

A DAY in the LIFE



A day in the life of the supplies, purchasing and distribution (SPD) department

From the moment the first deliveries arrive to the second all the daily mail runs are complete, Columbus Community Hospital relies on a coordinated team to help operations run smoothly. The supplies, purchasing and distribution (SPD) department, along with the print shop and mail teams, plays a critical role in keeping the hospital's patient care and administrative operations flowing efficiently.

While this department's work may not always be visible to patients and visitors, it is essential. Every procedure, test and patient interaction depends on having the right supplies, accurate paperwork and timely communication – all of which are managed, organized and delivered by these dedicated team members.

Printing and communication

The print shop and mail team handle an extensive range of responsibilities. The print shop produces brochures, business cards, fliers, forms, annual reports, discharge packets, patient education materials and so much more. These resources are designed to help patients and families understand their care, support clinical workflows and promote hospital services.

"We print for every department, from business cards to detailed discharge packets," said Ruth Reyes, one of the print shop techs. "Each job requires attention to detail so the information patients receive is accurate and helpful."

In the meantime, mail and messenger staff members check that interoffice communications and shipments are moving efficiently throughout the hospital

and to off-campus facilities. Each day, staff sorts incoming mail from the post office, organizes it into interoffice envelopes and delivers it across departments and satellite locations.

Messenger and mail clerk Angela Quincy also manages deliveries beyond the hospital, including transporting returns to vendors like Walmart. "We make sure supplies get where they need to go, even when deliveries or returns create extra stops," Quincy said. "It's rewarding to know our work helps departments function without disruption."

Receiving, stocking and inventory

The SPD department manages the flow of materials and medical supplies. Every item used in the hospital – from copy paper and tissues to surgical trays and robotic-assisted equipment – is received, checked and processed through SPD.

"Receiving shipments is just the start," said Jessica Manak, who works as an SPD tech and receptionist. "We stock supply rooms, fill department requisitions and keep everything organized and ready for use. This helps clinicians focus on patient care without worrying about missing supplies."



SPD tech and receptionist Jessica Manak gathers and prepares items for orders.

Messenger and mail clerk Angela Quincy coordinates and prepares the SPD van to facilitate reliable deliveries and returns across the community.

“

It's rewarding to know our work helps departments function without disruption.

”

Angela Quincy

Messenger and mail clerk at Columbus Community Hospital



SPD tech Brenda Spulak verifies that all documentation is accurately completed to ensure proper tracking of items received.

Techs also track inventory and conduct an annual physical count of supplies. While it can be a large undertaking, careful organization and process improvements make it manageable. SPD maintains hundreds of items in stock to meet the needs of clinical and support departments, including the emergency department, the intensive care unit, the post-anesthesia care unit, infusion, respiratory, maternal child health and more.

Purchasing and supply coordination

Lorissa Hofrichter, an SPD buyer, oversees purchasing and manages orders. She addresses challenges such as backorders, discontinued items and substitutions, while still maintaining open communication with departments to minimize disruption.

"SPD often operates behind the scenes, but our work is critical to hospital operations," she said. "From ordering supplies to checking that items have arrived correctly, we support patient care every step of the way."

Purchasing staff also monitors supply levels, compares orders and pricing, and coordinates with vendors to ensure timely delivery of essential materials. The collaboration between purchasing, inventory, print, mail and messenger teams creates a seamless workflow that allows the hospital to run efficiently.

Daily challenges and solutions

Operating in a large, growing hospital brings plenty of challenges – staff must navigate unpredictable delivery schedules, limited storage space and complex equipment. Weather, equipment issues, and sudden high-volume requests require flexibility and problem-solving.

"Our mail and messenger team adapts daily," said Kari Brock, who works as a messenger mail clerk and administrative assistant. "Even when delivery schedules are inconsistent, we work together to make sure departments get their materials and supplies on time."

Print shop staff members manage complex printing and bindery jobs, from business cards to multi-page reports. SPD staff members continuously organize supply rooms, track inventory and manage new shipments to prevent shortages.

Teamwork and collaboration

The team's success relies on strong collaboration. SPD, print, mail and messenger staff work together and with all hospital departments so that materials, supplies and communications flow smoothly.

"Communication and teamwork are what keep us moving," said Zachary Kavan, the purchasing materials management director. "I'm proud of how far this department has come and how well

everyone works together. Each person contributes to a system that supports every department in the hospital."

From processing incoming packages to printing education materials and delivering mail and supplies, the teams' efforts touch nearly every corner of the hospital and its satellite locations.

Supporting patient care

Although they are not directly involved in clinical care, these teams support patient safety, education and efficiency. Proper handling and timely delivery of supplies prevents delays in procedures, treatments and patient discharges. Accurate printed materials mean that patients leave with clear instructions and important information for their care at home.

"Every package delivered, every form printed, every supply stocked – it all matters," said Manak. "It may not always be seen, but it directly affects patient care."

A department that keeps moving

From sorting mail in the early morning to making deliveries across campus and beyond, SPD, print shop and mail staff members are constantly in motion. Their dedication helps Columbus Community Hospital operate smoothly, supporting clinicians and patients alike.

The next time you see supplies arriving on a cart, a print job delivered or mail being sorted, remember the teamwork and coordination behind it. These behind-the-scenes professionals help CCH fulfill its mission: delivering safe, efficient and compassionate care every day.



Print shop tech Ruth Reyes reviews the computer system to verify that all requests are properly sized and formatted.