



# MEDICAL DISTRIBUTION HALL OF FAME

**Editor's note:** Meet this year's three inductees into the Medical Distribution Hall of Fame: Janis Dezso, Joan Eliasek and Anne Eiting Klamar. Each has demonstrated the skills and talent to lead successful teams and organizations, a desire to build up and train other professionals in med/ surg, and legacies within their organizations and the industry at large that we should all aspire to.



## Listen, Learn and Mentor

2023 Hall of Fame inductee Janis Dezso has never missed an opportunity to expand her professional horizons, as well as give back to others in the industry.

**Her plan was to become a physical therapist. Fascinated by the medical industry at an early age, Janis Dezso** interned in the physical therapy department at a local hospital while in high school. “However, having a family took priority for me, and I set that goal aside,” she recalls. Still, a growing family calls for extra income, so in 1987 she began what was intended to be a temporary position with a medical device company, Suncoast Medical. Suncoast was later acquired by Aaron Medical, which in turn was bought by Bovie Medical. In 2018, Bovie was acquired by Symmetry Surgical, and most recently Symmetry Surgical was acquired by Aspen Surgical.



# Medical Distribution Hall of Fame

The passing years and changing hands have not fazed her. In fact, the longer she remained in medical manufacturing and distribution, the more convinced she was that she was exactly where she wanted to be. “I definitely found my spot in the industry and have never looked back,” she says. Starting in Bovie’s shipping department, she has held roles in customer service, sales and marketing management and currently is part of Symmetry Surgery’s executive leadership team. “Each of these roles provided a learning experience and further opportunity,” she points out. “I’ve always enjoyed being a lifelong learner; each time the company changed and grew, I changed and grew with it. And every step of the way, I was blessed to have a group of mentors, both within and outside of our organization, who supported, taught and encouraged me forward. My colleague, Rob Saron, has been a true leader, always believing in me and supporting me in every new experience.”

Additionally, Dezso has been a member of Professional Women in Healthcare – a volunteer-led member organization dedicated to providing a national voice and fostering leadership for women in healthcare manufacturing and distribution – since 2004. After serving on its membership committee for a year, she served as Marketing Chair (2005-2009), Chair Elect (2009-2010) Chairwoman (2011-2012) and Past Chair (2013-present). In 2022, she received the Anne Eiting Klamar Leadership Award of Distinction in recognition of her industry growth and accomplishments. Finally, an active member of the Healthcare Manufacturers Management Council (HMMC) since 2002, she joined its board in 2015, since serving as Secretary, President Elect and, most recently, President.

Nor has Dezso’s family life slowed down in all these years. She and her husband, Andy, have been married for 40 years, and she has two wonderful children, Andrea and Joseph, as well as a grandson, Emmett.

One of the greatest challenges one faces, whether in their personal or professional life, is the ability to learn and develop the right skills at the right time, notes Dezso. “It requires a lot of hard work, as well as a little luck,” she explains. “I’ve never been afraid of hard work, and luck has always been on my side.”

## The value of relationships

“I’ve always said I feel blessed to be in this industry,” says Dezso. “What I most love about working with distribution are the relationships that are formed by striving toward a common goal to grow our mutual businesses. As our

industry has changed and grown, in turn, I have been able to grow and develop my own network. I have gotten to know, not just colleagues, but lifelong friends. The last few years, during the pandemic, these relationships have kept me sane. For someone like myself, who likes to travel and meet face-to-face with my customers, working remotely at my desk and meeting with customers by computer could often be overwhelming. That said, it was always fantastic to turn on that video and see a friendly face.”

Indeed, the value of relationships cannot be emphasized enough, she says. In addition to her day-to-day involvement with colleagues and customers at Symmetry Surgical, she has devoted years to promoting leadership roles for women through her involvement at Professional Women in Healthcare. “I am especially proud to be affiliated with this organization,” she says. “Being part of PWH has enabled me to give back to an industry that has given so much to me. The years I spent mentoring other members has taught me to become a stronger leader – to analyze and think in new ways, enabling me to bring creative thinking to my own team at Symmetry Surgical.

“As a founding member, a board member, chair and past chair, I’ve relished the opportunity to be a part of a movement that has helped change the face of leadership in our industry,” she continues. “When PWH was started in 2004, there were very few women in executive leadership roles in healthcare manufacturing and distribution. This past year, however, while attending the HIDA Executive Conference, the extensive number of women I saw reminded me of how far we’ve come.”

## 2022 Anne Eiting Klamar Leadership Award

Dezso’s years of service to Professional Women in Healthcare have not gone unnoticed. In 2022 she was awarded the Anne Eiting Klamar Award, which recognizes a woman who has proven herself to be an accomplished industry leader and has demonstrated a broadened scope of responsibility and professional development over the years. Recipients are respected industrywide for their confidence and integrity, as well as their commitment to giving back to the industry.

“I can’t tell you how excited I was to receive this award,” she says. “It is quite humbling to have my name on an award next to Anne Eiting’s.” Achieving true leadership calls for years of learning, she points out. It’s easy to make mistakes along the way, but essential to learn from those mistakes. “I think the moments that define one’s leadership

## Rob Saron, SVP, Global Distribution, Symmetry Surgical

Janis Dezso is a great addition to the Medical Distribution Hall of Fame. I've known her since 1987, when she joined our company as a temporary employee in the shipping department. She soon moved on to a position in customer service, later becoming a

customer service manager. She eventually went on to work for our first international director and quickly learned that aspect of the business. Janis later became vice president of sales and marketing, and currently is VP of Global Distribution. She cares deeply about

her customers, both internal and external. Because she has worked in so many areas of the business, she has learned how everything works, from the inside out. In turn, she uses that knowledge to be an invaluable asset to the company and our distribution partners.

## Cristopher Pellegrino, Director of Distributor Relations and Corporate Accounts, Metrex Research

I've known Janis Dezso for over 20 years. She was one of the first people I met in the industry and quickly became a great friend, mentor and, at one point, boss! It's remarkable that she started in the warehouse at Aaron Medical and has risen to her current role at Aspen. Along the way she has had a huge impact on the industry by helping start – and chair-

ing – PWH, as well as leading HMMC as president. In fact, Janis has always been willing to share her talents by volunteering for multiple committees and councils within the industry.

Whether it's a quick text to offer advice or a formal mentoring conversation, she's open and honest and willing to help. While Janis has been incredibly successful in her career

and has been recognized recently, not only by the Anne Eiting Klamar Leadership Award of Distinction but also with her induction into the Medical Distribution Hall of Fame, I know she's most proud of her family. If you know Janis, it's apparent how much she enjoys spending time with them. She beams when she tells stories about their recent accomplishments!

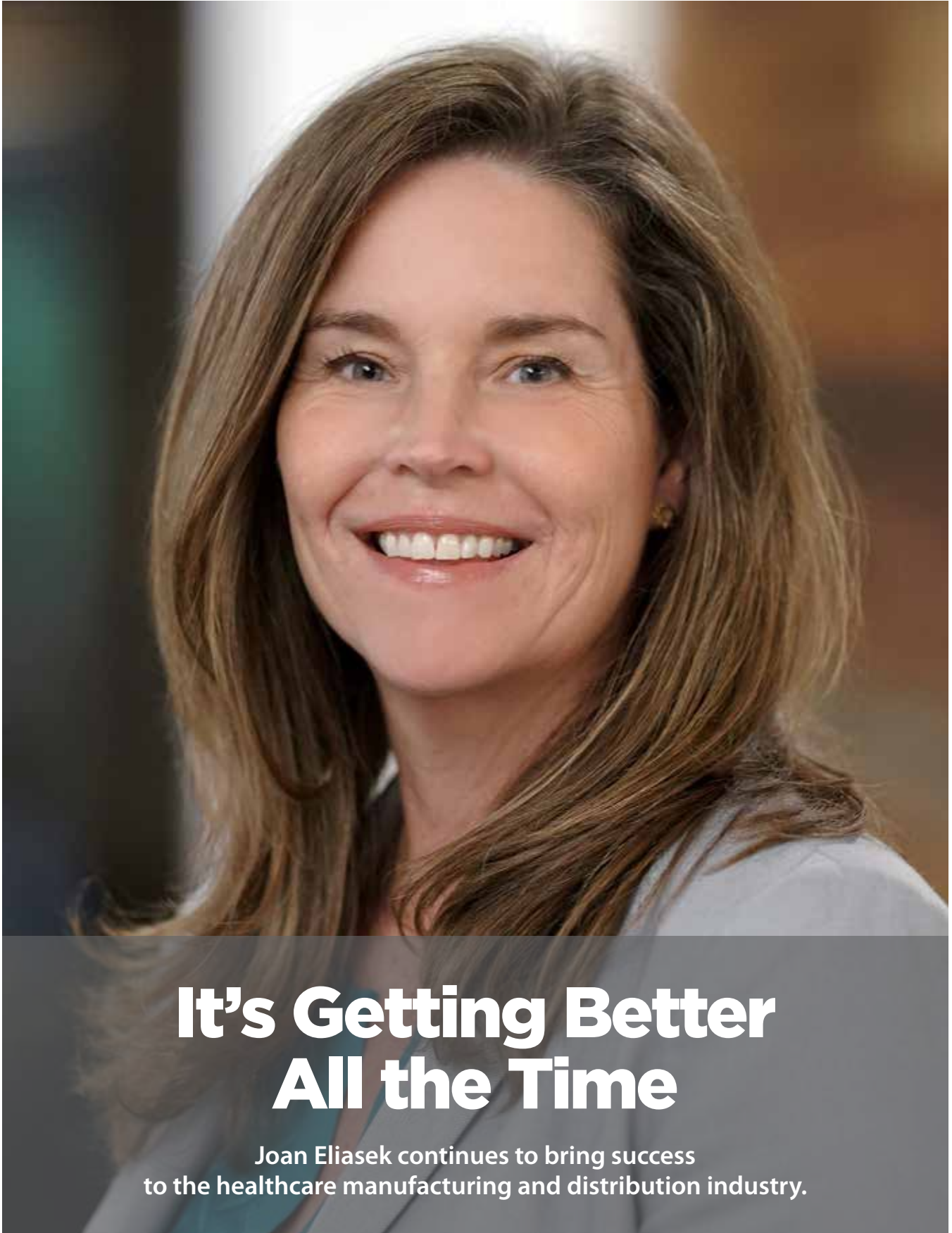
are those where we must leave our comfort zone and make the necessary changes to do better, be better and grow in our profession. I can recall times in my career when I could have reacted with emotion, but instead opted to reach out to one of my mentors for direction. Often, when I've spoken at PWH or worked with my mentees, I've pointed out that everyone should have their own personal board of directors – a group of people they can depend on to listen to their ideas, challenge them, champion them and tell them the truth, whether good or bad. Over the years I've had many great people serve on my personal board of directors. Some of them have truly stood out: Rob Saron, always my champion; Cindy Juhas, who tells it like it is; Anne Klamar, who challenges me to ask the hard questions and think in new ways; Cris Pellegrino, who is always available to bounce ideas around; and my husband, Andy, who is always willing to listen and support me, no matter what.

“Winning this award has reminded me of how important it is to continue learning new ideas and approaches and to continue giving back to the industry. I look forward

to continuing to do both in the years to come. Even more, I look forward to continuing to coach and mentor others who, like myself, are dedicated to a career in health-care manufacturing and distribution, because it truly is an opportunity of a lifetime.”

“One of the best things about this industry is that it's consistently changing in innovative ways,” she says. “I can always count on looking forward to the next horizon. The acquisition of Symmetry Surgical by Aspen Surgical signifies exciting opportunities and challenges ahead, and I'm looking forward to learning, growing and coaching as I navigate my way forward.

I anticipate continuing to develop an awesome team of professionals and colleagues as we work towards common goals, build new relationships and swap stories about the good old days. And I always look forward to spending quality time with my husband, children and grandchildren. When the time comes to wind down my career (and, no, that time will not come soon!) I look forward to traveling the world – drinking some great wine and spending time with the people I love.”



# It's Getting Better All the Time

Joan Eliasek continues to bring success  
to the healthcare manufacturing and distribution industry.

# Medical Distribution Hall of Fame

## **There's no slowing down for longtime McKesson**

Medical-Surgical team member Joan Eliasek. With over three decades of experience in healthcare manufacturing and distribution, she has taken on a new challenge, having recently moved to Toronto to lead McKesson Canada as president of McKesson's Canadian portfolio of business. "I'm extremely excited about the opportunity to lead McKesson Canada," she says. "It's a strong team that is integral to many aspects of healthcare in the country, including pharmaceutical distribution operations, specialty health and McKesson's network of independent pharmacies (I.D.A., Guardian, Remedy'sRx, The Medicine Shoppe, Uniprix, Proxim, e-commerce retailer Well.ca and Rexall Pharmacy Group). Like McKesson in the United States, McKesson Canada played a central role in the COVID-19 vaccination effort, including administering many of the vaccines through our pharmacy network. I'm motivated by leading an organization that makes such an impact and is improving healthcare every day."

In fact, this new chapter couldn't begin at a more exciting time in the industry, she points out. As healthcare manufacturing and distribution continues to evolve, new service models remain a major driver of product innovation. "Digital products and solutions, as well as those designed for ease of use and operating outside of a traditional healthcare setting while being integrated with providers, mean our industry must adapt quickly to these demands," she explains. Now more than ever before, it's especially important for her team to be customer-focused to ensure they know who is using their products and how those products are being used.

Eliasek also recognizes the growing importance of Rx products that currently impact McKesson's product portfolio, as well as its business and operating strategies. "These products have more regulatory requirements and demand quality control rigor beyond that of many traditional medical surgical products," she says. "Adapting to these changes will impact what our distribution centers look like and the logistical requirements and timelines for delivering with excellence."

## **Taking the long view**

Eliasek began her career in 1991 at Baxter Healthcare Corporation as a field operations manager. Four years later, she joined General Medical (later McKesson Medical-Surgical) and has progressed through a number of roles

since then, each one offering her the opportunity to expand her skills and perspective. These have included: Director of Market Services; Vice President, Strategic Business Services; Vice President, Supplier Management; Senior Vice President, Marketing & Category Management; Senior Vice President, Product Strategy & Supplier Partnerships; and President of Extended Care Sales, where she led her team through four years of successive growth.

Since 2020, she has served as Senior Vice President, Customer Experience, for the McKesson Medical-Surgical business unit, where she has led a team of more than 6,000 employees in operations, customer service, materials management, sales administration and data management. Under her leadership, her team quickly stood up facilities and operations to support the COVID-19 vaccine effort in the United States, assembling kits to support 1.2 billion vaccine doses, investing in new distribution facilities and systems, and updating the business unit's data platform.

**'The ability to work through a tough negotiation and come to a mutually agreeable conclusion is an important skill.'**

"I have worked with some terrific people over the years who have taught me so much," says Eliasek. "The time I've spent working with suppliers and negotiating contracts has been especially valuable. The ability to work through a tough negotiation and come to a mutually agreeable conclusion is an important skill – not only when working with suppliers, but also with customers. I have also grown in my ability to communicate and set a vision for large groups of people. As the size of the teams I've led has increased – from a small group of 15 teammates to a large, multi-layered group of over 6,000 – I have come to appreciate how different it is to communicate with a large group versus a small one that you can connect with on a very personal level."

Through the years, her relationship with her distributor and manufacturer sales rep partners has evolved



## Medical Distribution Hall of Fame

as well. “I have worked with many terrific distributor sales reps over the years, as well as great manufacturer reps. At the beginning of my career at McKesson, my roles involved working closely with our sales reps to meet our customers’ goals. They have been consistently creative in their ability to problem solve and meet our customers’ needs. They always put the customer first, and while they are demanding, they remain grateful and always focused on doing what is right for our customers. I was lucky enough to lead McKesson’s Extended Care sales team. It was such a pleasure to see this group solve problems, work proactively with their counterparts and do the right thing to make sure our customers and their patients had what they needed to be successful each and every day. I am so proud to have been a part of that amazing team and cherish the relationships I’ve built with them.”

**‘Our reps have been consistently creative in their ability to problem solve and meet our customers’ needs.’**

### Boards and awards

Eliasek has served on several boards in the healthcare industry, including Healthcare Industry Distributors Association (HIDA), HIDA Educational Foundation and Global Healthcare Exchange. She has also been a long-time advisor to the Professional Women in Healthcare (PWH) board – a volunteer-led member organization dedicated to providing a national voice and fostering leadership for women in healthcare manufacturing and distribution. In 2018, she was the first recipient of the PWH Anne Eiting Klamar Leadership Award of Distinction.

She joined Professional Women in Healthcare at its start, when it was an idea founded by Cindy Juhas, chief strategy officer, CME Corp., and Anne Klamar, chair of the board of directors, Midmark, she recalls. Within a few years, her involvement in the organization grew when she was asked to serve as an advisor on the board. “I have especially enjoyed watching the organization evolve and impact the many women who have been involved over the years, as well as the healthcare industry itself. I have

### Stanton McComb, President, McKesson Medical-Surgical

I have worked with Joan Eliasek for nearly 12 years. Joan has continued to impress throughout the years. She has always been a kind, thoughtful and steady leader. No matter what the role or the challenge is, she maintains poise and delivers excellent results. I am most impressed with her consistent ability to hire, develop and promote great people, as well. We are a better team because of Joan and we could not ask for a better teammate. I am excited to see her continue to grow and do great things for Team McKesson in Canada.

received as much – if not more – from this organization than I have given to it.

“Over the years, I have recommended to many of my colleagues that they, too, become involved with Professional Women in Healthcare. Networking with, and learning from, so many other professionals and leaders in healthcare has influenced my career in critical ways, and it has been my hope that others benefit similarly. The quality of leadership content and the opportunities for professional development that PWH offers to both women and men in the healthcare industry are simply unmatched. The women who volunteer their time to help run PWH care deeply about the organization’s mission to create an industry that is led equally by women. Their efforts truly drive results, and it’s quite inspiring.

“I was extremely honored to receive the 2018 Anne Eiting Klamar Leadership Award of Distinction. Frankly, to be mentioned in the same breath with Anne Klamar is a tremendous compliment. I have known Anne for many years and deeply respect her, both personally and professionally.”

As Eliasek and her husband, Steve, make the transition from raising teenagers to empty nesters, she looks forward to having more time to contribute to Professional Women in Healthcare, as well as other organizations in the industry, and to mentor others who are newer to the industry. And she is excited to become better acquainted with the city of Toronto, her new team at McKesson Canada and the role she will play in the company’s success.



# Leader by Necessity

Anne Eiting Klamar built a culture of learning, growth and philanthropy at Midmark.



## **Anne Eiting Klamar had zero leadership experience**

when she stepped into her role as president and CEO of Midmark in 2000. At her urging, a leadership coach interviewed the people at Midmark to assess her skills as a leader. Most said she had work to do.

Not to be discouraged, she transformed that hard truth into a lifelong journey in leadership, teamwork and family governance, as well as advanced medical technology, manufacturing, and sales and marketing. She shepherded Midmark through challenging times and in 2015, confident that the company was in capable hands, stepped away from her role as president and CEO to become chair.

## **Family doctor**

Anne Eiting Klamar received her Bachelor of Science degree from the University of Michigan and graduated with her M.D. degree from The Ohio State University. She practiced medicine in Urbana, Ohio, before moving to Versailles, Ohio, with her husband, Rob, also a physician, when she was named president and CEO – the fourth-generation Eiting to assume that role since the company's founding in 1915.

Lacking any experience running a company, she wondered about her qualifications for the job. But her father, Jim Eiting, was retiring, and the company needed leadership. The board felt she could handle the job. "I honestly didn't have the presence of mind to say 'no,'" she later told an interviewer.

Speaking to a reporter from a Dayton newspaper, she said, "Physicians don't necessarily have great leadership skills. They tell people what to do, and people do it or not. That doesn't work in business." Being the boss's daughter didn't make the job any easier.

She set about working on her leadership skills and completed a three-year program for owners and presidents at Harvard Business School as well as several executive education programs at the Kellogg School of Management at Northwestern University.

Under her leadership as president and CEO, Midmark implemented advanced manufacturing systems; expanded the company's presence in the medical, dental and animal health markets, as well as digital diagnostics and digital imaging; and increased Midmark's philanthropic activities.

*Repertoire* recently asked Klamar about her professional and personal journey.

## **The family in business**

**Repertoire:** In an article published by the Northwestern Kellogg School of Business, you made a distinction between a "family business" and a "family in business." What is the difference, and does that distinction apply to privately owned medical distributors today?

**Anne Eiting Klamar:** A "family business" tends to be family-owned, but there may not be any family members in the business. A "family in business" implies the family is working together in the business, which is unique. When families work together, there needs to be a coherent set of values, goals and a shared mission and vision of the future.

That distinction could also apply to privately owned medical distributors and other "family in business" models in our industry. One example is the McLaughlin family, the second generation to run IMCO. The family works together to align their values and goals with the mission of the business, preserving core principles from the previous generation.

**'When families work together, there needs to be a coherent set of values, goals and a shared mission and vision of the future.'**

When I entered the role as president of Midmark, it was an investment in the family in business. It was humbling. We were providing employment to many people, and that motivated me to do my very best.

**Repertoire:** You completed Kellogg's "Governing Family Enterprises" program. What are the key points you took away from that?

**Anne Eiting Klamar:** To establish family governance, you start with a set of principles that the family has agreed to. Once you have established a unified vision, mission and values, a family charter and other governance discussions and documents come into effect. Our family charter outlines the procedures and decisions that must be made to ensure the success of the business long term, providing the next generation with the framework to build their own governance. Our family council is a united front that looks out for the

# Medical Distribution Hall of Fame

best interests of the business and the family in the business. Our governance is divided into branches that come together to refine our vision, mission and values as we move into the future.

## Teammate development

**Repertoire:** As you look back at your time as president of Midmark and in your current role as chair, what gives you the greatest satisfaction about the current state of the company versus when you became president in 2000?

**Anne Eiting Klamar:** From the beginning, teammate development was a big priority for me and I am delighted to see it continue beyond my tenure. As we continue to build a culture of learning and growth at Midmark, it is important to recognize the invaluable contributions of each team member. We want to ensure that everyone feels supported, respected and valued. This is essential for creating a positive and productive work environment. With this focus, I am confident that our organization will reach even greater heights in the coming years.

Midmark was participating in philanthropic initiatives back in 2000, but not nearly at the level we do today. We have a great focus on philanthropy and helping others, and it's more purposeful now. It's also a big part of our culture. We are proud to make an impact in our communities and the world. Our commitment to giving back is what drives us forward. Our teammates are encouraged to get involved in volunteering and charity activities from blood drives to domestic and mission work to building hygiene kits for refugees. It's truly inspiring to see how much we can do when we come together to make a positive difference.

## Digital world

**Repertoire:** In a recent Lodis Forum piece, you said, "We've become a medical device company through our digital diagnostics and digital imaging. And now, we are moving forward into the real-time locating system hardware/software space to track efficiency in medical office buildings and hospitals." Have your expectations of distributor reps changed as Midmark has made these changes? If so, how?

**Anne Eiting Klamar:** The healthcare industry has changed so much over the years, and has therefore changed the expectations of the distributor reps. Our distributors play a prominent role, and their functionality has remained of high value to Midmark. The goal would be for distribution

to change along with, or ahead of, the industry. An example of this is our focus on dental health and its impact on overall health, or the evolving role of retail clinics.

Also, GPOs and IDNs have become more prominent in healthcare, creating more complex relationships between manufacturers, distributors and healthcare providers. With this complexity comes an even greater need for distributor reps to be knowledgeable about their product offerings and beyond.

**'From the beginning, teammate development was a big priority for me and I am delighted to see it continue beyond my tenure.'**

With RTLS, we are continuing our transformation of healthcare experiences through clinical workflow data and analytics. Having the ability to track assets, staff and patients throughout healthcare facilities gives customers insight into how their practice performs. This has never been visible previously and helps create and maintain the most efficient and effective medical facilities, which is good for all involved.

## Work as learning opportunity

**Repertoire:** In the Kellogg School of Business piece, you said about Midmark, "We challenge people to look back at their career in our company as one of the best learning opportunities of their lives." How does a company instill that kind of culture among the people who work there?

**Anne Eiting Klamar:** At Midmark, we want to ensure that every single person has the opportunity to reach their greatest potential. That's why it is so important for us to prioritize education and philanthropy in our core values. We strive to help each of our teammates grow, learn and develop new skills that will enable them to excel inside and outside their jobs.

Our goal is that everyone who works for us has access to the tools and guidance necessary to discover and live out their destiny. We offer tuition reimbursement for teammates and even board members who want to further their professional development.

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**Repertoire:** You also said that succession planning is something “nobody wants to think about, but everyone has to do.” What are the most important keys to successful succession planning?

**Anne Eiting Klamar:** The worst succession plan is no succession plan. We view succession planning as a critical element of our business success. One component is education, identifying the best person to fill a role when it becomes vacant and preparing today’s teammates to be tomorrow’s leaders. Another component is dialogue. Some conversations are not easy to have when it comes to filling new roles, especially when there is a mismatch in perceived strengths and talents.

### Professional Women in Healthcare

**Repertoire:** You have been active in Professional Women in Healthcare (PWH) since its inception. What makes you optimistic about the role of women in healthcare?

**Anne Eiting Klamar:** I am proud to be a co-founder and advisor for Professional Women in Healthcare. In the early 2000s, the need for change in the industry was recognized. With over half of medical student and dental student applicants being women, we needed to help the industry reflect our customer base, whether through PWH or another means. With the help of some great female leaders in the industry, we established PWH in 2004, and it has since grown to nearly 800 members, both women and men, creating leaders in our industry.

Watching young women – the next generation of industry leaders – develop their skills is joyful and hopeful. These women are participating on committees, in chair roles, and vice-chair roles. They are genuinely interested in their own leadership development, whereas 20 years ago, it was “heads down.” Women and men, our members and associate members, are leading the industry and continuing to grow both personally and professionally. I am so proud of them.

### World view

**Repertoire:** Are you still an active member the World Economic Forum? Why did you get involved? What has the experience taught you?

**Anne Eiting Klamar:** I attended the World Economic Forum several years ago but am no longer a member. What I can share is something I’m very passionate about – my commitment to World Vision. My husband, Rob,

and I are part of the National Leaders Council of World Vision, because we believe in the sustainability and scalability of the World Vision model. We are also the co-chairs of the Maternal/Child Health Sector at World Vision U.S. Through this organization, I am working with some of the most amazing people I have ever met that are committed to moving people out of extreme poverty.

Companies should know that they can create a greater good serving the needs of the world in different ways, from blood drives to giving back to those who are in extreme poverty. Imagine having no healthcare, no electricity, no access to clean water, and earning 14 cents a day while needing to feed your children. The people we work with at World Vision are passionate about healthcare and clean water because bad water usually means poor healthcare and even death.

Rob and I are looking forward to another trip with World Vision in the summer of 2023, when we’ll go to Zambia with a sense of purpose in an area of extreme poverty, doing what we can through World Vision to make a difference. It is truly a humbling experience, and we are both very passionate about it.

**‘Our goal is that everyone who works for us has access to the tools and guidance necessary to discover and live out their destiny.’**

**Repertoire:** What lessons – if any – can U.S. healthcare providers learn from peers in other countries, even countries that we consider “underdeveloped?”

**Anne Eiting Klamar:** We can sometimes learn lessons from underdeveloped countries and also be grateful for what we have here in the U.S. For example, Zambia has the most dedicated people in healthcare I’ve ever met. They live in clinics in remote rural areas and care for patients 24 hours a day/365 days a year. They have no clean water, they may have an exam table, they may have a few simple diagnostics, yet they work around the clock to provide the best care possible. Imagine trying to deliver a baby on a dirt floor by flashlight.

We have advanced technology but can still learn the importance of good care and education. A group of medical students traveled to Kenya via an Ohio State scholarship to observe and work in a rural medical clinic.



# Medical Distribution Hall of Fame

While there, the person in charge came down with severe malaria and the internet went down, among other significant challenges. These seven students were forced to take control of the clinic, performing small surgeries and delivering babies. They even had to go out and find bananas for a patient in need of potassium, calculating

how often the patient needed to eat a banana to keep his potassium levels high enough.

The students were amazing! They came home saying they would have never had that experience in the U.S. and that they had confidence in themselves now because they had to figure out things on their own. And they did. What a win-win. **rep**

## Cindy Juhas on Anne Eiting Klamar

*Cindy Juhas, chief strategy officer for CME Corp., met Anne Eiting Klamar at a HIDA Executive Conference the year the latter became president and CEO of Midmark.*

- › We met at the opening luncheon and had lunch together. This was the infamous day that Anne asked me point-blank, 'Where are all the women?' I said that some were there but they all seemed to be in their rooms working! She said that we needed to change the fact that we were underrepresented at these major events, and PWH [Professional Women in Healthcare] was born. She helped make a safe place and a learning place for women executives within our industry.
- › Anne is one of the most collaborative leaders I have ever met. She listens, asks great questions, and leads the discussion to bring consensus in the end. Everyone

feels like they won at the end of any group session I have had with Anne. She taught me a lot when she led PWH those first few years. I think of Anne all the time when I am leading any team.

- › Anne has always harped about planning your future. Too often, we forget to plan that last leg of our career. Figuring out what you love and are passionate about is one aspect when thinking about that last chapter, but also succession planning. That is not always something we businesspeople think about, but in her mind, it is very important. I believe it now myself and am figuring it all out. Anne helped me get there, for sure.

## Jon Wells on Anne Eiting Klamar

*Midmark President and CEO Jon Wells first met Anne Eiting Klamar in 2000, when he was a product manager and she was recently appointed president and CEO. He offered these observations about her:*

- › Anne has incredible empathy for the business and our people, which has been reaffirmed since the beginning. She has a keen awareness that for the company to be successful and profitable, people need to be cared for. Anne has reinforced and strengthened our culture to support our teammates. Through her leadership, she created a trusting environment where everyone feels valued and respected, and she encourages teammates to reach their full potential. In her words, to be more than they ever thought they could be.
- › Anne never settles. She consistently shows a desire to get better. She is a leader who is not afraid to change to improve. Anne firmly believes that you can't be complacent and grow the business. Perhaps most important, Anne has focused on building a positive work culture and inspiring others to achieve new heights.
- › Anne genuinely cares for and wants to help others. First and foremost, she deeply cares about her family. And she has a tremendous desire to make a positive difference in the world. Her philanthropic work

provides a great example of servant leadership. She values the importance of giving back and she does so in a variety of ways. She is actively involved in several organizations that work to support those who are less fortunate, both domestically and abroad, supporting healthcare initiatives that provide access to quality healthcare. Her commitment to philanthropy is an example of what can be achieved when we use our time, energy, and resources for the betterment of others. For that, she will always be admired and respected.

- › Anne strongly supports our customers and has been instrumental in building relationships in our industry. Through her leadership as the co-founder of Professional Women in Healthcare (PWH), she is dedicated to helping women further their careers and has been a mentor to many. We are in an exceptional industry, and it didn't happen by chance. It happened through hard work and deep relationships, always working on getting better, caring for others and building relationships to ensure we have a successful future.