We make healthcare run better
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Welcome

About Medline
Medline is a healthcare company; a manufacturer, distributor, and solutions provider focused on improving the overall operating performance of healthcare. Partnering with healthcare systems and facilities across the continuum of care, Medline provides the clinical and supply chain resources required for long-term financial viability in delivering high-quality care.

With the scale of one of the country’s largest companies and the agility of a fast-moving, privately-owned business, Medline is able to invest in its customers for the future and rapidly respond to a dynamically changing market with customized solutions. Headquartered in Northfield, Ill., Medline has 27,000+ employees worldwide and does business in more than 125 countries and territories. Learn more here.

Our history
Founded in 1966, Medline’s roots date back to 1910 when A.L. Mills, the great grandfather of the current owners, started sewing butcher’s aprons in Chicago. He was approached by nuns from a nearby hospital who worked as both nurses and seamstresses who asked his help with the sewing of the surgeons’ gowns and nurse’s uniforms. Medline continues to be the leading supplier of gowns and scrubs to the healthcare industry.
Who we are

Medline is managed by the fourth generation of the Mills family: Charlie Mills, chief executive officer; Andy Mills, president; and Jim Abrams, chief operating officer. All assumed management in 1997. Get to know us.

Meet our leadership team

Charlie Mills  
Chief Executive Officer (middle)  
Charlie joined Medline in 1986, where he started as a sales representative. Since then he has held various positions within the company, including sales management, vice president of marketing and vice president of manufacturing. In 1997, he was named CEO. Prior to joining Medline, Charlie was a sales rep with IBM. He received his Bachelor of Science degree in Engineering and his MBA from Cornell University.

Andy Mills  
President (right)  
Andy started with Medline as a sales representative in Dallas, Texas. He then worked in Medline’s OR product division and went on to manage the company’s marketing department before assuming his current position in 1997. Prior to working for Medline, Andy worked in brand management for Procter and Gamble. He received his Bachelor of Science degree from Tulane University and earned his MBA from the J.L. Kellogg School of Management at Northwestern University.

Jim Abrams  
Chief Operating Officer (left)  
Jim joined Medline in 1992 where he started as a sales representative. Since then he has held various management positions within the company until being named COO in 1997. He graduated from the University of Michigan with a Bachelor of Arts degree and earned his law degree from the University of Chicago. Upon graduation from law school, he worked for the law firm Kirkland and Ellis.
Capabilities

We have the agility of a fast-moving, privately-owned business, able to customize solutions

We create partnerships that last by bringing the best ideas forward. Our entrepreneurial culture inspires a "can do" attitude, enabling us to act quickly and choose the right products and solutions to help you provide the best care. Explore more.

Empowering people to act
Our people are empowered to act on their own ideas, work directly with you and solve problems quickly to deliver better outcomes.

Open innovation
It’s not just about developing new products, it’s about responding to immediate challenges with relevant solutions. We work with you to bring new concepts to life.

Creative problem solving
Forget the status quo. Through collaboration, we uncover gaps, discover opportunities and help you through times of crisis.

Speed to market
Access to leaders, clinicians and supplies—from raw materials to bedside ready—means shorter cycles and streamlined approval processes.

Our agility and scale make us a better, stronger partner

How we help improve outcomes
Learn how Geisinger and Medline worked together to improve HAPI and CLABSI outcomes.

Read more

How we help to engage patients
How Providence engaged patients and regained trust after COVID.

Read more

How we help advance technology
Find out how Medline’s warehouse robotic technology gets it right for customers.

Read more

How we help to save money
See how a clinical standardization summit saved Bon Secours Mercy Health $2 million.

Read more
Capabilities

As a large, independent company, we have the scale to invest in your long-term goals

We’re motivated by your growth, not by Wall Street, and we have the offerings, commitment, risk tolerance and integration to prove it. Our ability to see and respond to the total supply chain—with the understanding that no two customers are alike—is how we’re able to deliver on quality and price. We believe that’s why 95% of customers stay with us.

Breadth of offerings
It’s all about the people and products: 19,000+ clinical and business experts for every market, 300,000 products and over 500,000 kits made every day.

Ability to take on risk
We plan ahead for the unexpected, so you’re always covered—protecting you from backorders and outages in the event of a crisis.

Long-term commitment
We build partnerships that last. We take the time to get to know your business and priorities, focusing on service, support and your success.

We’re vertically integrated to better support your business

Manufacturing and sourcing
30+ centers throughout 7 countries

Quality
1000+ quality control specialists and a rigorous system enabling a 99.98% defect-free rate

Kit assembly
One of the world’s largest operations for surgical/minor procedure trays

Distribution
54+ centers worldwide, including North America, Europe, Asia and Australia

Transportation and logistics
750+ MedTrans trucks and onsite logistics for US customers

Clinical guidance
1,600 dedicated service representatives and 200+ clinical specialists serve customers in 90+ countries
Fast facts
We’re a healthcare company, a manufacturer, distributor and so much more. Our mission is to improve the overall operating performance of healthcare across the continuum. Explore more facts here.

- **20+** North American manufacturing sites
- **50+** distribution centers across North America
- **30,000+** employees worldwide
- **60+** of the largest 150 healthcare systems nationwide partner with us
- **300,000** products to meet every need
- **5,200** new jobs added since 2014
- **100+** years serving the healthcare industry
- **#16** on the Forbes 2021 list of America’s largest private companies
- **125+** countries where we do business
- **50+ years** of consecutive annual growth in revenue
- **$20.1 billion in 2021**
Our expertise

Our goal is to bridge supply chain and clinical expertise to help healthcare run better

With 200-plus clinicians on staff and a team that focuses on supply chain optimization, Medline strives to be more than a vendor. We want to leverage our expertise to be an extension of our customers’ business. Medline’s experts are recognized thought leaders in a variety of areas, including:

Operating in a variety of commercial verticals, Medline manufactures or distributes over 300,000 products to healthcare organizations in every industry segment including acute care, post-acute care and specialty care like physician office, surgery centers and higher education.

There are many areas of high importance for healthcare facilities, including:

• Combatting hospital-acquired infections (HAIs) in the physical healthcare environment, in and on caregivers, and in and on patients.

• Clinical readiness, including staff management as well as attracting, informing, and retaining caregivers, as they are an essential part of quality care delivery.

• Supply chain services that improve operational and financial results while maintaining quality, standardizing products with clinician customization, and streamlining processes to make better use of resources.

• The OR experience from patient pre-admission to post-discharge and impacting OR efficiency while improving patient outcomes and controlling costs.
Megan Henken, Vice President of Product Management, Medline’s Environmental Services division

Megan Henken is vice president of EVS product management at Medline. She has been with the company for nine years and led the development of Medline’s Surface Cleaning System for hospitals and post-acute facilities. She has a certification of Mastery in Infection Prevention from AHE.

View previous Newsroom articles

Topics of expertise:
- Environmental cleaning
  - Environmental cleaning’s role in infection prevention
  - Factors to consider when disinfecting surfaces
- UV technology and disinfection
  - Upcoming timely: Consumer technology

Paul Alper, Vice President of Patient Safety Innovation

Paul Alper has 35 years of experience as a researcher, innovator and patient safety strategist. As an inventor of earlier generation hand hygiene monitoring systems, his research and writing has been published in the American Journal of Infection Control, Patient Safety & Quality Healthcare, Joint Commission Journal on Quality and Patient Safety, Journal of Pediatric Nursing. He is a member of APIC, The Association of Professionals in Infection Control and Epidemiology.

View previous Newsroom articles

Topics of expertise:
- Hand hygiene compliance
- Leapfrog’s new 2021 standards
- Direct observation and the Hawthorne effect
- New technology driving hand hygiene compliance monitoring
Nikki Cracknell, Senior Manager of Clinical Development, Medical Affairs

Nikki Cracknell is a senior manager of clinical development and a Medical Science Liaison (MSL) in Medical Affairs at Medline. Cracknell manages the MSL team within Medical Affairs and is a member of the team that functions as a bridge between Medline and healthcare providers. Nikki is a Registered Nurse with a Master’s degree in Physiology. Her career expands over 20 years working in the healthcare space within the clinical setting, as well as in the medical device and pharmaceutical industry, with more than eight years of experience as an MSL and Clinical Educator involving acute and post-acute care and community outreach. She has extensive experience within healthcare-acquired infection prevention, emergency medicine, post-operative pain management, vascular access and physical therapy. Knowledge within these areas further involves clinical research, infectious disease treatment and medical nutritionals; amongst others.

View previous Newsroom articles

Topics of expertise:
• Emergency medicine
• HAI prevention
• Post-operative pain management
• Vascular access

Caryn Arnold, MBA, RN, CNOR, Medical Science Liaison

Caryn Arnold is a long-term member of AORN, has served on committees and specialty groups, has collaborated, and authored several articles on improvements in healthcare in nursing and healthcare executive journals. She has been instrumental in developing and authoring continuing education offerings.

Topics of expertise:
• Post-acute care infection prevention
• Medical-surgical nursing
Peter Saviola, Vice President of Logistics and Supply Chain Optimization

Peter Saviola serves as the vice president of sales operations for acute care sales at Medline, where he heads up the customer logistics team, providing consultative and logistical support to prime vendor distribution customers. Saviola holds a BS in Finance from the State University of New York at Buffalo and a Master’s from Darden School of Management.

View previous Newsroom articles

Topics of expertise:
- Supply chain logistics and optimization
  - Third Party Logistics (3PL)
  - Emergency preparedness supply chain logistics

Doug Sharpe, Vice President of Lab Capital Sales

Doug Sharpe has been in the healthcare industry for over 25 years. He started with Qmed as a Manufacture Representative selling cardiac, vascular, and pulmonary devices. In 1993, he co-founded Diamed, Inc. Over the next 17 years, he helped build Diamed into a leading distributor of medical equipment, lab equipment, and supplies in the Midwest. In 2010, he sold his company to Medline. For the first five years, Doug was a divisional manager handling the Midwest territory. In 2016, Doug was promoted to vice president of Lab Capital. Doug has a team of thirteen Lab Specialists that help support Medline's 500 plus acute and non-acute sales representatives on CLIA Waived, Moderately and Highly Complex products. Doug and his team have set up small to large scale labs with capital equipment, consulting, and billing services across the United States.

View previous Newsroom articles

Topics of expertise:
- Physician office operations
  - Bringing lab services in house
  - PCR testing
Amin Setoodeh, BSN, Vice President of Skin Health Solutions and Clinical Services

Amin Setoodeh is the vice president of skin health solution sales force and clinical services for Medline. The Skin Health task force provides a full range of services such as on-site discovery assessments, system integration, on-site education, process standardization, product technology implementation, resource utilization analysis and clinical best practice analysis. Amin’s team consists of advanced practice clinicians with over 300 years of patient care experience with expertise in skin care, wound care, moisture management, nutrition and off-loading.

Amin is a graduate of San Francisco State University with a Bachelor of Science in nursing. For the past 22 years Amin has been working closely with expert clinicians in the long term care industry to promote patient center care with focus on improving quality of life and operational efficiencies.

Amin has published several articles on the topic of continence management, developed numerous clinical programs to drive clinical outcomes and has 5 patents on absorbent product technologies and methods of manufacturing.

View previous Newsroom articles

Topics of expertise:

• Post-acute care skin health best practices
Patricia Turner, RN, BSN, CWS, CWOCN, 
Director of Clinical Services of Acute Care Skin Health Sales Team

Patty Turner has a Bachelor of Science in Nursing from William Paterson College in Wayne, New Jersey. She has been board-certified as a CWCN since 1999 and also is certified as a CWS through the American Board of Wound Management. She is also a graduate of the Wicks Educational program for her ostomy and continence certification, making her a full scope CWOCN since 2013. She is a member in standing of the WOCN society.

Patty brings with her years of nursing experience in acute care, home care and outpatient wound care. She has served as a Clinical Manager in an outpatient wound center in New Jersey for 12 years. Prior to joining Medline, she was a senior director of clinical operations for Healogics for six years, one of the largest wound management companies nationwide. Patty brings a wealth of experience in the development and implementation of wound care guidelines, competencies, and evidenced-based policies and protocols as well. She has contributed to the orientation and training of staff for many wound centers in the Northeast area.

She is a current member of the Corporate Advisory Committee of the National Pressure Injury Advisory Panel (NPIAP). She also sits on the Education committee and is part of the Prophylactic Dressings Standards Initiative. Patty holds a patent for a novel concept of a simple comparison tool for understanding pressure injury staging.

View previous Newsroom articles

Topics of expertise:
• Clinical expertise in pressure injuries
• Getting back to the basics in skin health education
• New technology in skin health
• Tips on wound ostomy
Medline experts
Skin Health

Michelle Christiansen MS, PA, CN-E, CCDS, VA-BC,
Vice President of Clinical Sales, Support and Marketing

Joined Medline in 2010 as a clinical sales specialist and field trainer. Christiansen has 20+ years of clinical experience in University and Community healthcare institutions and her experiences as a Physician Assistant for Trauma, General & Orthopedic Services include management and precepting. Later, after specializing in Urology, Christiansen coordinated with surgeons, anesthesiologists, ICP’s, RN’s, etc. to deliver care in a cost effective environment; was accountable for researching evidence based data protocols and surgical process standards with recommendations for improvement.

Specialties in practice have included skin antiseptics/prepping techniques, surgical process improvement, hair removal, closed wound drainage, urologicals/continence management (adult/pediatric), interventional radiology, regulated waste management, O.R. turnover improvement & safety, patient positioning and pressure ulcer prevention and PICC insertion & maintenance and skin health.

View previous Newsroom articles

Topics of expertise:
• Incontinence
• IAD
• Caregiver safety

Amy Rogers, RN, BSN

Responsible for clinical education for Medline nutrition. She educates on both oral and enteral nutrition, focusing on evidence based research. Incorporating nutrition into individual care plans enhances quality of care and improves outcomes. Prior to Medline, Amy was a bedside nurse at Northwestern Medicine, Chicago, IL.

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Topics of expertise:
• ENFit conversion for enteral nutrition products. Patient Safety initiative that was started a few years ago to ensure that only enteral products can connect to each other—aka you can’t connect a feeding set to an IV. Guidelines/Recommendations are to convert ASAP since starting July 1, 2021 many manufacturers (not Medline) will no longer be manufacturing non-ENFit enteral feeding products. We’ve seen a huge increase in conversion demands in both AC and PAC facilities since it affects the entire continuum of care.
• Nutrition and Surgery. Building protein stores the week before surgery, drinking a carbohydrate loading beverage the morning of, and using protein to heal the wound helps people recover faster and follows the ERAS (Enhanced Recovery After Surgery) Guidelines.
**Angela Carranza, CST, Lean Certified, Manager of Clinical Resources**

Angela Carranza, clinical resource manager for Medline where she helps drive standardized practices through customized packs. With over 8 years of healthcare business industry experience Angela has held roles as a manager of clinical resources—within Medline product divisions and clinical consulting services. As a Six Sigma Certified professional, Angela also brings 13 years of Perioperative Clinical Experience from roles as a Surgical Technologist/First Assistant and Manager Surgical Supplies with experience in Orthopedics (joint reconstruction, trauma) and Neurology.

**View previous Newsroom articles**

**Topics of expertise:**
- Clinical resource management
- Clinical operations
- Clinical education
- Supply chain management
- Integrated health networks

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**Kim Haines, RN, Director of Clinical Services for SPT Perioperative Solutions**

Kim Haines has a Bachelor of Science in Nursing from Loyola University and been a Registered Nurse with an operating room certification for over 25 years. She has held various clinical support roles including clinical resource manager, director of clinical operations, market director integrated health networks and director of clinical services for the perioperative consulting services team. Her clinical contributions as a healthcare business industry expert includes publications in OR Connection magazine, as well as various speaking engagements at domestic and international operating room conferences. She has co-authored an interactive Sharps Safety education program for Medline University as well as CE programs for Medline University and AORN conferences. She has consulted in perioperative settings on various clinical support engagements including supply management, individual and multi-system standardization projects, product in-services and education, perioperative best practice for SSI and preference card assessments. Haines currently holds several medical design patents and has completed her Lean certified from the Kaizen Institute.

**View previous Newsroom articles**

**Topics of expertise:**
- Clinical resource management
- Clinical operations
- Clinical education
- Supply chain management
- Integrated health networks
Medline experts
Environmental, Social and Governance (ESG)

Karen Frey, Philanthropy Manager
Karen Frey is the philanthropy manager at Medline, a core strategy of the corporate social responsibility platform. She develops and executes the Medline breast cancer awareness (BCA) campaign, the largest philanthropic initiative at Medline. Frey also plans and implements strategy for annual BCA events, including the Medline Pink Glove Dance video competition and BCA month activities for Medline employees. In addition, Frey leads the Medline relationship with American Heart Association and other community relations programs.

View previous Newsroom articles

Topics of expertise:
• Philanthropy
• Social determinants of health
• Grants
• Social responsibility

Francesca Olivier, Sr. Director, Social Responsibility
Francesca Olivier leads Medline’s social responsibility and innovation strategy. She was named a Top 100 Corporate Social Responsibility Influence Leader. She has more than 10 years of experience developing social and environmental programs in the non-profit, government and corporate sectors. In that time, she has gained experience in areas such as healthcare sustainability, environmental justice and disaster relief. She earned a Master of Science in Environmental Management and Sustainability from the Illinois Institute of Technology and a Bachelor of Arts in Sociology from Loyola University, New Orleans.

View previous Newsroom articles

Topics of expertise:
• Social responsibility
• Corporate governance
• Innovation
• Environmental management
• Sustainability
Recent news

Health systems across the continuum of care tap Medline to enhance supply chain strategies and outcomes

Medline grows new prime vendor partnerships in 2021 with more than 230 healthcare providers and health systems

Northfield, Ill., Feb. 8, 2022 – Medline today announced that the healthcare manufacturer, distributor, and solutions provider grew its prime vendor partnerships in 2021 to include more than 230 additional healthcare providers and health systems, worth nearly $2 billion in annual, incremental medical supplies and solution sales that span the continuum of care.

The new healthcare providers and health systems to partner with Medline in 2021 included Northwestern Medicine in Illinois, Rochester Regional Health in New York, Kelsey-Seybold Clinic in Texas, Windsor Lane Health Care in Ohio, Ochsner Health in Louisiana, and Golden LivingCenters in Indiana.

“Throughout 2021, the Medline team remained laser-focused on supporting our customers through another challenging year and strengthening the resiliency of the healthcare supply chain,” said Doug Golwas, executive vice president of acute care sales for Medline. “Heading into 2022, that commitment remains as we continue to partner with our customers and together identify new strategies to enhance operational and clinical efficiencies.”

Partnering to make healthcare run better With the scale of one of the country’s largest companies and the agility of a family-led business, in 2021, Medline continued to invest in its customers with customized clinical and supply chain solutions to enhance patient outcomes and operations.

• Through Medline’s Peri-Op Performance Program®, Springfield Memorial Hospital and Medline partnered to enhance the health system’s patient care and outcomes in the operating room.

• In addition to the prime vendor agreement, Windsor Lane Health Care expanded the partnership to enhance its skin health practice by participating in Medline’s Skin Health Solutions Program.

• In light of COVID-19, Providence partnered with Medline to regain patient trust and engagement through the development of a pre-surgical bundle program designed to improve clinical operations and patient experience.

• Since launching in October 2021, the Medline Post-Acute Care Infection Prevention Program—a consultative approach that combines products and education to enhance best practices around environmental cleaning, hand hygiene, and personal protective equipment (PPE) use—has signed more than 40 customer program agreements.

• Medline’s supply chain optimization and logistics team worked closely with individual healthcare facilities to create a new way to manage, store and deliver customer-owned stockpile inventory.

“Not only was this another consecutive year of growth for our prime vendor distribution agreements, but 2021 also marked a year of exceptional growth for our clinical solutions partnerships,” said Brad Mariam, executive vice president of post-acute care sales at Medline. “With Medline’s unmatched agility and ability to scale, we’ve continued to grow in an ever-changing market by customizing clinical solutions for our customers—creating partnerships that last, because we are responsive and invested, for the long term.”

Investing in future resiliency Furthering its commitment to delivering superior customer service and building on Medline’s $1.5B Healthcare Resilience Initiative, the company opened five newly constructed distribution centers in 2021, with two more to be completed in 2022. The newest LEED-certified distribution center, set to be fully operational during the first quarter of 2022, is located in Richmond Hill, Georgia, less than 30 miles from the Port of Savannah. The Richmond Hill facility will provide an additional 1.2 million square feet of space to stockpile needed supplies for customer distribution centers throughout the region—bringing Medline’s total medical-grade U.S. warehousing footprint to more than 27 million square feet. This enhances Medline’s nationwide disaster preparedness capacity, allowing the company to provide inventory management services, expand customized third-party logistics (3PL) capabilities, and further support Medline’s CERT™ (Customer Emergency Response Tools) program—a subscription-based service to store and manage critical emergency inventory.

In October 2021, Medline also completed the previously announced transaction with an investor partnership group of Blackstone, Carlyle and Hellman & Friedman, some of the world’s leading investment firms. The company plans to use the new resources from the partnership to expand its product offerings, accelerate international expansion and continue to make new infrastructure investments to strengthen its global supply chain.

Learn how Medline tailors solutions across the entire continuum of care as a manufacturer and distributor by visiting www.medline.com/supply-chain.
Contact the Corporate Communications team for additional information

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