

ANGIO GRAM

► COOK GROUP PUBLICATION | Issue 2 2019 | Vol. 45 Ed. 2



► A portrait of Charlie the Cook-sponsored ICAN (Indiana Canine Assistant Network) black Labrador Retriever painted by Alana Judah (CPT-Bloomington Engineering).

Our mission

Cook is dedicated to bold leadership in pioneering innovative medical solutions to enhance patient care worldwide.

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Questions, comments, requests for additional copies, or other inquiries regarding the *Angiogram* may be forwarded to:

Ashley McGuire

Editorial Content Generalist

ext. 10-2687

Ashley.McGuire@CookMedical.com

P.O. Box 489

Bloomington, IN 47402-0489

phone: 812.339.2235

fax: 812.335.7510

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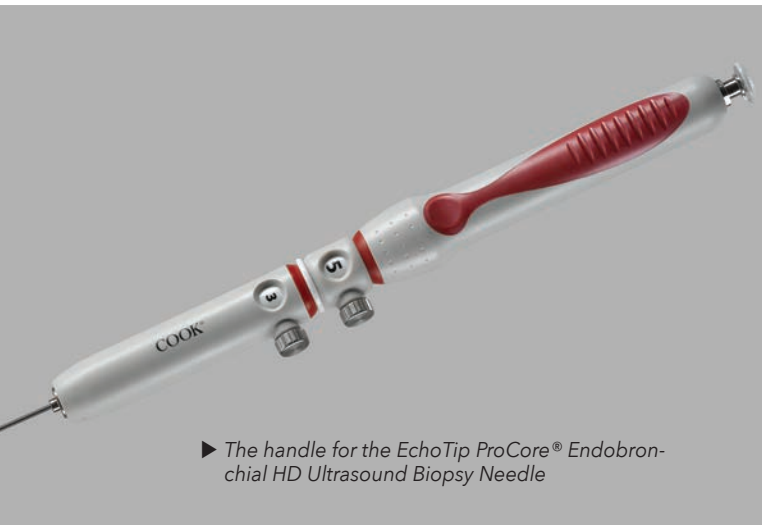
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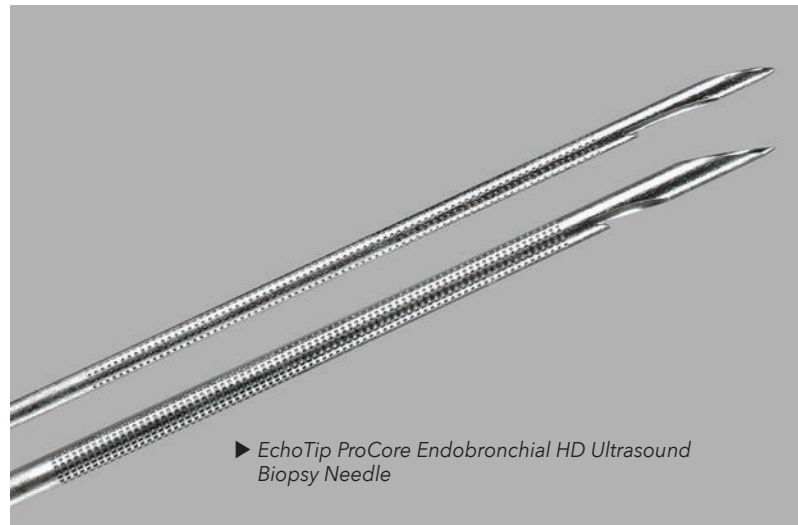
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Sharing product lines



► The handle for the EchoTip ProCore® Endobronchial HD Ultrasound Biopsy Needle



► EchoTip ProCore Endobronchial HD Ultrasound Biopsy Needle

Last year, Cook Medical celebrated 20 years of innovation in the field of endoscopic ultrasound (EUS). Our pioneering EUS products that were created in 1998 paved the way for the endobronchial ultrasound (EBUS) products that the Critical Care (CC) and Endoscopy (ESC) specialties, both part of the MedSurg division, collectively sell today.

Although the specialties have different call points for these products (interventional pulmonologists (IPs) for CC and endoscopists for ESC), both specialties saw the benefit of jointly selling these needles to enable the diagnosis of various lung diseases. CC was able to provide access to IPs that ESC previously did not focus on.

EBUS needles

EBUS needles allow a physician to obtain a sample from a patient's lymphatic system. This sample is then used to diagnose certain lung diseases such as cancer. Cook's EBUS needles also have high-definition dimpling patterns which are designed to assure the needle tip is within the target area

of the body, which may lead to higher tissue yields.

"The use of EBUS to acquire tissue has recently become much more common as physicians have realized the ability of this technique to easily access mediastinal and hilar lymph nodes," said **Dr. David McCormack**, professor of medicine at the London Health Sciences center in Ontario, Canada. "EBUS has now become the procedure of choice in most centers for the mediastinal staging of lung cancer."

CC and ESC cross-sell two products for EBUS procedures: the EchoTip® Ultra Endobronchial HD Ultrasound Needle and the EchoTip ProCore® Endobronchial HD Ultrasound Biopsy Needle.

The EchoTip Ultra Endobronchial HD Ultrasound Needle

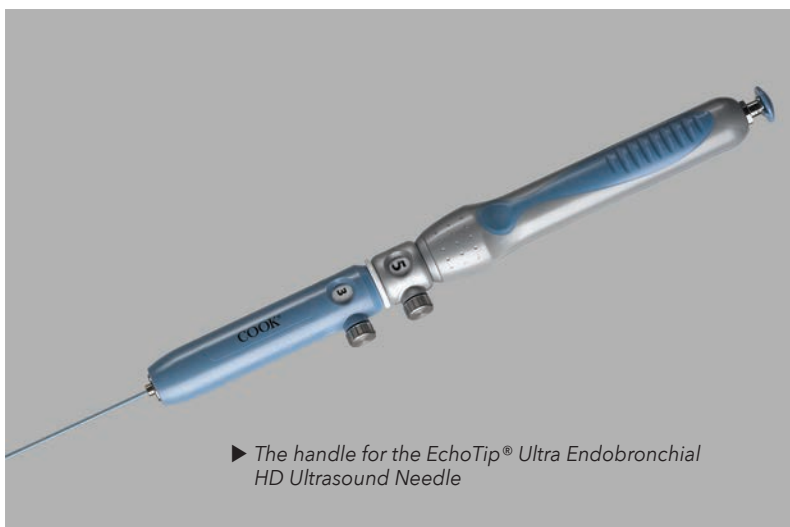
In 2010, Cook entered the EBUS market with the EchoTip Ultra Endobronchial HD Ultrasound Needle. This product is used to sample targeted submucosal and extramural lesions within or adjacent to the tracheobronchial tree (or gastrointestinal tract) through the

accessory channel of an ultrasound endoscope for fine needle aspiration. The use of an Olympus or Pentax ultrasound endoscope also allows physicians to target lesions from the gastrointestinal tract for fine needle aspiration.

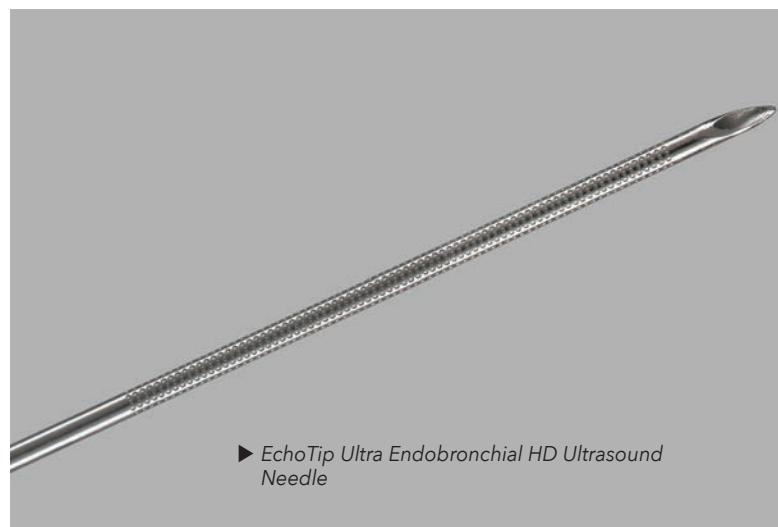
The high-definition dimpling pattern on the EchoTip Ultra is designed to allow increased needle visibility under ultrasound, while the integrated sheath adjuster offers compatibility with Olympus and Pentax Scopes.

The EchoTip ProCore Endobronchial HD Ultrasound Biopsy Needle

In 2011, the EchoTip ProCore Endobronchial HD Ultrasound Biopsy Needle was introduced. This product is used with an ultrasound endoscope for fine needle biopsy of submucosal and extramural lesions within or adjacent to the tracheobronchial tree (or gastrointestinal tract). The use of an Olympus or Pentax ultrasound endoscope also allows physicians to target lesions from the gastrointestinal tract for fine needle biopsy.



► The handle for the EchoTip® Ultra Endobronchial HD Ultrasound Needle



► EchoTip Ultra Endobronchial HD Ultrasound Needle

The EchoTip ProCore is the only needle in the EBUS market that features a core trap specifically designed for collecting tissue in the delicate pulmonary area. This core trap is designed to allow physicians to use the sample for both cytology (the study of cells) and histology (the study of tissue architecture).

Like the EchoTip Ultra, the EchoTip ProCore features a high-definition dimpling pattern designed to increase needle visibility. Both needles also have a 5 cm extension, for a larger diagnostic reach.

“Solid EBUS skills can be applied to a range of lung diseases, and by working closely with the histopathology team, we can help expedite the diagnosis, preventing unnecessary procedural time for both the patient and clinical staff,” said **Zoe Sharp**, CC global product manager.

• **Tori Lawhorn** (*Tori.Lawhorn@CookMedical.com*) is a written content specialist for the Critical Care specialty.

Bill Golightly (*William.Golightly@CookMedical.com*) is a written content specialist for the Endoscopy specialty.

Glossary

Call points: Physicians and hospital departments of interest to a particular procedure.

Core trap: A product feature that allows tissue samples to be collected in a single area of the needle.

Endoscopic ultrasound: A minimally invasive procedure in which an endoscope is used to assess gastrointestinal and lung diseases.

Endoscopists: Physicians that diagnose and treat conditions in the digestive tract.

Extramural lesion: Growths located on the outermost layer of tissue.

Fine needle aspiration: A type of biopsy procedure used to diagnose diseases such as cancer. A thin needle is inserted into tissue or bodily fluid to obtain a sample.

Gastrointestinal tract: A system that includes the mouth, the esophagus, the stomach, the small intestine, the large intestine, and the anus.

Hilar lymph nodes: Lymph nodes located in the trachea.

Histopathology: The process of

examining tissue samples from the body under a microscope to spot characteristics of potential diseases.

Integrated sheath adjuster: A product feature that allows a physician to adjust the length of the needle sheath as needed for procedures.

Interventional pulmonologists: Physicians that diagnose and treat conditions in the lungs and chest.

Lymphatic system: A network of tissues and organs within the vascular system. It is an important part of the immune system and helps get rid of toxins and waste within the body.

Mediastina lymph nodes: Lymph nodes located in the mediastinum. They are usually the first ones that become enlarged when cancer cells are present.

Mediastinum: A section of the chest that contains the heart, large blood vessels, the trachea, the thymus gland, the esophagus and connective tissues.

Submucosal lesion: Growths located under the mucosal layer, the innermost layer of tissue.



Baskets: up for a challenge

▲ From left to right, bottom to the top: Misty May, Joe Patterson, Paige Henderson, Brittainy Smith, Rosemarie Trull, Angela Davidson, Kelly Mcconahay, Richard Summitt, Vickie Guy, Andrea Roell, Taylor Deglandon, Ashley Welch, D'lee Eads, John Hayes, Jim Mobley, Ashley Dubree, Dylan Beatty, Nim Stirm, Elaine Allen, Terry Briner, Nancy Dearborn, Kayla Kinley, Dennis Hammond, Mikayla Sheese, Michele Perry, Michelle Smith, Nick Rogers, Vera Burris, Phoebe Farmer, Jordan Hammond, Jackie Sexton, Bobbie Harrell, Rebecca Cummings, Randi Linville, Chelcee Rehmel, Lacy Merchant, Austin Heckelsburg, Heather Monroe, Trisha Shonk, Holly Murdock, Stephanie Stanley, Michelle Stanley, Josh Lamb, Holly Morrison, Jill Dyer, and Nick Bixler. Not pictured: Barbara Berrier, Lauren Buskirk, Krystal Cozart, Jessica Edwards, Stacy Everhart, Sharon Jett, Carla Johnson, Thomas Maher, Courtlyn Mims, Kristan Patton, Nikki Phillippe, Bobbi Pietz, Sheryl Reynolds, Andrea Richardson, Brenda Richardson, Helen Riggs, Carrie Schenck, Mary Smith, Felicia Stultz, Tonya Taber, Brenna Terpenning, Darla Thacker, and Loretta White. Photo by **Sierra Megel** (Sierra.Megel@CookMedical.com), a Human Resource generalist at Cook Spencer.

The employees in Baskets at Cook Spencer have a combined 237 years of experience. This is key when it comes to making a basket.

"I have done a lot of different jobs within Cook and the most challenging one I have ever done is to actually build the basket," said **Angela Davidson**, a trainer for Baskets who has been with the company for 26 years.

What is a basket and why is it challenging to build?

Baskets are used to retrieve stones from various locations in the body. The department mainly manufactures baskets used in the retrieval of kidney stones, but they do build some that are used to remove salivary duct stones.

To construct a basket, an assembler takes two pieces of straight wire that they hand wrap on a fixture. After the wires are formed they are then interlocked to start the form of the basket.

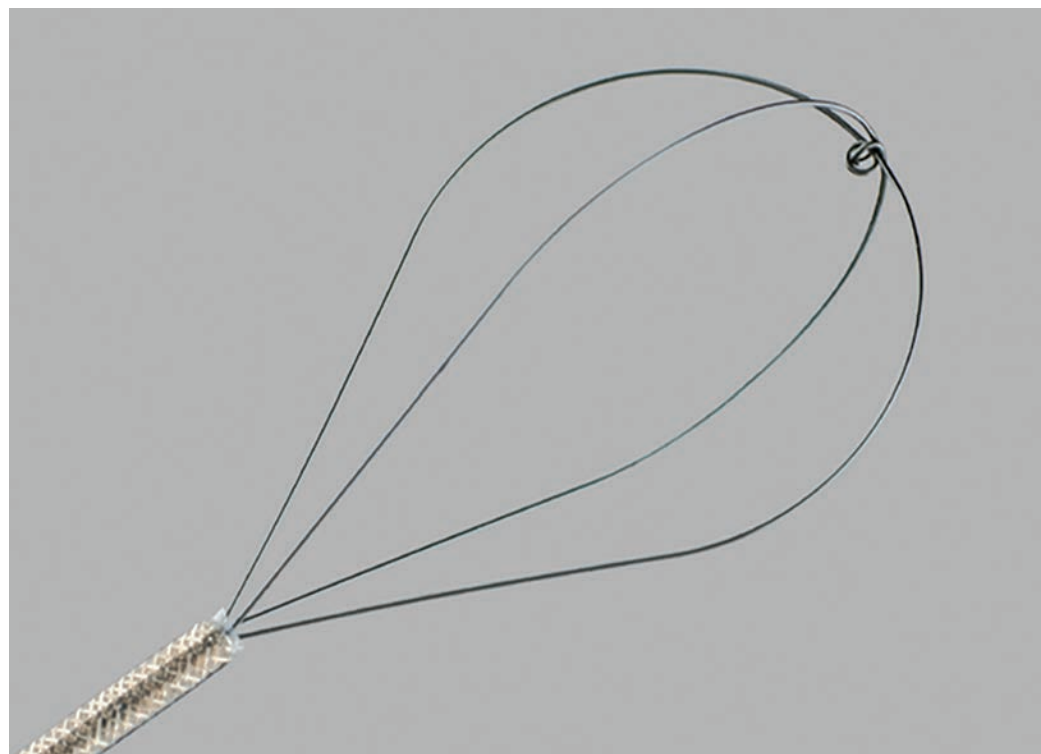
One of the most challenging aspects of this process is learning the appropriate amount of tension.

"You can't have the wires loose, but you can't have them too tight where they are going to break," said Supervisor **Misty May**.

According to Misty and Angela, good eyesight and patience are two important qualities in a successful basket assembler. Some of their employees even make jewelry or sew outside of work, which can be beneficial because they are used to working with small instruments.

Due to the exacting nature of the baskets' construction, it can take several months before an individual is ready to make product on their own. New employees spend their first eight weeks sitting with a trainer who teaches them what they need to know to build a basket. For the first four weeks of this period, they are just using practice materials.

"Until we feel that they are comfortable, we don't even give



▲ *NCircle Nitinol Tipless Stone Extractor*

them an order," said Misty.

Angela said that the majority of that initial eight weeks of training is spent just learning the technique behind wrapping the wire.

The challenging nature of building a basket is also reflected in the time that it takes to complete the manufacturing process. On average, it can take approximately 17.5 to 18 hours to build a 50 unit order. In 2018, the department made 410,683 units.

There are three types of basket production lines within the department: a-lines, nitinol lines, and metal lines. The a-lines consist of a single employee. The baskets on this line are less time consuming to build because they come already made from a supplier and employees just have to assemble them and add a sheath and a handle. This is the line that Angela trains on. The other two lines are those in which baskets are actually being built at Cook Inc.

In total, the department builds 124 different types of baskets, and

the NCircle Nitinol Tipless Stone Extractor is their top product. According to **Marv Andrews**, sales and training manager for Urology, NCircle was the first basket that Cook manufactured using nitinol or nickel titanium.

"The baskets, before nitinol, were stainless steel and they didn't conform well to working in the upper tract, but these you can just feel the flexibility," Marv said.

Going forward, Angela is excited to learn more about how the products manufactured in Baskets are being used in procedures.

"I think it will give everybody a better overall excitement that they are building a medical device," Angela said. "This is actually going into someone's body. It is a necessity."

"They really help patients and they really help physicians," Marv said.

• **Ashley McGuire** (*Ashley.McGuire@CookMedical.com*) the editorial content generalist at Park 48.



Improving our products

• Photos by **Doug Wright** (Doug.Wright@CookMedical.com), an Archival specialist at Park 48.

▲ Pictured is the Post Market team at Park 48. Front row, from left: **Laura VanVleet, Beverly Kinder, Sara Simmons, Kelley Riedy, Kathryn Peterson, Chris Cook, Grace Limjoco, Arnold Adel, and Chris Granat.** Second row, from left: **Nichole Blackwell, Katie Funkhuser, Edric Cabrera, Jeri Bennett, Holly Rhodes, Kevin Severin, Greg Stevens, Tanya Crawford, Aekta Patel, Philisha Mack, and Larry Pool.** Third row, from left: **Haley Vincent, Tara Coyne, Olivia Hauser, Melissa Price, Austin Crouse, Jennifer Canada, Kevin Hetzendorfer, Silas Rudderow, Heather Sexton, and Melvin Valentin.** Back row, from left: **Kyle Massey, Drew Dresmann, Joel Ondersma, Timothy Litzinger, Donovan Graham, Rod Ogan, Justin Smith, Mikhiel Lim, Melanie Hardy, John Hidalgo, Kendra Harrison, and Randy Baumer.**

When you produce and sell millions of medical devices each year, you are bound to get some complaints. Considering that the stakes for device failure or malfunction can be life or death, each bit of negative feedback is taken seriously and investigated to determine the appropriate action.

For the Cook Inc. manufacturing sites, that work is handled by the Post Market team, a group of around 80 Cook employees and contractors. They are based at Park 48 and Spencer, and they also handle complaints for Canton and Ellettsville. The team includes a combination of individuals from Regulatory Affairs and Quality Engineering.

Larry Pool, director of Post Market for Cook Inc., stresses that this type of work is not new to Cook, it's been done in one form or another for decades. The difference now is that the process has been defined and formalized to ensure that the teams most heavily involved in the work

are able to communicate clearly and interact easily and efficiently to handle complaints and determine the appropriate action.

The three processes that are part of the Post Market subsystem are Complaint Management, Field Actions, and Post Market Surveillance.

Complaint Management

Complaints come in through almost every part of Cook. They are then assigned to the entity that manufactured that device. In the case of Larry's team, that is Cook Inc. Sara Simmons manages the Complaint Management team.

The Regulatory arm of Post Market takes the lead at this point, conducting an investigation to determine whether or not a report needs to be sent to the appropriate agency or agencies (the US Food and Drug Administration, for example). A report is required in cases that involve death, serious

injury, or device malfunction. Even if no report is necessary, the investigation will continue.

Once the investigation is complete, a follow-up will be sent to the regulatory agency. If the event wasn't reported, then the Post Market team will continue to review the file and then close it out. The final step is to notify the Cook entity that forwarded the complaint to Post Market to let them know that the investigation is complete and what the findings were.

"We will trend the complaints on a monthly basis and look for opportunities for improvement," Larry said.

These trends or individual complaint investigations can result in an escalation to corrective action based on the associated risk. Active corrective and preventative actions (CAPAs) are continually addressing issues identified by complaints. During the first half of 2019 alone, ten CAPAs were implemented to address complaints.

Field Actions

The Post Market team will consider several factors when deciding whether to take field action including:

- ▶ Upward trend in complaints
- ▶ Multiple occurrences within a lot
- ▶ Nonconforming/ malfunctioning devices
- ▶ Potential high severity or harm to patient

Michelle Shafer is the team Lead of Field Actions.

Potential field actions include removing a product from the field or correcting the issue in the field.

"A few years ago we took action on the Beacon Tip, because we started to see a trend where tips were breaking and coming off," Larry said. "The actual number of reports versus the total number of devices was very small, but it wasn't decreasing and we knew it was something that needed to be fixed. So, it was decided to remove those products from the field."

During consideration for field action, a health hazard evaluation (HHE) is completed to assess for risk. Quality Engineering then presents a summary of the investigation for the identified issue and results of the HHE to the Field Action Committee, who decides whether or not Cook should take action.

"A correction might be that you're updating an IFU, so you will want to notify the users that you've updated the IFU," Larry said.

In 2018, Cook received around 8,000 complaints for a complaint rate of .03%. As of February 2019, Cook Inc. had 12 open field actions.

Post Market Surveillance

The third and final part of the Post Market team's work is to be active—and proactive—in reviewing and reporting their data. Post Market Surveillance (PMS) is the

term used to describe the way to collect experiences with medical devices after they are released into a market. PMS activities provide real-world evidence and feedback that is necessary to demonstrate the safety and performance of products throughout their lifecycle. The PMS team gathers these data and generates plans and reports for submissions to global regulatory authorities. Laura Van Vleet manages the PMS team.

PMS activities include complaints and field actions, but also items not necessarily initiated by the company, like journal article searches and clinical evaluation reports.

"Someone might publish something about how they are using our devices and the effects they are seeing from using our device," Larry explained. You want to monitor that and see what people are saying.

"That's being a little reactive," he continued. "Being proactive, would be using customer feedback and reaching out to the customer to receive that feedback."

As a concept, post-market surveillance has existed for a while. Lately,

more and more regulatory bodies—including those in the European Union and China—are starting to require it. With this new transparency, the data in these reports may be made available to the general public.

"If you want to run a specific complaint rate on any of our products, you can," Larry said. "You can see what products have been reported to the agencies, as well as recalls."

The guiding principle under which Cook Inc.'s Post Market team operates is not a unique one inside the company. Their goal is to ensure that Cook is providing physicians with the best possible devices to help them effectively treat their patients.

"We want to help manufacturing and engineering continuously improve," Larry said. "If you can find a way to improve a product, always take the opportunity to improve it."

• **Jon Hancuff** (Jon.Hancuff@CookMedical.com) is the global editorial content manager at Park 48.



▲ Pictured is the Spencer Post Market team, front row, from left: **Lori Warner, Julie Cooper, Masoud Ramezanzadehkoldeh, Kara Demos, Tiffany Prince, Sara Seehusen, and Rayid Sakib.** Back row, from left: **Addison Agler, John Williams, Mark Snelling, John Haverkamp, Ken Kolbe, David Wilkerson, Anna Painter, Donna Poole, and O.T. Wright.** Not pictured: **Cliff Holbrook, Ian Lowry, and Casey Lester.**

Honoring our people

Sonny Xu joined Cook as a Customer Service supervisor in July of 2008. When she came on board, Cook China Medical Trading Co., LTD had just been founded in Shanghai, and there was just one person on the Quality Assurance (QA) team, Finance team, and Supply Chain team, and herself on the Customer Service team.

Prior to Cook, Sonny worked in the supply chain function for big chemical multinational corporations in China for almost eight years.

In January, as a senior manager for Sales Operations, Sonny was presented with a ten-year service award by the global executive leaders at Cook China's "Shanghai Session" New Year Celebration Dinner and was thanked for her great efforts over the years.

Sonny was inspired by her two-week-long new hire training in Bloomington where she met **Bill Cook** and felt strongly that Cook's culture is very distinct, where people are genuinely friendly and appreciative of the work people are doing.

When she went back to China, she began handling the first order at Cook China, first manually and then switching into the ASC system. She also built the Customer Operations team from 1 person to 14 in 2018 and expanded their scope to include Aortic Intervention (AI) consignment, tendering, and dealer management support (which has been handed over to Distribution Channel Management (DCM) team).

For Sonny, work is challenging, but rewarding. An example of a challenge is when the delivery process

of media products was first transferred to Chinese Distribution Center (CNDC), Sonny and the Customer Service & Delivery (CSD) team were pressured to find the best cold-chain transportation solution as well as the best approach to deliver products with a relatively shorter shelf-life within the quickest timeframe. To no one's surprise, the team took on the challenges with endeavoring spirits and resolved them through trial and error. The rewarding part for Sonny came when she saw the teams' synergic work could truly provide a more efficient delivery solution.

Sonny is thankful for **Ross Harvey**, global director of CSD. Sonny said he interviewed her ten years ago, shared excellent practices with no reserve, mentored her career development in Cook, and guided the China team on many critical local/global initiatives or projects.

By adopting the Continuous Improvement methodology, Sonny aims to make her work processes and the whole team leaner and more effective. Looking into the future, Sonny hopes people can always work together to negotiate through this ever more regulated environment and work with the global teams to continue growing and

opening new opportunities in China.

Fun Facts: Sonny's daughter was born her second year at Cook and is now a third-year primary school student. Sonny also said with pride that, sponsored by Cook China's Fitness Incentives, she lost almost 33 pounds of weight in one year.

• **Joy Zhang** (Joy.Zhang@CookMedical.com) is a Corporate Communication specialist at Cook China.



▲ Sonny Xu

Kathy Tibbs was born in Bloomington, Indiana, where she spent most of her childhood, although her family lived in Ohio for a couple of years. She attended Bloomington High School North for two years and Bloomington High School South for two years. She graduated from the latter in 1977. Kathy has lived in Ellettsville for 30 years and 20 of those years have been in the same neighborhood.

Before coming to Cook, Kathy worked as a teacher's aide at Stone Belt and a manager for Johnson Oil Company.

Kathy started her Cook career in Packaging in March of 1995. She later moved to Pre-Q, which is now known as Post Sterilization Services (PSS). She has been with PSS for almost 22 years and has been a supervisor for 17 years. She is working on 18 years of perfect attendance. Kathy has two sister-in-laws who also work at Cook, **Tiffany White**, who is a group leader in International Shipping, and **Ann White**, who works in MWCE.

Away from work, Kathy enjoys spending time with her family, especially her grandchildren. When the weather is warm, she and her husband, **Jim**, love to travel and have recently been trying their hand at camping.

"During my years at Cook, I have been proud to be a part of what Cook stands for," Kathy said. "I have enjoyed the many lifelong friendships I have made and I have enjoyed seeing Cook and PSS have continued growth through the years."



▲ Kathy Tibbs



▲ Tony Hancock

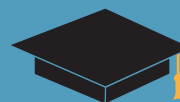
Tony Hancock was born in Brisbane, Australia but lived in London from the age of 3 until the age of 10 when his family moved back to Brisbane. He attended primary school in both hemispheres and completed his high school years at Shailer Park High School. He currently lives less than 5 kilometers from Cook Australia's Brandl Street headquarters with his wife **Renee** and his two children **Karissa** (9) and **Dylong** (10).

Tony began his Cook career in 1994 in the Needle room and after nine years he transferred to the Machine Shop. When the opportunity for a role in Sterilization/Maintenance arose, he grabbed it with both hands. He has been in this department for about six years. Tony's aunt **Christine Preston** also works at Cook.

Away from work, Tony enjoys owning a Classic Mini. He also keeps marine and fresh water fish tanks and reptiles. Over the years, he has helped his fellow Cook employees by removing and relocating wild reptiles from their homes or gardens.

"The thing about working at Cook that has always delighted me is we help people. We really can improve or even save people's lives."

My Cook Pathway



Want to learn more about the My Cook Pathway program?

Contact your local HR department for more information.

Aiming for higher education

Wes Settle is a born-and-raised Bloomington native. When he was still attending classes at Edgewood High School, he heard about the My Cook Pathway program on the radio.

"I knew that I did not have enough credits to graduate as planned, and so I applied for the program, and began taking classes for my GED on January 22, 2018," Wes said. "Getting my GED was important to me because I knew that I eventually wanted to go to college."

While he worked and studied for his GED, Wes started working part time in Data Entry Quality Control at Cook's Ellettsville North facility. Then, on August 6, 2018, he started working full-time for Cook. Now, he is transitioning to the Document Control department at Ellettsville North.

"I like what I do here. I like the people that I am working with and surrounded by every day. They are all so experienced and help teach me new things on a day-to-day basis."

– *Wes Settle, Ellettsville North Document Control*

"It has been an honor to be in this program," he said. "I think that it is really cool that Cook has this program where you can work part time while working towards getting your actual diploma, and then can work full-time afterwards."

Over the course of the program, Wes' favorite part was getting to meet the President of Cook Group, **Pete Yonkman**.

"The first time we met, Pete saw me wheeling into work during a rainstorm," said Wes. "I had forgotten to bring my umbrella, and I was drenched. He talked to me and gave me a dry company shirt to wear, and I thought that was a really cool experience."

Wes went on to explain why working at Cook has been a great experience for him.



▲ **Wes Settle** (Ellettsville North Document Control). Photo by **Ally Stanfield**.

"I like what I do here. I like the people that I am working with and surrounded by every day," he said. "They are all so experienced and help teach me new things on a day-to-day basis."

"And I'm excited by the possibility of maybe using the My Cook Pathway program again down the road to go to college while working here," said Wes. "Right now, I'm really interested in studying human resources or maybe business."

• **Ally Stanfield** (Alexandria.Stanfield@CookMedical.com) is an editorial content generalist at Park 48.

Setting the bar high

Cook Vandergrift launches high school equivalency program

On August 29, 2018, Cook Vandergrift Inc., with oversight from Human Resources Generalist **Tina Girdano**, launched their high school equivalency diploma program, sponsored by My Cook Pathway.

It was not until six months later that they found a qualified candidate, **Michael Settino**. Michael applied for this new program in January and began working with Cook in February.

There was a series of life events that prolonged Michael's graduation from high school or equivalency that led him to Cook. This program seemed like a good choice for him because it was close to home, offered a full-time rate to work part time, and the objective was to offer him a full-time position upon completion.

In Pennsylvania, we have the option to choose between two different programs the traditional general education development (GED) program or the high school equivalency test (HiSETs) and Michael chose to complete



▲ **Michael Settino** is pictured with **Bonnie Zucco** (Cook Vandergrift Quality Assurance). Michael worked with Bonnie while taking part in the High School Equivalency program.



▲ **Michael Settino** gowned up for his new position in Quality Control at Cook Vandergrift.

the HiSET. After one month of classes and five tests, we are pleased to announce that Michael was our first success story from this program, and he earned a high school equivalency diploma.

On March 15, Michael started a full-time position in our Quality Control department. He set the bar high for this program, at Cook Vandergrift, with his outstanding participation and willingness to overcome a few of life's setbacks.

We hope to see more willing individuals in the future. Congratulations Michael!

• **Kristy McCorkle** (Kristy.McCorkle@CookMedical.com) is a Human Resource manager at Cook Vandergrift.

Worldwide Cook pride

Robby Robinson, a regional manager for Urology, may be based out of Atlanta, but he enjoys traveling the world and wearing his Cook shirts while doing so. Some of the places he has sported his Cook gear include: Sedona, Arizona; Hong Kong; St. Lucia; Washington DC; and the Amalfi Coast in Italy.



► Robby (right) is pictured in Sedona, Arizona with, from left: Cook employees **Steve Clemmer**, an area manager for Vascular, and **Tamara Clemmer**, a senior district sales manager for Peripheral Intervention and his wife **Reena**.



► Robby at the White House with his wife **Reena** and daughters **Mason** and **Hayden**.




Alan Phillips, who works in the mail room at Park 48, and his wife **Teresa** on vacation in Clearwater Beach, Florida. Alan sported his Cook shirt for the occasion.



Have a picture taken of yourself or your loved ones wearing Cook apparel somewhere fun on your trip, and send it to us for possible inclusion in an upcoming issue of the *Angiogram*!

Photos can be emailed to Angiogram@CookMedical.com.





Coffee culture

A coffee machine at the Cook Hong Kong office created a wave of coffee culture, along with a boost in productivity, staff interaction, and team morale.

► *Candy Au crafts a latte at the Cook Hong Kong office. Photos by Kar See Lock, a written content specialist for Marketing in Asia-Pacific.*

There is something enchanting about each morning in the Cook Hong Kong office. The greetings and small talk among people in the pantry, the grinding, gurgling, and hissing sound of the coffee machine, the luscious aroma of coffee, and that sincere "mmmm" when people have their first sip of latte—these all add up to a perfect morning to start off work.

The Hong Kong office's love affair with coffee began in 2018 when the office welcomed its first manual espresso machine. It was placed at a corner station of the office pantry, to serve people who needed a pick-me-up. The machine was easy to set up and use; it demonstrated consistent performance in making espresso shots and steaming milk. The machine also came with a full set of accessories necessary for beginners to explore the craft of coffee-making.

Putting lessons into practice

With the coffee machine in place, mornings in the Hong Kong office are never rocky. Even better, there are two voluntary coffee baristas who are capable of making your morning a fantastic one.

Candy Au, APAC marketing manager for Urology, and **Keith Cheung**, PAD and Venous Therapies program manager, are two coworkers who love good coffee. They both took the time to learn all aspects of it from bean to cup, taking professional barista training.

"Coffee tops my list of all interests," said Candy. "I'm happy to share good coffee with fellow co-workers. When they show their appreciation towards a beautifully poured cup of latte, it makes my day."

"Coffee used to be just a necessity for us. Quality was never our main concern," said Keith. "But now, having a workplace coffee machine and a few people who know how to fully utilize it, coffee might as well be a pleasure for taste."



▶ The coffee machine at Cook Hong Kong that started a wave of coffee culture.

What employees are saying:

"As a fairly newcomer in Cook Hong Kong, I have found that the coffee machine was a good ice-breaker for me to meet new people."

– Constance Loh, APAC legal counsel

"Coffee, along with its aroma, stimulates my brain and gives a sense of pleasure. And it was relaxing to watch coworkers pulling out the perfect latte art during coffee breaks."

– Midco Leung, APAC data protection manager

Not just a caffeine jolt

Workplace coffee culture, or coffee breaks, were often viewed with skepticism by some businesses that associated it with sluggishness and lowered productivity. The Cook Hong Kong office, however, fully embraced the benefits of coffee. The presence of the coffee station encouraged interactions among coworkers, contributed to an atmosphere of information sharing, and built relationships naturally within the office.

"For us, it's never been about the productivity that it claims to boost; it's always been about the conversation," said **Theodore Wong**, Hong Kong office manager. "We want to create an inviting workplace environment, which encourages our staff to explore and lead their own interests, influence others, and foster relationships. We believe team morale is maintained organically; so this is very different from traditional team-building activities."

Keep the coffee brewing

Because the coffee machine is such an integral part of the office, the team is always encouraged to take extra care of it.

"The coffee machine can wear out pretty quickly if we don't use and maintain it properly," said Candy. "Be gentle with it, keep it clean, and try not to break it. Let's all work on making the machine and the quality drink last."

"Everyone is welcome to participate and learn how to make a decent cup of coffee," added Keith. "Nothing beats the satisfaction from serving coworkers coffee, knowing that they truly appreciate your effort."

• **Kar See Lock** (KarSee.Lock@CookMedical.com) is the written content specialist for Marketing in Asia-Pacific.

The truth about coffee consumption

As with most nutrition news, information revolving around coffee is varied and often conflicting. The confusion tied to coffee consumption is warranted, as just a few years ago The World Health Organization (WHO) had coffee labeled as a category 2B carcinogen, a classification meaning "possibly causing cancer." Research over the past twenty years has refuted this idea, and in 2016 WHO removed coffee from their list, stating that not only is there a lack of evidence to suggest coffee increases cancer risk, but that it may be associated with improving certain health outcomes.

The benefits

Coffee contains hundreds of biologically active compounds, some of which are thought to exhibit antioxidant, anti-inflammatory, and anti-cancer properties. More than half of Americans report drinking coffee daily.¹ If you belong to that majority, there is likely no need to stop. And if you drink coffee in moderation (roughly defined as three cups per day), research suggests it may even provide a range of health benefits.²

In 2017, a review was released which aimed to explore the existing evidence on coffee consumption and health. The study found that consumption of both caffeinated and decaffeinated coffee was associated with lower all-cause mortality. Individuals who reported consuming three cups of coffee daily had decreased risk of death from heart disease and stroke compared to nondrinkers. Drinking caffeinated coffee was associated with a reduction in overall cancer incidence and was especially beneficial in reducing the risk of liver cancer (and managing liver disease). Coffee drinkers, whether they chose decaf or regular, appeared to have a decreased risk of developing type 2 diabetes, metabolic syndrome, and gout, with risk decreasing as coffee consumption increased. Consuming coffee was also associated with reduced risk for depression, Alzheimer's, and Parkinson's disease (although the effect was only significant with caffeinated coffee).²

Alternatives

While coffee appears to have numerous health benefits, it's important to remember that population-wide health associations aren't individual nutrition prescriptions. Certain health conditions—such as those suffering from uncontrollable high blood pressure, gastroesophageal reflux disease (GERD), or those that are pregnant—are advised to limit intake. Individuals who are sensitive to caffeine should also consider their level of consumption because side effects (including anxiety, jitteriness, heart palpitations, and sleep disturbances) are sometimes experienced. Keep in mind that the health effects of coffee can be impacted by what is added to it. Avoid elaborate drinks that often contain extra sugar, fat, and calories. If aiming to reduce or avoid caffeine altogether, try switching to decaf, warm lemon water, or a cup of herbal decaf tea.

• **Kayla King** (Kayla.King@CookGroup.com) is the nutritionist at the Cook Family Health Center.



¹National Coffee Association USA. Daily coffee consumption up sharply. http://www.ncausa.org/Portals/56/PDFs/Communication/NCA_NCDT2017.pdf?ver=2017-03-29-115235-727. Published March 25, 2017.

²Poole R, Kennedy OJ, Roderick P, Fallowfield JA, Hayes PC, Parkes J. Coffee consumption and health: umbrella review of meta-analyses of multiple health outcomes. *BMJ*. 2017;359:j5024

Mindset of a barista

Coffee can be more than caffeine in the hands of a professional, who is capable of calibrating coffee flavours, while presenting it with aesthetically pleasing visuals.

Candy Au, APAC Marketing manager for Urology, is one of the coffee enthusiasts who took her interest to a professional level.

Candy's barista journey started in July 2018, and she is now a few steps away from earning a Specialty Coffee Association (SCA) diploma, which certifies her as a coffee professional.

"Every kind of bean has its inherent characteristics," said Candy. "It is the barista's responsibility to flexibly apply their knowledge to a spectrum of variables—for example the dose of ground coffee, water temperature, extraction time length—in the process of coffee making, and explore the best combination of elements that allow the beans' features to shine."

The barista's mindset of understanding the beans' nature, and bringing out the best within the beans, echoed Candy's attitude towards workplace diversity.

"To understand and appreciate differences among people, and to fully explore each other's potential, is a natural essence of a good team," said Candy. "And I want to be part of that driving force in building a sense of inclusion."

Candy's knowledge of coffee and willingness to share good coffee allowed her to establish deeper relationships with the people she works with.

"Knowing that I am a coffee enthusiast, conversations came naturally with coworkers. It is always fascinating to have small talks about interests outside of work," said Candy. "And it's truly satisfying to see them enjoying the coffee I make."

"On a personal note, another benefit of coffee making that I appreciate is that, the process to me is stress relieving. Seeing the coffee drip down the funnel as I pour over a fine line of water is strangely therapeutic," added Candy.

Candy described coffee as a marriage of art and science. Fully extracting the intricate flavors within the beans requires precise science in fine tuning every variable and an experimental spirit, while pulling out quality latte art demands a little ingenuity. Candy's determination to master both aspects is driven by strong passion, an element essential in becoming successful in all that we do.

• **Kar See Lock** (KarSee.Lock@CookMedical.com) is the written content specialist for Marketing in Asia-Pacific.



► Candy steams milk using the coffee machine at Cook Hong Kong.



► Keith and Candy enjoy a cup of coffee with Jennifer Wu, a Customer Service specialist at Cook Hong Kong.

A man of many talents

When the global economic downturn struck in 2008, **Clem O’Connell** was made redundant from his job in the IT sector. Not discouraged, the Limerick native decided to explore a new career path.

Clare O’Keeffe, Cook Ireland’s receptionist, was a friend of Clem and suggested he apply for a job at Cook. He secured a permanent role with Cook in 2009 and he has been here ever since. Clem has worked in several areas: from box quality control in the warehouse to his current role as a manufacturing team member making ureteral stents for filtration of the kidneys.

“In my role, you need to be thorough. I’m committed to helping people, and once there is a task in front of me I see it through to the end. If I can improve a process and add value, I’ll make sure to do that too.” Clem also enjoys the comradery with his team. “The people I work with are great. The work is intricate, and the days can be long, so we make our own fun working together.”

Getting social

Clem’s work in manufacturing is only part of his work with Cook.

In 2016, he volunteered to help at a Children’s Christmas party run by Cook Ireland’s Sports and Social committee.

“They were looking for people to give a hand. We started at 7:00 am setting up the grotto and worked through until 7:00 pm that evening



▲ **Clem O’Connell** (Cook Ireland Manufacturing) sparring with his instructor during the 12-week training camp.

when the children had gone home. That day, I saw what went into the events and I got a huge appreciation for what was being done by the team.”

Following the success of the party, the group was keen to have Clem come on board as a committee member. A couple of weeks later, he joined, bringing his energy and new ideas to the fore.

“I enjoy it hugely, it’s good fun. It gives people who wouldn’t normally work together a chance to interact. Manufacturing and engineering functions mixing with Endoscopy and Urology divisions gives everyone a chance to meet one another and find out about what they do.”

About the Sports & Social Committee

The Sports and Social Committee organizes events, activities, discounts, and quarterly draws for Cook Ireland employees. The club has over 750 members and is run by a committee of 13 volunteers, including Clem.

Visit *Cook Sports & Social* on Facebook to find out more about upcoming activities in Limerick or talk to your HR team to learn about health and wellness initiatives in your location.

A good sport

Outside of work and volunteering for Cook, Clem enjoys keeping fit. His fitness journey started with running. In 2004, he ran the Dublin City marathon, raising €1,200 (\$1,356.02) for Crumlin Children's Hospital, having signed up with friends who subsequently dropped out. He has completed five marathons so far, most recently the London City Marathon in 2018 where he raised over €3,500 (\$3,955.05) for the Irish Cancer Society. Unfortunately, due to a knee injury, he had to walk.

"I never thought I'd enjoy exercise, but I had gotten to a stage where I was going from sleeping, eating, to work, home, eating, sleeping. My weight had ballooned, and I knew I had to do something. Exercise had always been something that gave me great peace of mind—it clears your head and you tend to work through things when you have your own space, whether it's half an hour or three hours."

Having mastered running, Clem moved onto boxing in 2012 when a friend asked him to take part in a charity boxing match for Children at Risk in Ireland. His friend had asked a number of times previously, but for Clem the timing was now right, and he signed up to the 12-week training camp, at a time when he says he needed it most.

The intensive camp gave him the confidence boost that he needed. Clem raised €1,100 (\$1,243.02) for the charity and emerged victorious from his debut, sparking a new passion for boxing.

Giving back

In 2016, Clem completed an instructor's course to teach Thump Boxing. Thump Boxing draws on the fundamentals of boxing, including drills, skipping, footwork, and abdominal workouts to improve fitness and toning.

Not content with just volunteering

as a Sports and Social Committee member, Clem decided to bring his passion for fitness and work-life together and teach Thump Boxing classes to his colleagues in Limerick.

The classes take place before and after work on Tuesdays and Thursdays in the original house where Cook Ireland first operated while the plant was being built on the same site.

Participants learn drills, how to punch properly, and build the confidence to hit a pad without injury. The 6:00 am start sets some employees up for the day—with their workout done they can focus on their job after that. For others who exercise in the evening, they can walk across the car park and burn off some calories before they return home for the evening.

Clem clearly takes Cook's shared value of giving back seriously, sharing his time and skills to make his work community stronger. He's now partway through a personal trainer's course and is

considering adding a spin instructor's certificate to his growing portfolio for future offerings.

Work-life balance

Between the day job, volunteering with the Sports and Social Committee and teaching Thump Boxing, free time is at a premium. When he's not on site, Clem enjoys spending time with his children:

Thomas (17), **Kate** (11), and **Ruby** (7), and he tries not to take himself too seriously.

Clem would encourage everyone at Cook to get active and look after their well-being.

"We work hard to improve patient lives, but we need to make sure we look after ourselves and each other too."

His motto? Don't let life happen to you, make it happen for you!

• **Lisa Martin** (Lisa.Martin@CookMedical.com) written content and brand specialist for EMEA. She is based in Limerick, Ireland.



▲ Clem (front, left) with the Sports and Social Committee members in Limerick.

Bottled up

Brewing beer becomes a big deal for Jeff Crane



▶ Jeff Crane checks out his "homebrew archive" which is located under a friend's house.

Jeff Crane got hooked on beer in college—but not in the way that most college students do.

During his undergraduate days at Cal Poly-San Luis Obispo (SLO) University, Jeff, a Quality and Application engineer and the supervisor of the Opportunity Center at K-Tube Technologies in Poway, California, near San Diego, started frequenting Firestone Walker Brewing Company.

There, he developed his philosophy about beer and beer consumption.

"I just decided that if I am going to drink beer, I want to drink beer that tastes good."

Cal Poly encouraged engineering students to learn by doing. Jeff, a San Diego native, used that technique as he set out to discover why the beers he liked tasted the way they did.

Quest for flavor

Jeff brewed his first beers in college using supplies he bought from a wine-making shop. Right

after college, he bought his first homebrew kit.

He then made the decision to ditch the kits and utilize the skills he had honed in engineering school.

"For me, brewing became all about designing the recipe and learning about 'you change a little of this and add a little of this, what does that do?'" Jeff said. "I kept meticulous notes on everything. To me, the brewing is very much the balance between the engineering, technical, having a process base, and following that process. And some of the fun is building the actual equipment. Most of it is all process based, and experimentation is what I liked about it."

"Process base" is not a phrase you hear being thrown about by the average beer lover. But it was at this point in his life that Jeff's relationship with brewing went to a different level. He was living about 50 feet from the beach in Encinitas, a little town in northern San Diego County, and regularly making (in his closet) five-gallon batches (about two cases)

of beer at a time. Jeff's focus was on mostly traditional styles—brown ales, pale ales—but in nontraditional ways.

"It was all about trying to have unique sort of twists," Jeff said. "Beer is very much my art—my creative outlet—away from my engineering side. Those first batches were like a chai latte brown ale. My first pale ale used torrey pine needles in the beer. So, for me, it was experimenting."

A sucker for sour

In his search for new flavors, Jeff ordered countless numbers of tasting flights and brewed massive amounts of his own beer. Despite all of that research, it wasn't until he and his wife Ashley (who was then his girlfriend) took a trip to Belgium in 2009 that Jeff had his first sour beer. Cold weather forced them to cut short a coastal bike ride and they took refuge in a restaurant. True to form, Jeff scoured the menu for beers he'd never heard of. He ended up ordering a Rodenbach, which is a type of sour red.

"It was an epiphany moment," he said. "It had a thirst-quenching acidity. It was enough to wake you up, but then it was off your palate and just so unique. That was my first sip of sour beer—and I instantly liked it."

Jeff returned from Europe with a taste for sour (and its close cousins, "wild") beers and a fiancée, as he and Ashley got engaged during their trip. Once they were back in San Diego, he immediately began to search for more information about sours—and quickly learned that there was not much to be had. The Belgian brewers were very tight-lipped about their work, and there weren't even scientific papers available on the subject. The only available resource for Jeff was a group of like-minded individuals who were as intrigued as he was by this style of beer.

"I found this little community that wanted to figure out the whole science behind sours. That discovery aspect was what hooked me. We all shared what we were finding. That was the next part for me—just massive experimentation."

He and Ashley were living downtown in a two-bedroom condo. She had given him permission to store fermenting beers in the spare bedroom closet. As his experimenting ramped up, he was brewing five gallons at a time and splitting them into multiple batches—meaning he regularly had 30-40 batches of beer going at one time. Soon the closet was full and he began stashing bottles under oak barrel tables he had made for his wife. Eventually he took advantage of a friend's crawlspace and started storing bottles there as well.

"At one point, there were probably 500 beers under his house," Jeff laughed. "He has actually moved out of that house but rents it to someone. This past summer, we decided to check on the beers that were still there. Some of them are six to eight years old. We picked up a

couple of cases, but there were still a few hundred beers left.

"We went camping in September and opened up a bunch of them, they still tasted good."

That's one of the most intriguing things about sour beers, the yeast remains in the bottle, instead of being filtered off like they are in typical beers. This means that sour beers are "alive" and their taste is constantly evolving. Refrigerating them puts the yeast "to sleep" and stops that process.

"The fun part about these is that basically you make this one beer and you can taste it every two to three weeks and it is a different beer," he said. "That is the part that blew my mind. Before, I was making five gallons of beer and giving most of it away—I didn't want to drink all of those. Now what I do is make smaller batches and taste them once a month and it has a different flavor every time—that is way more exciting to me."



▲ An Anniversary Flanders Red Ale brewed by Jeff for Council Brewing Co.

Priming your palate: the three-sip rule

"I don't think anyone likes the taste of beer the first time they try it. But you can definitely train your palate to appreciate bitter and sour.

"There is this famous way to introduce sours that started with the brewer at New Belgium Brewing Company in Colorado. It's called the three-sip rule. The idea is that you need to do palate adjustment for acidity.

"The first sip is a shock to your palate. The second sip is the acclimation sip, your mouth can react to and sort of neutralize it. The idea is that on the third sip, you are adjusted enough; you can now taste the flavors of what you are having and see if that is enjoyable to you or not.

"It's truly an adjustment. You have to let that palate know what you are doing."

– **Jeff Crane**, Quality and Application engineer and supervisor of the Opportunity Center at K-Tube

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Producing pours professionally

Many of San Diego's homebrewers belong to Quality Ale and Fermentation Fraternity (QUAFF), one of the largest organizations of its kind. The club offers homebrewers an environment where they can share information about brewing and receive feedback on their beers. Despite the group's size, Jeff was usually the only person working on sour and wild beers. This fact was not lost on QUAFF members **Curtis** and **Liz Chism**. When they decided to open Council Brewing Company in 2014 they knew they needed to find a niche that would help them stand out in San Diego's crowded microbrew scene.

"They both loved the sour and wild beers I was making, so they asked if I wanted to start making them at their brewery," Jeff said. "I said 'yes.' That is sort of the dream all homebrewers have—to make more and more beer."

Council started bottling their beers shortly after opening their doors. They were the first brewer in the city—and one of the first in the county—to bottle sour beer. That is impressive when you realize that they were the county's 83rd brewery (there are now over 140 breweries in San Diego county). So, Jeff's beers have been sold in Japan, China, and all throughout Europe.



▶ Jeff's kids Annabel and Theo help him "mash-in" (mix water and grain) during a homebrew session.



▶ Jeff and his dad hoist the 2017 San Diego International Beer Festival Best of Show trophy.



What's your story?

What are your hobbies? Are you involved in a cool group? Do you do volunteer work or donate your time to helping your community? Or maybe somebody in your department, clinical division, or company does?

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Angiogram@CookMedical.com



"That has been the high point of my brewing career, seeing beer I used to make in my garage going all over the world," he said.

Unfortunately, San Diego's beer market proved to be too crowded and Council closed their doors at the end of 2018. Jeff is now serving as a consultant for a brewery in Mexico.

"I am having a blast building up a new barrel and sour program from scratch for them," he said.

While he clearly revels in the way his brewing has taken off, his motivations for making beer have not changed since he started doing it over a decade ago.

"It is all about experimenting," Jeff said. "I don't necessarily care about drinking it. That sounds weird to say about beer. Brewing beer has helped me develop more of that creative side—it's like exploring."

"And it carries over to the work I do at K-Tube. When we are doing development here, we are trying to think of unique solutions for people, we are engaging that creative part of the brain more."

• **Jon Hancuff** (Jon.Hancuff@CookMedical.com) is the global editorial content manager at Park 48.

Write what you know

Years of throwing around ideas in his head—followed by months of recording, writing, and editing—culminated, in June of 2018, with the release of two books. And what's the word **Chip Helm** chose to describe his feelings after his books came out?

"Relief."

"I was relieved that I was done with the writing," he said.

So how does a self-professed non-writer end up publishing two books?

For Chip, who has been with Cook for 34 years, it was about embracing the old adage of "write what you know." Before taking his current position as manager, account executive—Government for the Business Care Integration team in 2018, he spent 17 years as national sales manager for the Surgery business unit. Before that, he spent 15 years in the field, first selling Critical Care products and then later adding Surgery devices to his bag. During his time in sales, he learned a lot about building relationships. Over time, he realized that he developed philosophies based on the successes and failures he experienced.

But the real motivation for finally putting "pen to paper" came from years of badgering by Chip's three kids. About 10 years ago, the family was sitting around the Christmas tree, and Chip brought up his desire to share some of the knowledge he had accumulated during his career. From that time forward, his kids would periodically ask Chip if he had started working on his book yet.

"Part of me wanted to have them stop asking me," he said. "But I have always felt like I have things to share."

Chip also began speaking to university business classes at Ball State, Indiana, Indiana State, Purdue, and Butler. This was an opportunity to refine his message and identify the elements that resonated with audiences.

Starting

He took an untraditional approach to writing the first draft of his books—he didn't write anything. Instead he went into a recording studio and was interviewed.

Going into the recordings, Chip had a rough outline and

ideas for chapters in his head. He ended up following the advice of friend and Bloomington-resident **Angelo Pizzo**, who wrote the script for the movie *Hoosiers*.

"I asked him, 'How do you get started?' He said to just get it down. Don't worry if it's supposed to be in chapter three or chapter six, it doesn't matter where it is supposed to be. Just go and do it," Chip said.

So, in June of 2017, Chip spent six hours recording his first interview. He followed that up with another session that lasted closer to seven hours. The next several months were spent in an amicable back and forth between Chip and his editors as the interview transcripts were molded into book form. Eventually it was decided that there was enough material to justify printing two books.

Throughout the revision process, Chip's primary focus was to make sure that the writing remained true to his way of presenting the material.

"One of the key things that I did was to read out loud everything that was written," he said. "I wanted it to sound like I was saying it, not how the editor would say it. There were parts in the early going where I would have to tear up half of a chapter and redo it."

Surreal

Finally, on June 28, 2018, the printed books were delivered to him, just hours before a scheduled book signing at a Bloomington restaurant.

"When I opened that box and looked down—my hairs raise up on my arms still to this day—it was the most surreal moment of my life," he recalled.

He is keenly aware that most people don't finish one book, let alone two. Not only is he in no hurry to put out a third book, he has no intention or desire to do so.

"I will only write another book someday if something hits me, something comes to me that I really want to share," Chip said. "I gave so much energy and passion and desire, that once it was complete, I had exhausted every little thought I had."

• **Jon Hancuff** (Jon.Hancuff@CookMedical.com) is the global editorial content manager at Park 48.



► **Chip Helm**



► Alana Judah (CPT-Bloomington Engineering) with some of her artwork.

Creative Nature

Artist and engineer Alana Judah draws inspiration from rural upbringing



Alana Judah, project engineer for Cook Polymer Technology (CPT), walks through the rural landscape of her family's over-200-acre farm in Orleans, Indiana, with a painter's inclination. She sees colors swirl around her. A bright red leaf tumbling in the wind might catch her eye. Its intricate veining collides with the color and shape of the leaf. Cows munch grass in pasture land, rich in varied hues of green, and the family farmhouse sits stoic against the backdrop of a light blue drape of sky.

"The colors of nature have always inspired me to paint," said Alana. "Our front porch faces west, so we see the sunset and its colorful brilliance every night. It's beautiful."

Alana and her husband, **Matt**, and her two sons, **Harrison** and **Pete**, live on the same land where she grew up. The family farm was originally a dairy farm owned by Alana's paternal grandparents. Today, the farmland remains family owned, but now much of the acreage is rented to local farmers.

"I grew up going through the woods hunting mushrooms, frog gigging, and fishing. We always had dogs and cats. Caring about animals was a significant part of my childhood," remembered Alana.

Inspired by nature

Alana's rural upbringing gave her an appreciation for the beauty of creation, animals in particular, and both subjects are her favorites to paint. The animals and landscapes recreated by Alana come alive with the swish of a paint brush, colorful acrylic paint, and a sturdy canvas.

"I like to tell a story with my paintings," said Alana. "For example, did you know that goats, horses, and donkeys have rectangular pupils? Or that goats in Morocco climb trees? Their soft hooves allow them to grab on to the low branches of the native trees. The goats on our farm like to stand on their houses. If you stand too close to their houses, you'll wind up with a goat on your shoulders!"

Alana's portrait of her goat **Emmy Lou** features a happy, wide-eyed goat sticking her head out of a fence with smiling eyes and pronounced rectangular pupils.

"You can do anything or be anything with art," she said. "A painting without any words can make someone cry or laugh. It can communicate so much. Art can make you think or be angry. I prefer to create art that makes someone smile."

Like the photographer **Anne Geddes**, who photographs sleeping babies surrounded by flowers, Alana adds a delightful spin to the animal characters she paints. A hedgehog might have a bright orange daisy by its ear, or a racoon sports a flower wreath on its head.

Painting Charlie

Alana's love of painting animals and the story of **Charlie**, the Cook-sponsored ICAN (Indiana Canine Assistant Network) black Labrador Retriever, was the perfect combination for an inspiring painting. She had been following the story of Charlie on the *Life@Cook* blog since he was born. An idea suddenly sparked for Alana, a dog lover and owner of both a chocolate and a black lab. Why not paint a portrait of Charlie and donate it to Cook to help raise awareness for the arts?

"I requested and was given a handful of photos of Charlie to use as reference. In some of the photos he looked very serious, but I chose the smiling photo because it really shows his loving personality," stated Alana. "I had to use elements of several photos to design the painting as none of the photos captured all of the elements I wanted to appear in the painting in one shot."

After about fifteen hours, Alana completed the 12- x 12-inch painting (see cover). The painting is surrounded by a wood frame skillfully designed by her husband.

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"Sometimes instead of waiting for something to happen, you have to make things happen," said Alana.

Engineering and art connection

Alana has never been one to wait.

"The job I have now at Cook was my plan B," she explained. She began her studies at Indiana University (IU) Southeast in New Albany, Indiana, as an art major, but she added, "My left brain talked me out of it. I asked myself how was I going to make any money?"

Alana had already taken many math courses. She decided to pursue a degree in secondary education with a major in mathematics.

Her parents, **Ralph** and **Rachel Wildman**, both worked at CPT. They have since retired, Ralph worked for CPT almost 31 years, and Rachel retired after almost 19 years.

During her college summers, Alana worked for CPT as well. After earning her degree at IU Southeast, she was offered a job at CPT, but she declined. She wanted to try teaching, at least for a year.



► *The Grass is Always Greener.*

"Engineering takes creative thinking to produce a product. Some of the same thinking I use when producing art."

– **Alana Judah**, project engineer for Cook Polymer Technology

"I didn't last a year. It just wasn't for me," she said. "I came back to Bloomington, and CPT offered me a job as a project coordinator, and I accepted."

After 13 years as a project coordinator, Alana was promoted to a project engineer position and has worked for CPT for a total of 20 years. She works in Research & Development, helping to develop new products. She credits her father for fostering her interest in how everything operates.

"As a child, my Dad was always explaining to me how things work, and I was always fascinated," she said. "I have been making things and figuring out how things work since I was little. As soon as I was able to hold a pencil, I was drawing."

Her inquisitiveness and her creative imagination serves her well as a project engineer.

"Engineering takes creative thinking to produce a product. Some of the same thinking I use when producing art," said Alana. "You



► *Alana in action.*



► Hot Choc-o-lat!



are considering all view points: In product development, we consider who is using the product, who is it being used on, and when a patient sees a Cook product, how do they feel about it?"

Award-winning and commissioned artist

Alana won best of show at the Province III Tri Kappa arts and crafts show for her painting entitled, "In the Morning When I Rise." She later received third place in the 2D art category in this show at the state level for the same painting. Her artistic talent has been commissioned by the town of Orleans to create a commemorative work for the town's 50th Annual Dogwood Festival.

Her paintings are on display around Indiana at various galleries and organizations from the Wiley Art Center in Bedford, Indiana, to St. Vincent Dunn Hospital and from

Spring Mill Inn to the French Lick Welcome Center and the B3 gallery in Nashville, Indiana, to name a few.

She will have a solo show at the Wiley Art Center, with an opening reception on August 23. It will run through September 23.

She teaches painting to children and adults at The Phoenix Project Community Studio in downtown Orleans. She has a passion for not only creating art but teaching it. One of her favorite quotes is the following from Picasso, "Every child is an artist. The problem is how to remain an artist once he grows up," sums up her belief that art can be created by everyone.

• **Teresa Nicodemus** (Teresa.Nicodemus@CookMedical.com) is a written content specialist for Corporate Marketing & Communications Park 48.





► Daniela Changkuon's (Cook Biotech Regulatory Affairs) son, Ollie, attaches weights to a device designed by the Cook Biotech team to demonstrate tensile strength. Photo by Pravallika Kollipara (Pravallika.Kollipara@CookBiotech.com), a development engineer at Cook Biotech.



SCIENCE
for
LIFE



TECHNOLOGIES
LIFE-IMPROVING



ENGINEERED
TO IMPROVE LIVES




MATH
IT ALL ADDS UP

$\pi = 3.14$

$P = \frac{m}{v}$

$\tan \theta = \frac{\sin \theta}{\cos \theta}$



▲ The stickers created by Cook Biotech's Marketing and Corporate Communications team to pass out to students during STEM events.

Sparking excitement for STEM

What began several years ago as a one-time volunteer event for a group of Cook Biotech scientists and engineers has evolved into a youth-outreach team focused on sparking excitement about science, technology, engineering, and math (STEM).

In 2014, Discovery Scientist II **Kristy Bielak** and Medical Scientist **Edith Tseng** volunteered at a STEM Night for local fifth and sixth graders. They participated in STEM-related activities, helping students extract DNA from strawberries into test tubes, add solutions, and then observe and discuss the results.

"The kids loved it," Edith said. "That experience inspired me to pursue more opportunities to touch base with kids about science."

Since then, a youth-outreach STEM group has evolved organically at Cook Biotech—designing their own STEM-related gadgets and games and taking their show on the road to share with local youth.

"I think it's important for people of all ages to have an opportunity to personally interact with scientists and engineers working in STEM so that they can learn that helping people and improving lives is what motivates us to do our jobs," Kristy said. "STEM is cool. It's such a broad field, there's something to interest everyone...rocket science, medicine, zoology, astronomy, designing video games or roller coasters."

Recent events include pre-show activities at an educational Purdue Convocations performance for kids, the Greater Lafayette Mini Maker Faire for young inventors, and Lafayette Sunnyside Intermediate School's STEM Night.

As the team's interactions with local youth grow, so do requests for their activities. The most recent invitation came from a local girls' STEM club, whose sponsor saw the team's activities at the Mini Maker Faire and followed up with Product Development Scientist **Brooke Davisson**.

"We've met many teachers from the community at these events who reach out and invite us to future activities," Brooke said. "It's exciting to watch the connections in the community grow with each event."

The growth of the group prompted Cook Biotech's Marketing and Corporate Communication team to design stickers to be passed out during events.

"The kids loved the stickers," Brooke said, "especially after they realized the individual stickers spell out STEM. I'm actually not sure who loved them more, the parents or the kids. Some kids only wanted the individual stickers for the subjects they love the most, which provided a chance for us to have individual conversations with them about their passions and potential career opportunities."

Brooke's enthusiasm for the outreach group is rooted in appreciation for her parents and teachers, who pursued and provided STEM opportunities during her youth.

"If not for these people who went above and beyond to grow and nurture my passion, I would more than likely not be in a STEM career," Brooke said. "I want to give back, encourage, and fortify the passions these children have for STEM, in the same way that the adults around me poured that passion into my life."

"I want to give back, encourage, and fortify the passions these children have for STEM, in the same way that the adults around me poured that passion into my life."

– **Brooke Davisson**, Product Development Scientist

Development Engineer **Hilary Schmidt** also described STEM as a passion.

"I love volunteering at these types of events because it is an opportunity to share my passion for problem solving and improving lives," Hilary said.

"These efforts benefit our community by offering an opportunity for engagement and education, and allow kids to understand and identify with STEM in real life."

Clinical Project Manager **Samantha Stevenson** summed up the real-life element of the team's efforts.

"If we can make an impact on even just one child, and they end up choosing a STEM-orientated career, then our efforts were worth it," Samantha said.

Other participants in Cook Biotech's youth-outreach STEM efforts include Regulatory Affairs Manager **Daniela Changkuon**, Development Engineer **Amelia Falcon**, Development Engineer **Pravallika Kollipara**, and Development Engineer **Cameron Monroe**.

• **Susan Erb** (Serb@CookBiotech.com) is a Marketing Communication specialist at Cook Biotech.

To learn more about the Cook manufacturing area and to watch a video from Stone Belt clients and staff, check out "A partnership that inspires" on the *Life@Cook* blog.

A woman wearing a white lab coat, a hairnet, and glasses is smiling while working at a table. She is holding a white tube. On the table in front of her is a purple bin filled with purple tubes. To her right is a white machine with a vertical rod. In the background, there is a long white table with various items on it, including a yellow chair and a white bin.

An opportunity to grow

Cook's partnership with Stone Belt gives manufacturers and Project SEARCH interns a chance to show what they can do

• All Stone Belt stories written by **Jon Hancuff** unless otherwise noted. Jon (Jon.Hancuff@CookMedical.com) is the global editorial content manager at Park 48. Photos by **Doug Wright** (Doug.Wright@CookMedical.com), an Archival specialist at Park 48.

Tom Moll takes a small cylinder of foam, places it into a round, red plastic holder, then tamps it down with a small wooden tool. Satisfied that the foam is inserted correctly, he places it into a tub that is already half full of identical finished pieces.

Tom's demonstration fills me with a sense of relief. Two minutes earlier, I was getting that panicked feeling that arises when an interview is not going well. Tom, who is 56, is shy around new people and I was having no luck connecting with him. We are standing awkwardly together on the side of the production area where Tom works. I ask him to tell me about what he does at his job. He inaudibly responds and then looks down at the floor—ending whatever eye contact we had been making up to that point.

Obviously, this line of questioning was not going to work.

"Can you show me where you work?" I finally ask.

Tom is a client at Blooming-ton-based Stone Belt, a nonprofit organization that provides resources and support for individuals with disabilities. Started in 1958, it predates the founding of Cook by five years. Since the late 1970s, the two entities have partnered on a variety of initiatives. The two most enduring are a workshop at Stone Belt where some Cook assembly work is done and the Project SEARCH internship program that brings Stone Belt clients to work at several Cook facilities in Bloomington.

Leslie Green, Stone Belt's CEO, has worked for the nonprofit since 1979.

"I couldn't tell you when we might first have approached Cook, but it was probably pretty early because Cook is a major employer. We would have not let you go," she said, with a laugh.

The earliest project she recalls Stone Belt clients doing for Cook was putting dots on product labels. The dots would change color after a product was sterilized. Around 1985,



▶ Above and left Stone Belt clients assemble a wire guide holder for Cook.

"Our clients are excited to have the opportunity to work for a company like Cook. They are proud to work for a large, worldwide company that is so welcoming. I feel like the company really wraps its arms around them and supports them."

— Leslie Green, CEO for Stone Belt

the clients began assembling wire guide holders, which they continue to do today. They have since added other products to the list of work they do for Cook.

"Can you show me where you work?" I finally ask.

Tom brightens immediately and leads me across the room to the table he shares with another person. Their workspace is covered with the different components—the foam cylinders, the plastic holders, and the wooden tool—that are used to make needle holder cups that are included in many Cook surgical sets. Once a needle has been removed from a patient, it is pushed into

the foam inside the cup to prevent needle stick injuries.

Tom's finished cups go into the 1 x 2 foot plastic tub on the side of the table. He will fill the tub about 18 times a day, aiming to produce around 500 needle holders during his eight-hour shift.

Despite only being on the job for around a year, Tom has become a bit of an expert on all the work being done in his production area. As we weave through the maze of tables, it's obvious that Tom is totally in his element. While guiding me through this tour, he exhibits a confidence that I never could have predicted during our initial interaction.

"I was ecstatic when I got a job at Stone Belt. I enjoy it so much. Working here has really helped my self-esteem. They said they wish they had six more of me."

– Lisa, Stone Belt client

Tom occasionally pauses to tell me about the work being performed by his coworkers at different tables, and they hold impromptu discussions about which products are the hardest to make.

The consensus is that the smallest wire guide holders are the most difficult to assemble.

There are a total of 78 clients who work in the four rooms that make up the Cook manufacturing area at Stone Belt. Not all of the clients work full-time, so on an average day, you can expect to find around 55 people busily assembling product. Their day starts at 8:00 am and ends at 4:00 pm. They get 15-minute breaks in the morning and afternoon and 30 minutes for lunch.

"We try to make it as much like a real workplace as possible, so that they know what to expect if they do get a community job, if they want one," said **Karen Freeman**, Stone Belt's director of Manufacturing.

Each day's work is based on the purchase orders Karen receives from Cook. All of the supplies needed for production—including bonnets, gowns, and safety glasses—are supplied by Cook. Trucks travel from Stone Belt to the Curry Pike Warehouse twice a week with finished product. At Curry Pike, the trucks are loaded with whatever raw materials Stone Belt needs to continue production.

Karen has a staff of seven who work on the manufacturing floor. They make the job assignments for the day, provide support for the clients, and perform quality control on all of the finished products.

Many of the clients in the workshop thrive in a highly structured setting and, as a result, have excelled in manufacturing roles.

"They like doing a specific task that they can really focus on," Karen said.

"So, we have some people who have been doing this for 30 years—people who have been here from the beginning and are still here. All of the clients are very proud of the work they are doing.

"They also like to earn money—that really helps them develop a sense of independence."

The consensus is that the smallest wire guide holders are the most difficult to assemble.

As if to prove this point, Tom leads me to a workstation where a woman sits by herself surrounded by small containers of plastic tubes

and connectors—objects that are immediately familiar to anyone who has spent time in a Cook manufacturing facility. Her name is Lisa and she is putting together the dreaded small wire guide holders. She is a bit younger than Tom but is much more outgoing. She explains her process, taking a six-inch-long tube that is not much thicker than a wire guide and bending it to fit the ends into a connector. The ends need to meet in the middle of the connector, which is clear to allow for a quick visual inspection.

From 1984-1995, Lisa was employed at a workshop in Lyons, Indiana, a small town about 40 miles southwest of Bloomington. For several years after leaving that facility, Lisa lived off the disability checks she received from the government.

"I was ecstatic when I got a job at Stone Belt," Lisa said. "I enjoy it so much. Working here has really helped my self-esteem. They said they wish they had six more of me."

"It's nice to hear that."

In the not so distant past, getting a job was not even an option for people with disabilities, like Tom or Lisa.



▶ A Stone Belt client assembles a catheter connector for Cook.

"They were only told what they can't do," Karen said. "You can't, you can't, you can't, you can't—they will never work. But, they can. My mantra is that I don't want people to give us work because they feel sorry for us. I want them to come to us because we do a really good job. And we do that with people with disabilities. It shows people, absolutely, that we can do this."

"Our clients are excited to have the opportunity to work for a company like Cook." Leslie added. "They are proud to work for a large, worldwide company that is so welcoming. I feel like the company really wraps its arms around them and supports them."

"It's nice to hear that."

For years, Tom has lived with his sister **Nonie Daniels** and her family. Nonie has seen her brother thrive in a workshop setting, followed by less-fulfilling stints of employment at a pizza parlor and a hotel.

"The culture in the workshop was different than it was in the regular working public," Nonie said. "He was at the workshop for 18 years. There, your coworkers are your friends, they are your girlfriends and boyfriends. You have dances together and you do all of these things."

Tom missed that culture and the social aspect that workshops provided.

Nonie, who lives in Brown County, knew about Stone Belt, but the two-hour roundtrip was too much for her to make every day. Then, a little over a year ago, Access Brown County began running daily shuttles from Nashville to Stone Belt. Tom was finally able to return to the workshop setting he loved.

"It was like a dream come true for Tom," Nonie said. "When he came here, the first day was like coming home. He came in here with both barrels blasting. This job makes him feel that he is really a part of the real world and that what he is doing has real meaning."

A rewarding experience



▶ **Dan Schimpf** (left), a photographer at Park 48, and **Colin Alexander** (second from left), a 3D artist for Corporate Branding at Park 48, demonstrate Cook's 360-degree virtual reality videos at Stone Belt.

When Jason Brown, the video content manager at Park 48, asked if I could help demonstrate the Cook 360-degree virtual reality (VR) videos at an event at Stone Belt in January, I asked if he could find someone else. The few people that know me well at Cook know how much anxiety I have in social situations in which I am unfamiliar with the people around me. After a couple weeks, Jason told me he was unable to find a volunteer to fill in, so I was going to have to step up. Having been through the event now, I'm glad I had to do so.

First, I want to thank **Dan Schimpf**, a photographer at Park 48. After hearing me describe how nervous I was about the demonstration, he offered to come with me to help. Just having a friend with me rather than being alone reduced my anxiety drastically, so I really appreciate him doing that.

Shortly after we arrived and set up the VR unit, a line formed and it never let up for the next three hours. Each guest could watch one of four immersive videos in the VR headset, each showing one stage in the life of a product at Cook from Research & Development, to Production, to Shipping, and finally ending with delivery to the customer. I estimate that we showed a video to 60-70 guests and, as far as I could tell, every single person enjoyed it.

My personal favorite moment was when one young woman started performing stretching exercises along with the production workers in one of the videos.

A moment of drama happened when the headset started malfunctioning with four guests left in line. To give some insight into the situation, the last person in line had been standing and waiting for nearly two hours. Dan and I were horrified and assured everyone that we would come back with a new headset if we were not able to repair the one we had. Fortunately, we were able to fix it quickly. But what I really think is important is how understanding everyone in line was at that point. No one complained, no one was upset, they just patiently waited to see if we were able to fix it.

And that's really the takeaway I had from the whole experience. I was blown away by the kindness and empathy everyone at Stone Belt demonstrated toward one another, both staff and clients. I couldn't help but make a comparison and think how much better myself and others could treat each other in our daily interactions even when frustrated or unhappy.

So, I just want to say "thank you" to Jason for forcing me to push my boundaries, "thank you" to Dan for supporting me in doing so, and especially "thank you" to Stone Belt for providing me with this opportunity.

• **Colin Alexander** (Colin.Alexander@CookMedical.com) is a 3D artist for Corporate Branding at Park 48.

My mantra is that I don't want people to give us work because they feel sorry for us. I want them to come to us because we do a really good job."

– Karen Freeman, Stone Belt's director of manufacturing

"I can't tell you how it makes me feel to know that Cook trusts my brother to make these products."

The tour wraps up, Tom and I shake hands and I thank him for showing me around. He heads back to his table and I stand by myself for a second and look around the room. I am struck by how quiet it is. Heads are down and everyone is focused on their work.

Like Karen said, for most of history, developmentally disabled people were dismissed and marginalized.

More recently, the exact opposite has happened, as television and movies have sought to portray people with developmental disabilities as mystical beings imbued with unintentionally profound insights about life (Forrest Gump, for example).

Obviously, the reality lies somewhere in the middle.

I didn't totally know what to expect from this visit. I had recently spoken with several folks from Cook who had come to Stone Belt in January to do product awareness training. Every single one of those people had come away from the experience humbled and at least a little inspired.

But for me, the bottom line is, regardless of whatever challenges they have to face on a daily basis, the clients I met at Stone Belt are simply people. And like people in all walks of life, deep down, all they want is the opportunity to show what they can do.

Change for the better



Brad Gifford lived with his mother until he was 39. It was a pretty cushy existence.

"We took care of everything for him," said Brad's sister **Pat Freeman**. "We treated him like a baby."

In 2002, Brad's family decided it was time for him to get out on his own. So, they moved him into a supervised group home.

Pat immediately noticed a change in her younger brother.

"He really flourished," she said. "Brad has taken on more responsibility than I ever could have imagined."

Brad, who started coming to Stone Belt as a client in 1968, now works part time in their Cook manufacturing area and at Indiana University's Student Recreational Sports Center (SRSC).

"He loves to work," Pat said. "He is a creature of habit and is very dedicated. He doesn't like to be interrupted. But he also loves to be with people."

Brad's other passions include shopping and sports. Pat said that every time she visits him, there's some new item, usually sports-related, in his room that wasn't there the last time.

"He spends his money on things that I have no idea why he buys them," Pat said, with a laugh. "When I ask him, he will tell me, 'I paid for that.' He is so proud to make his own money.

"That's the best thing to me, to see how proud he is."

Seeing the effect that increased independence had on Brad, has reinforced Pat's commitment to finding the best in everyone.

"Developmentally disabled people are quality people and they have important meaning in this life," she said. "They are not just institutionalized people. They are different—but we are all different. They can have their own lives.

That Cook trusts them and is willing to let them work on these products is just great," she continued. "Everybody has potential if they are just allowed to let it out—have someone trust them. It's not what you can't do, it's what you can do."

Exceeding expectations

Kimberly Deckard's son **Jason** thinks she spends her days preparing food.

"He doesn't understand the name 'Cook,'" said Kimberly, a supervisor in the Complex Wire Guides area at Park 48. "He only knows what the word 'cook' means. So, he thinks that when I go to work every day, I cook."

Jason, who is 34 and on the autism spectrum, has been a client at Stone Belt since high school. For the last four years, he has worked in the manufacturing area at that facility. He started with one four-hour shift a week and slowly built up to his current schedule of three four-hour shifts a week.

When the idea of Jason working there was first proposed, Kimberly, who has worked at Cook for 27 years, was apprehensive. His previous work experience was at his family's Sunoco station, where he stocked shelves and did other odd jobs. His mother wasn't sure how he would respond to the more rigid environment of a manufacturing area.

"I was thinking about how it is at Park 48 and I was not so sure that he could be that structured," Kimberly said. "That was my biggest worry. But they have never had a minute's problem with him. He surprised me. He really likes it."

Like many of the Stone Belt clients, Jason enjoyed the repetitiveness of the work. He also likes the challenge of having to meet a daily quota. Almost without exception, he will easily exceed that number.

"His first day he ended up being the top producer, so he really thought he was being the cat's meow on that," Kimberly said, with a smile.

Exceeding expectations has been a regular occurrence for Jason.

"I probably limit him more than he actually limits himself," his mother said. "There are things you would never think to introduce to him because sometimes it's the simplest things that people with autism cannot grasp—that capability is just not

there. But he can master anything electronically. Those things, they just come easy to him. He picks it up very quickly, he learns it without any type of teaching.

"He never ceases to amaze me."

And thanks to Cook's January visit to Stone Belt, Jason is also starting to draw a distinction between "cook" and "Cook." Some of Kimberly's managers and supervisors presented at the event and introduced themselves to Jason.

"Of course, the first thing he asked them was, 'Do you cook?'" Kimberly said with a laugh. "But now I think he has finally realized that maybe I don't cook at work. He's putting it together a little bit. But he still doesn't understand that what he is putting together is for medical devices."

Kimberly read the *Life@Cook* blog post about the Cook visit, in which Cook employees who participated shared their feelings about the experience. Kimberly said the event also had an impact on the clients who work in Stone Belt's manufacturing area.

"When Cook came to Stone Belt, that was really huge to them," she said. "They really talked about that a lot. And my son got a kick out of being able to say—'That's my mom's boss.' He got to connect things. He was as grateful as the people from Cook who attended. I love that Cook has made this commitment. I wish every business would do something of this sort."

Kimberly describes the partnership as a win-win for Cook and Stone Belt.

"There's the stigma around people with a disability—you

either think they can do something or they can't," she said. "Yes, they have a disability, but at the end of the day, they are really no different than you or me. They're just not. They have feelings, they have emotions—they are exactly the same as anyone else. They love praise when they do a good job, just like anybody else does.

"Cook realizes they have potential. When companies like this can step in and help people lead productive lives—I just love it."



▲ Kimberly Deckard (Park 48 Wire Guides) and her son Jason who works in the manufacturing area at Stone Belt.



▲ A Project SEARCH intern washes dishes at AMER SC.

Providing a support system

Project SEARCH gives interns job experience

In 2009, Stone Belt's **Bitta DeWees** reached out to Cook about becoming involved in Project SEARCH, a program that had recently migrated to Indiana from the Cincinnati Children's Hospital.

She was connected with **Lisa Butcher**, a Human Resources specialist at Park 48, who had just taken over Cook Inc.'s equal employment opportunity and affirmative action plans. After looking into Project SEARCH, Lisa thought it was a good fit for Cook, and it has been going strong ever since.

The original version of the program was geared toward high-school-aged interns, who are not eligible to work at Cook. So, for Indiana, the age requirement was shifted to 18-24 year olds. Participants must fill out an application and go through a selection process. Those chosen will go through three eight-week rotations at different jobs in different locations. At Cook, they could spend time in the cafeterias at Park 48, the AMER SC on Acuff Road, or in the AMER DC. Ivy Tech, Upland Brewing, and the Stone Belt IT department also offer internships. There are usually around 10 interns in each session. The participants' days are split between mornings and afternoons in a classroom at Ivy Tech with the middle of the day spent in the facility at which they are working during that rotation. In the classroom, they are taught a variety of employment skills and habits—how to get along with coworkers, how to be on time, for example. They also discuss any challenges the interns may have faced that day.

At the end of the program, the interns do a PowerPoint presentation about their experience in front of a crowd of 50 to 100 people.

The goal of the program is to help the participants find employment, so an extensive support system has been put in place to assist them during their internship. In addition to Lisa and the Project SEARCH job coaches, department supervisors, managers, team leaders, and Cook security team members are also available to assist the interns.

"The benefit of this program is that it gives people a variety of job experiences," said Stone Belt CEO **Leslie Green**. "Some of these individuals might have had a little bit of work experience but not as much as would be ideal. So, when they finish this program they kind of know what they like and don't like, which was their favorite job."

Leslie said about 85% of the interns are able to find employment after they finish the program.

"By the end of the program, you just see them blossom," she said. "There's no other word I can use to describe it. Getting to see that is a big reason I have been doing this for 40 years. It makes me proud of where I work and happy for the resources we have to do that kind of work."

A positive outlook

Former Project SEARCH intern thriving



▲ Hunter Brooking works in the cafeteria at Park 48. He is a former Project SEARCH intern.

Hunter Brooking seems to barely be touching the ground as he approaches me.

There is a buoyancy to his entire being. Long and thin, he resembles a human lightning bolt, pogoing across the room. And like a flash of lightning, he exudes electricity—but in the form of positivity.

His being hums with it—and it is impossible to not be consumed by that positivity when you are in his presence.

A former Project SEARCH intern, Hunter became a full-time Cook employee in March of 2017. Now he works in the dish washing room in the main cafeteria at Park 48.

Randy Teague, one of the two Cook Inc. Food Services managers, introduces me to Hunter. Randy is a busy guy. He and **Bobbi Chambers** are in charge of the cafeteria staffs at several Cook facilities in and around Bloomington. Every day, their teams have to prepare meals for thousands of employees. It's a stressful job, but Randy's manner leans toward calmness and quiet. You can tell

he doesn't take his responsibilities lightly, though. His usual facial expression is some combination of serious purpose, stoicism, and deep thoughtfulness.

But as he and Hunter come toward me, Randy is beaming—he has a huge smile and his eyes are blazing with something resembling joy or euphoria.

Hunter and I shake hands and then the three of us move past the breakfast serving lines back to Randy's office. Randy is effusive with his praise for Hunter—"Hunter has the best attitude," "he is a picture-perfect employee." He also tells me that, since starting to work for Cook, Hunter has gone on to get a drivers' license and buy his own car, a 2018 Jeep.

At first, Hunter avoids making eye contact when I ask him questions—but there is no shyness in his manner. He warms up quickly.

"I thought this was a nervous place when I started," Hunter said. "But my job coach helped me deal with that. Mostly, I just kept being myself."

For Hunter, being himself means trying to learn as much as he can, making new friends, and helping out others whenever possible.

His goal for 2019 is to earn his food safety certification.

"I want to learn more so I can do more here and make myself more independent," Hunter said.

For Randy, watching this sort of transformation—from a nervous newcomer intern to a self-motivated full-time employee—is almost indescribable.

"Working with Project SEARCH has been a humbling experience to me," he said. "Working with these interns gives you a whole different perspective. It's good to see them succeed. And Hunter motivates me—he is so positive and so fired up. I wish we could hire more of the Project SEARCH interns. We love having them here."

"I am very happy Cook does this, that we give these young people a chance. It's a great thing."

ACRONYMS

Acronyms seem to always come up in conversations at Cook, and it can be difficult to keep up at times. Here is a short list of a few common acronyms that could be helpful to understand.

CSD

Customer Support & Delivery

CSD is an operational unit within Cook Medical that consists of 13 delivery centers and 12 customer support centers around the world. The delivery centers are where products are distributed, and the support centers are where customer-related needs are met, such as ordering and product inquiries.

CAPA

Corrective and Preventive Action

CAPA is a process of systematic identification and investigation that we use at Cook to determine the cause of existing and potential quality issues and to prevent their recurrence (corrective) or their occurrence (preventive).

APAC

Asia-Pacific

APAC refers to the countries in Asia and the western Pacific region.

EMEA

Europe, the Middle East, and Africa

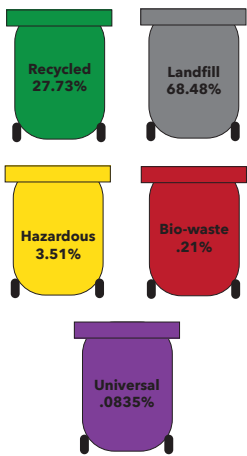
EMEA refers to the countries in Europe, the Middle East, and Africa.

Sustainability update

One of Cook's missions is to leave the environment better than we found it. The Sustainability and Environmental Health and Safety teams at Park 48, Ellettsville, and AMER SC. Below are some of their results from the last couple years.

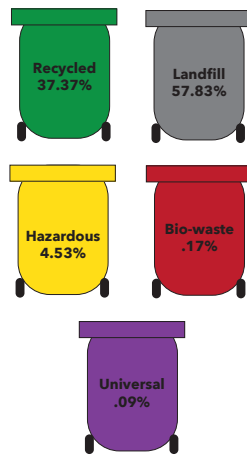
2017

A total of 1,411.01 tons of waste were disposed of.



2018

A total of 1,439.82 tons of waste were disposed of.



Importance of empty



Did you know just one non-empty container in a recycling bin sends the recycling bag to the landfill? We can improve our recycling rates by emptying our cups at any of these locations:

Bathroom sinks

Water fountains

First aid room sinks

Sustainable Thanksgiving

Cook Thanksgiving has become a tradition over the years, but 2018's meal took a more sustainable approach at some of the Indiana facilities.

In the past, plastic utensils and styrofoam cups and plates have been used. In 2018, PLA utensils, PLA-lined paper cups, and wheat straw plates were used. The use of these sustainable materials resulted in some benefits for the environment.



738.2
kilowatt hours
of energy saved



476.1
gallons of
water saved



86.1
pounds of
CO2 saved

What is that?

PLA - Polylactic acid (PLA) is a plastic alternative made from corn starch.

Wheat straw - the material left after wheat grain is harvested.

Both of these materials use fewer harsh chemicals in production, reducing their impact on the environment and consumers from the manufacturing stage all the way through to disposal and biodegradation. They are also Biodegradable Products Institute (BPI) certified, which is the preferred standard for industrial composters, and Forest Stewardship Council (FSC) certified, meaning that they are harvested in a responsible manner that maximizes the use of all-natural resources.



▲ Photos from one of Environment Health and Safety Engineer **Tyler Hird**'s (Park 48 Environmental Health and Safety) carpal tunnel trainings. Tyler is pictured in the center photo. Photos by **Doug Wright** (Doug.Wright@CookMedical.com), an Archival specialist at Park 48.

Helping hands

Sally Sexton has been an assembler in Sets Processing for 14 years. A couple years after joining the department, she began experiencing one of the tell-tale signs of carpal tunnel syndrome (CTS).

"I started to have the numbness," said Sally. "And then it wasn't a couple years later I had surgery on one hand and then I turned around and had surgery on the other hand the next year."

Lorina Woodman, supervisor for Sets Processing, began noticing a trend in her department of people, like Sally, experiencing hand and wrist pain due to the nature of their work. She described Sets Processing as a mini warehouse. While employees do not build any product, they are responsible for compiling products together to make up a product set. For each of these sets, employees are required to complete a work order and write in several lot numbers by hand as well as fill out several tags. With an average of 2,500 to 3,000 work orders going through the department a day, that is a lot of writing.

"I don't want to lose good people," said Lorina.

At one time, Lorina had three employees out on leave due to CTS-related injuries. She voiced her concerns to

the Environmental Health and Safety (EHS) team and they came up with a solution to provide carpal tunnel training to departments in need. Sets Processing was the pilot department for the program, and the training has since been provided to several other departments as well.

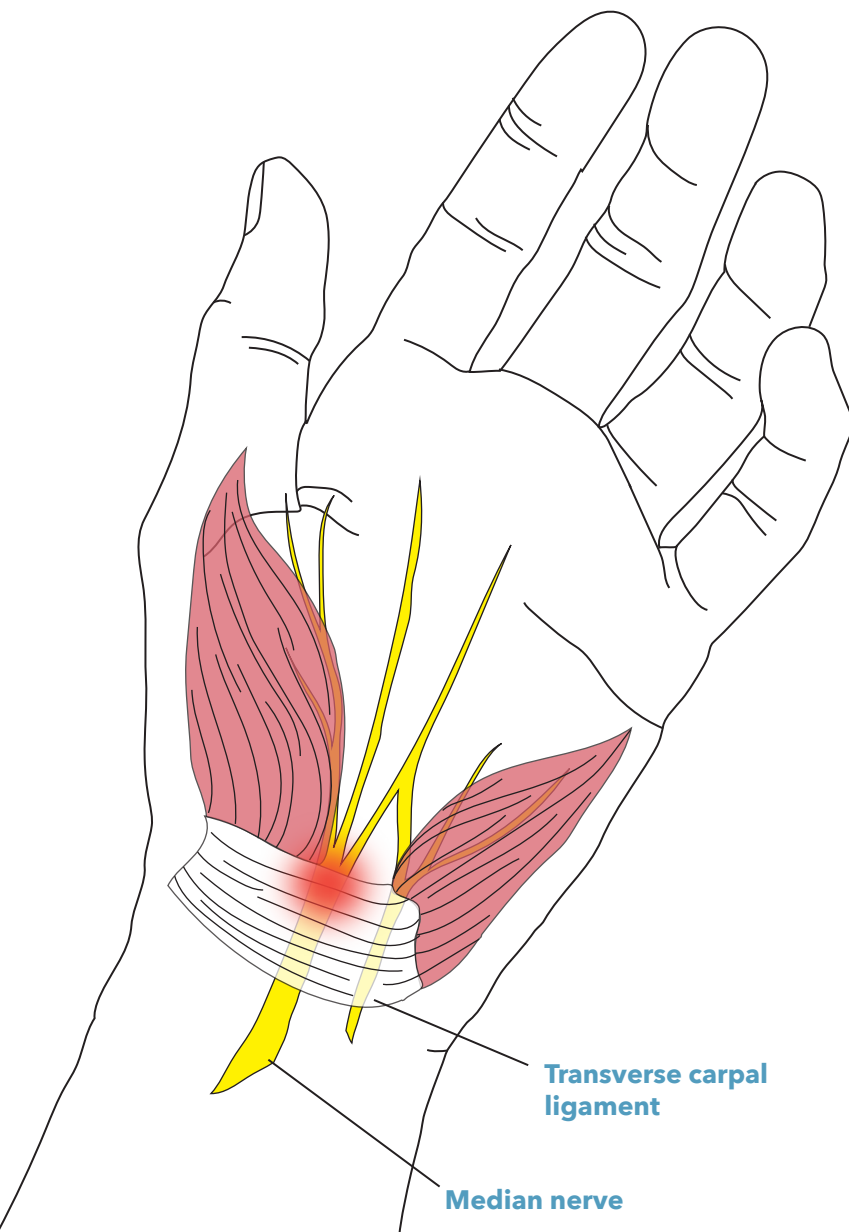
The training was developed by **Tyler Hird**, an EHS engineer. The objective of the training is twofold. The first is to minimize the occurrence of CTS at Cook Medical and improve employees' ability to complete their work pain free. The second objective is to increase awareness of the symptoms of CTS. The training accomplishes this by providing employees with exercises (see page 44) they can do to lessen the effects of CTS and reduce their risk of needing surgery.

In Sets Processing, Lorina ensures that the employees are doing these exercises twice a day, once in the morning and once after lunch, and has received positive feedback.

"I do think the exercises help," Sally said. "I do try to exercise some at home too. A lot of times they don't like to redo the surgery."

•**Ashley McGuire** (Ashley.McGuire@CookMedical.com) is an Editorial Content generalist at Park 48.

Carpal Tunnel Syndrome (CTS)



What is CTS?

CTS is caused by the compression of the median nerve as it travels through the carpal tunnel in the wrist.

What causes it?

One of the causes of CTS is repetitive motions of the wrist.

What are the symptoms?

Pain • Numbness • Tingling
Loss of strength

What areas are effected?

Hands • Wrists
Elbows • Shoulders

Exercises for carpal tunnel



▲ Repeat 10 times for one second each for index and middle finger.



▲ Repeat 10 times for one second each for index and middle finger.



▲ Repeat 10 times for one second each for index, middle, and ring finger.



▲ Repeat 10 times for one second keeping knuckles straight.



▲ Repeat 10 times for one second.



▲ Repeat 10 times for one second.

Think you have carpal tunnel?

- ▶ Try the exercises shown above before your shift starts and after lunch.
- ▶ Let your manager or Environmental Health & Safety team know.
- ▶ Alternate tasks during the day.
- ▶ Take microbreaks.



Serving up teamwork

Badminton brings Cook Taiwan employees together

► Ryder Cheng (Cook Taiwan Customer Deliver Centers) and Erica Hung (Cook Taiwan Reimbursement) in action during the Cook Taiwan Badminton Cup. Photo by Loretta Hsu.

Badminton has gradually become a company-wide sport in Cook Taiwan. It was triggered by an after-work game of mixed doubles on July 6, 2018, which 20 employees signed up for and had great fun playing.

The fun of the game prompted 17 players to register for the next official game named "Cook Taiwan Badminton Cup," which was scheduled three months later.

To make this game more interesting, and more impartial, the team decided to use the Pied Draw app to split up into two teams and determine who belonged to Team Blue and who should go to Team Red. As luck would have it, it turned out Team Blue got all the experienced players compared to Team Red.

Both teams scheduled practices during the weekdays after work and even during the holidays. Everyone wanted to win, not just because of the prize, but more for the honor. When it came to the big day of the "Cook Taiwan Badminton Cup" on October 16, 2018, Team Blue suddenly found out Team Red was no longer the same as the one they had been familiar with, because Team Red had made rapid progress during the training over the three months.

"We cannot underestimate the impact of team cohesion," said **Erica Hung** (Cook Taiwan Reimbursement). "It's really so powerful."

In the end, Team Red gathered momentum and won the final prize. Every player in Team Red celebrated and enjoyed the victory to reward their hard work and dedicated efforts during the three months.

Even though the game is now over, Cook Taiwan employees are still playing badminton when they have time. The most important thing is the spirit of "never give up" which has been deeply rooted in everyone's heart.

"By taking this opportunity, I had great fun to hang out with colleagues, which really helps bridge the distance and bring the people closer," said **Joan Chiu** (Cook Taiwan Customer Delivery Centers).

Jordan Yang (Cook Taiwan Urology) echoed this sentiment. "Treasure moments [of] having fun with lovely colleagues. I love them!"

• **Loretta Hsu** (Loretta.Hsu@CookMedical.com) is the Customs Supply Chain manager for Cook Asia-Pacific.

E&C rolls out new Code of Conduct

In the new Code of Conduct, you'll notice a statement in the opening letter from **Pete Yonkman** and **Carol Seaman**: "We each have a responsibility to the Cook name and the Cook family to reflect our purpose and our values in the work that we do every day."

The newly released Code of Conduct includes many elements that keep this code from being "just another collection of rules."

A focus group of employees from various departments within Cook recently met to provide feedback regarding the new Code of Conduct. They enjoyed the interactive link featured in the table of Contents, the appealing design, which included candid photos taken by Ethics & Compliance team members from around the globe, and the ease of reading. But more importantly, the conversation took an interesting turn when they began discussing how the Cook values apply to daily business activities.

The group discussion centered around the positive impact the new Code of Conduct and Cook values can have on a person's attitudes and actions.

"When employees begin applying these values to their work life, they will start living them in their personal lives," said Justin Smith (Park 48 QC Verification Sets) who has only been with Cook since January 2019.

We asked the group, "How can E&C help employees live these values while working at Cook and keep our Code of Conduct at the forefront of our business activities?"

"Employees need to be aware of where to find the new electronic Code of Conduct," said **Paula Maddox** (Park 48 Special Sets Radiology).



▲ **Justin Smith** (Park 48 QC Verification Sets) and **Coy Byrd** (Park 48 Raw Material Warehouse) during an E&C group discussion about the new Code of Conduct. Photo by Ashley McGuire (Ashley.McGuire@CookMedical.com), an Editorial Content generalist at Park 48.

The Cook Group purpose

We are a family of ethical and entrepreneurial companies that exists to empower people and communities to reach their full potential.

Our values:

- Act with integrity** | We use our high ethical standards and core values to guide our decisions and actions.
- Demand quality** | We hold ourselves to the highest quality standards because we know that everything we do has an impact on someone's life.
- Be transparent** | We are honest with each other and share information with the people who are impacted.
- Give back** | We believe in making our communities stronger by sharing our time, skills, and resources.
- Treat everyone with respect** | We respect each other and our business partners by being open to different ideas and perspectives and appreciative of each person's contributions.
- Solve problems together** | We approach innovation by first listening to understand and then creating a solution.
- Continually improve** | We learn from data, experience, feedback, and each other to constantly evolve and improve how we work.

Handling data

The code can be found on electronic work stations (EWS) and found on the Cook Intranet in the Ethics & Compliance section. Employees without computer access may request a copy from HR.

The Code of Conduct training being sent to employees globally gives everyday scenarios for each employee to consider.

"I really liked it! The scenarios were great. The exam was just right!" said **Theresa Wright** (Park 48 Sustaining Engineering) who recently took the Code of Conduct training.

"When employees begin applying these values to their work life, they will start living them in their personal lives."

– **Justin Smith**, Park 48 QC
Verification Sets

If you haven't already taken the course in CookLearn, no worries, employees globally will be enrolled to take the course with the goal of 100% completion by year-end as outlined in the 2019 corporate business plan.

The Code of Conduct provides expectations and resources that teach us how to apply Cook's Values to our daily business activities.

We want to hear more about how the Code and Cook's values apply to your role. **Please send your stories and comments to ECNews@CookGroup.com.**

• **Kelly Crissen** (Kelly.Crissen@CookGroup.com) is a global Ethics & Compliance project coordinator at Park 48.

Collecting and using data is an important part of all jobs at Cook, but did you know that different types of data we collect must be handled in different ways?

There are data privacy laws across the globe that govern how we securely collect and process data. At Cook we classify data into five different levels in our Data Classification Levels Chart. Each level must be handled with a different degree of protection depending on how sensitive the data is.

Level 1

Sensitive Cook Personal Data is information about an identified or identifiable person that could cause harm if it is shared, altered, or destroyed in an unauthorized way. Examples include credit card numbers, information about a person's health, social security numbers, and bank account information.

Level 2

Non-Sensitive Cook Personal Data is information that could cause a moderate level of harm to that person if it is not handled properly. This includes information such as names, birthdays, or addresses of Cook employees, patients, customers, or contractors.

These first two levels of data require the highest level of protection and we should always work with the Cook Information Security team whenever we are collecting, storing, or using these types of data. The team has outlined controls that must be in place when dealing with these levels of data in the Cook Security Standards.

Level 3

Cook Confidential is company information that includes proprietary, confidential, or financial information, but is not personal information. We must treat this information with care as it could harm Cook's business if it is not protected.

Level 4

Cook Internal data is company information that has not been approved for public release, but does not contain proprietary, confidential, or financial information. This includes information on our internal Cook intranet site.

Level 5

Cook Public information is company information that has been approved for public release. This includes content on our Cook social media profiles and our public websites.

You can find the Data Classification Levels Chart at intranet.cookmedical.com/cbf/priv under Employee Resources> Additional Materials>Data Classification Levels Chart.

• **Alexandra Hernly** (Alexandra.Hernly@CookGroup.com) is a data privacy specialist at Park 48.

PEOPLE NEWS



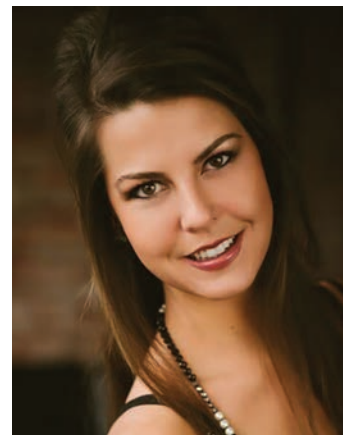
▲ Erin Kunkel



▲ Ryan Opheim



▲ Jeff Cretin



▲ Melyne Query



▲ Derek Rollins



▲ Lisa Knevitt



▲ Seth Ross

Corporate Social Responsibility

Erin Kunkel has been named manager for Global Corporate Social Responsibility. She joined Cook three years ago as a Sustainability coordinator.

Corporate Project Management

Ryan Opheim has been named program manager for Cook Medical. He started his Cook career in 2011 in sales. He has also held global project management positions in the Operations and Vascular teams.

Jeff Cretin hired into Cook Medical as a global project manager in February of 2019.

Melyne Query rejoined Cook Medical as a project manager in February of 2019.

Events Management

Derek Rollins has been named global director for Events Management. He has been with Cook for 10 years.

Lisa Knevitt has been named regional director for Events Management for APAC. She has been with Cook for 11 years.

Facilities

Seth Ross rejoined Cook as the Facilities manager for Park 48 in March of 2019. He will also support the Facilities teams at other Cook Inc. sites as needed. He began working with Cook Pharmica (now Catalent) in 2006.



▲ Mike Doran



▲ Lynn Owen



▲ Sarah Hill



▲ Chris Stenger



▲ Ian Tuffley



▲ Trent Holmes



▲ Bill Moore

Manufacturing Engineering

Mike Doran hired into Cook Inc. as a senior manager for Manufacturing Engineering in December of 2018.

Document Control

Lynn Owen has been named manager for Document Control. She began working with Cook in 2017 as a contractor.

Aortic Therapies Global Program (Vascular)

Sarah Hill has been named global product manager for Advanced Technologies. She joined Cook in 2006 as an aortic district manager.

Ambulatory Care Business (Vascular)

Chris Stenger has been named Regional Business manager for Ambulatory Care Business. He has over 5 years of experience with Cook in sales and account management.

Ian Tuffley has been named global program manager for AAA & Fenestrated. He began his Cook career in 2015 as an aortic clinical specialist.

Manufacturing Operations

Trent Holmes has been named production manager for Packaging at Park 48. He started at Cook in 2008 as a production coordinator.

Bill Moore has been named production manager for AAA and Implants at Park 48. He began his Cook career in 2004 in Engineering.

Be a lifelong learner

Greatly obsessed with bioengineering science, I completed a master's program for bioengineering and biochemistry in 2013. Then I decided to learn how to paint and afterwards I wanted a new challenge, so I started learning the electric guitar.

I would like to encourage everyone to consider taking up a new activity or to learn something that interests you. You will discover a whole new side of yourself and keep your brain healthy and strong!

• **Coco Wu** (Coco.Wu@CookMedical.com) is the senior Regulatory Affairs specialist for Cook Taiwan.



▲ **Coco Wu** (Cook Taiwan Regulatory Affairs).

Learning new things and challenging yourself has become a constant in the business world. You can never rest on your laurels. The modern world requires you to keep hustling and learning. Advancing your knowledge and creativity can improve your life and make you a better person. It all starts with learning and taking action. To be a sponge, embrace new challenges and you will make yourself better every day.

Learning and growing is one of the most fulfilling aspects of life. Taking action means experience is being gained and every moment is an opportunity for growth.

Feeling stuck?

Do you wake up in the morning and feel like a robot walking the same route and doing the same job every day? Routines like these become so familiar that we often lose track of the fact that we're just cruising through life.

Little things make big things happen. Climbing a mountain always starts with a single step. And progress starts with a single action, however small it may seem. Remember to enjoy different views, but keep moving.

The benefits of learning new things

1. The brain chemistry changes.

The white matter in our brain is called myelin, it helps improve performance on a number of tasks. The more people practice a new skill, the more dense the myelin in their brains becomes.¹

2. Your learning speed increases.

Scientific reports suggest that learning a new skill helps you learn faster in the future. When neurons in the brain are stimulated, more neural pathways are formed and electrical impulses travel faster across them when you are facing new information. The more pathways between neurons formed, the impulses travel faster and make your learning speed increase.¹

3. Overcome fear

Fear keeps us from trying new things. It is said people cannot fully understand something until they have experienced it. The challenge here is that most of us feel frustrated when it comes to learning a new skill or task. Some level of fear is always present when trying something new, but you'll soon realize that your mind exaggerates the fear.

4. Know yourself better

Most people don't know themselves as well as they could. As you try new things, you'll better recognize who you actually are and what you actually want to do.

Say yes to new things!

When faced with a new area of knowledge, new position, and new ideas, try not to make excuses and instead start doing. Benefits almost always outweigh the risks. Life's too short to get stuck in a routine.

1. New sport

Pick the sport you've always wanted to try. You'll have so much fun learning the new techniques and goofing off with your teammates. Participating in sports feels like play, and there's no better way to stay happier and healthier longer than infusing play into your life.

2. New language

Studies have demonstrated the cognitive benefits of learning another language. The risk of cognitive decline reduces after forging the language area in your brain. Memory improvement and a longer attention span have also been confirmed in those who learn a new language.²

3. New musical instrument

Studies have shown that people display long-term positive results from playing musical instruments. Research suggests that playing a musical instrument produces brain-building compounds and neural growth factors that make you smarter and stronger.³

4. Learn art

Creating art increases the feel-good neurotransmitter dopamine, which boosts drive, focus, and concentration. Dopamine stimulates the creation of new neurons and prepares your brain for learning. Every time you engage in a new or complex activity, your brain creates new connections between brain cells. Creating art stimulates communication between various parts of the brain.⁴

1. *The Top 7 Benefits of Learning a New Skill*. CCSU Continuing Education. <https://ccsuconed.wordpress.com/2017/01/23/the-top-7-benefits-of-learning-a-new-skill/>. Published January 23, 2017. Accessed May 9, 2019.

2. *Kylie Hall. The Benefits Of Learning a New Language and Being Bilingual*. Teacher.org. <https://www.teacher.org/daily/benefits-learning-new-language-being-bilingual/>. Published October 30, 2017. Accessed May 9, 2019.

3. *John Rampton. The Benefits of Playing Music Help Your Brain More Than Any Other Activity*. Inc. <https://www.inc.com/john-rampton/the-benefits-of-playing-music-help-your-brain-more.html>. Published August 21, 2017. Accessed May 9, 2019.

4. *Atara Grenadir. The Neuroaesthetics of Art and Happiness*. https://touro scholar.touro.edu/cgi/viewcontent.cgi?article=1115&context=lcas_pubs. Accessed May 9, 2019

Keep up with Cook!

The transformation website is now available on the Cook Medical Intranet!

Visit transformation.cookmedical.com to find:

- Stories about major milestones
- Cook people who are passionate about transformation
- Good news from around the company
- Helpful resources
- An archive of past transformation communications



The new company webcast is now available!

Did you know Cook has a podcast?

The *Cook Podcast* is your audio connection to our company, to our culture, and to each other. Each episode will feature a wide variety of content, from people throughout Cook, that will inform, inspire, and entertain you.



For more information, subscription instructions, or to send feedback, contact CookPodcast@CookMedical.com.

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"If a plumber can do it for pipes, we can do it for blood vessels." bit.ly/1yLUVNE #dottering #cookmedical




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► Keith Cheung, PAD and venous therapies program manager for APAC, uses his professional barista skills to create latte art at Cook Hong Kong. Go to page 16 to find out more.

How are we doing? We want to hear from you!

What are your favorite parts of the Angiogram? What would you like to see more of? Send your comments and suggestions to Angiogram@CookMedical.com.