is so proud of his new countertop workspace. You didn't actually think he would sit at a desk and work did you?

Jean Arnold, **Carolyn McClellan** and **Daphne Manning** moved into their new office across from the Hospital team. Their old office became a temporary home for **Melody Dyda**, **Rick Grimes**, and **Patsy Markham**. Their new rooms were being built at the same time as **Ray Jr.'s** and **Pam Greenhill's**.

Plans are being laid now to construct more restrooms and remodel the reception area. Then will come M.I.S. and Accounting. Also the Service Department will be getting a new location in the warehouse.

Most of us think of construction work-

ers **Ron Potter**, **Graham Bledsoe**, and **Danny Brunson** like part of the SEHS family. Ron has made jokes about the fact that he's been working at SEHS so long that he's eligible for the 401K retirement plan.

All of us are anxious to see the final outcome of all the hammering, sawing, and painting. One thing's for sure, it will be worth the wait! -Written by Pam Greenhill

Below: Construction Crew Foreman, Ron Potter, cuts a piece of baseboard for one the new offices at the Forsythe Street building.





Happy Birthday to You!

January Birthdays

Hosea Gainer	1/01
Eric Gilliam	1/04
Ed Blackburn	1/07
Tim Garman	1/07
Anita Sylvis	1/08
Phyllis Guster	1/09
Kathy Samuels	1/09
Delilah Gibson	1/11
Tommy Carver	1/12
Jim Short	1/13
Clem Doniere	1/19
Harvey Campbell	1/19
Lori Keir	1/20
Sammy Short	1/21
David Jacobs	1/21
Jim Williams	1/22
Bonnie Bensman	1/28



February Birthdays

Linda Dunlap	2/02
Lawrence Jordan	2/03
Theresa Council	2/07
Cheri-Lynn Michaelson	2/10
LaSonya Dickey	2/10
Christine Combs	2/13
Shirley Hester	2/16
Ed Glaspie	2/21
Kathy Tucker	2/22
Jennifer Cain	2/22
Marsha Jackson	2/23
Lisa Bailey	2/23
Mike Montoya	2/28
Joy Walker	2/28

New Faces at Southeastern!

Andrea Jackson-
L.T.C. RGA Clerk
Fred Williams-
Carolina Nursing
Frank Nelson-
Hospital Account Services Rep
Jeff Lee-
Carolina Nursing
Kelsy Hustead-
Marketing Department
Leslie Antoniel-
Service Department Assistant
Matthew Jean-
Carolina Nursing
Michael Ann Rentz-
L.T.C. Account Services Rep
Tim Garman-
Hospital Division

Where are they now?

Bill Bateman-

From Physician Credit Manager to an Account Services Rep

Christine Combs-

From Accounts Payable to Accounts Receivable

Don Swiney-

From Carolina Nursing to Long Term Care Account Services Rep

Ed Harper-

From Fayetteville Distribution to Greenville Distribution Center

Glenn Barnett-

From Fayetteville Distribution to Manager of Greenville Distribution Center

Hosea Gainer-

From Fayetteville Distribution to Greenville Distribution Center

John Ward-

From Hosp. Div. to Carolina Nursing

Marcia Tarrant-

From Mail Distribution to Records Management

Rayna Samples-

From Accounting to Physician Division as an Account Services Rep

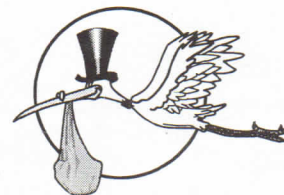
Suzan Lawler-

From Fayetteville to Greenville as Stockless Coordinator

Thomas Reeves-

From Fayetteville to Greenville as Truck Driver and Deliveries

IT'S A BABY!



Allison Lynne Holzer

Born to Tim and Lynne Holzer (Hospital Credit Manager) on November 2. Allison weighed in at 6 lbs. 14 oz. and is the couple's second child. Rumor has it that Tim wanted to name the baby, "Georgia" since their first daughter is named, "Savannah". But, Lynne had other plans!

Cole Alexander Hendrix

Born to Alan and Debbie Hendrix on November 21, 1993. Proud grandparents are Ray and Daphne Manning. Cole weighed in at 6 lbs. 7 oz. It's not hard to tell how happy the first time grandparents are by the ear-to-ear grin on their faces!

Ebony Jasmine Webb

Born to Earlene and Eric Webb on January 9, 1993. She weighed in at 7 lbs. 2 oz. Of course, the new parents thought she was the most beautiful baby in the nursery! Congratulations!



"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

Weddings...

We wish to offer congratulations to **Eric Webb** (Greenville Shipping Clerk) and Earlene Anderson! The happy couple were wed on October 23, 1993. The couple plans to live in Greenville.