

FROM THE PAGES OF *LEADERS & LUMINARIES* E-MAGAZINE ...

## *Vintage Voice*

### Famous film quotes that could be rooted in healthcare supply chain

By Rick Dana Barlow

SCHAUMBURG, IL (June 7, 2024) – The end of May traditionally represents three tentpoles in our popular culture: Memorial Day, when we remember those who sacrificed their lives for our freedom and way of life; the “Greatest Spectacle of Racing,” a. k. a. the Indianapolis 500; and the start of the summer movie season.

With the latter in mind, here’s a list of famous character quotes from well-known films that could be applied to healthcare supply chain with the proper skewed (or skewered) and snarky point of view. In recognition of our 17<sup>th</sup> year, what follows is a list of 17 quotes from films in chronological order, starting with the oldest, and two for honorable mentions.



17. “Shut up and deal.”

— Shirley MacLaine as Fran Kubelik in “The Apartment” (1960)

*This is from a supply chain exec during contract negotiations who simply doesn’t have enough time to waste because of all the other overarching demands and duties.*

16. “What we’ve got here is ... failure to communicate.”

— Strother Martin as Captain, “Cool Hand Luke” (1967)

*This remains a pervasive challenge between providers and suppliers, providers and payers, administrators and clinicians, supply chain and just about everybody else.*

15. "I'm gonna make him an offer he can't refuse."

— Marlon Brando as Vito Corleone in "The Godfather" (1972)

*The supply chain executive believes this is what the sales rep might be thinking across the contract negotiating table.*

14. "I'm as mad as hell, and I'm not going to take this anymore!"

— Peter Finch as Howard Beale in "Network" (1976)

*This (as well as the full quote ... Google it) is the mantra of most supply chain execs after product and service contract negotiations, after annual performance reviews and after maybe the third email, phone call or text complaining about supply chain allegedly dropping the ball somewhere, somehow.*

13. "Be afraid. Be very afraid."

— Geena Davis as Veronica Quaife in "The Fly" (1986)

*When Supply Chain learns that a product-in-demand is out-of-stock and on backorder.*

12. "You can't handle the truth!"

— Jack Nicholson as Col. Nathan R. Jessup in "A Few Good Men" (1992)

*How no one outside of healthcare supply chain understands what happens around, in and to Supply Chain.*

11. "Coffee's for closers only."

— Alec Baldwin as Blake in "Glengarry Glen Ross" (1992)

*That may be for sales, but for healthcare supply chain, it's all about Amp, Five-Hour Energy, Liquid Death, Monster and/or Red Bull. Stirred, not shaken.*

10. "So you're telling me there's a chance?"

— Jim Carrey as Lloyd Christmas in "Dumb and Dumber" (1994)

*What the supply chain exec hopes about the reaction of the sales rep to questions about free delivery and a nickel off the individual price of an each; what the sales rep thinks about the reaction of the supply chain exec to the questions about contract compliance and monthly remittance terms faster than 120 days out.*

9. “Ah, Houston, we’ve had a problem.”

— Tom Hanks as Commander Jim Lovell in “Apollo 13” (1995)

*Just when you thought those contract negotiations were going smoothly.*

8. “Yeah, well, you know, that’s just, like, your opinion, man.”

— Jeff Bridges as The Dude in “The Big Lebowski” (1998)

*This is what healthcare supply chain execs think in response.*

7. “So, if you could do that, that would be great ... Ah, ah, I almost forgot... I’m also going to need you to go ahead and come in on Sunday, too. We, uhhh, lost some people this week and we sorta need to play catch-up. Mmmmmkay? Thaaaaaanks.”

— Gary Cole as Bill Lumbergh in “Office Space” (1999)

*Didn’t we just do a full manual inventory count last month?*

6. “YOU. SHALL. NOT. PASS!”

— Ian McKellen as Gandalf in “The Lord of the Rings: The Fellowship of the Ring” (2001)

*The ideal response in the vendor credentialing process for those who try to do an end run around it, skip it or smarmily sweet talk their way in.*

5. “Worrying is like a rocking chair: It gives you something to do but gets you nowhere.”

— Ryan Reynolds as Van Wilder in “National Lampoon’s Van Wilder” (2002)

*Something a bit too deep to ponder during a backorder. And maybe a merger or acquisition, too.*

4. “Well, that escalated quickly.”

— Will Ferrell as Ron Burgundy in “Anchorman: The Legend of Ron Burgundy” (2004)

*As the calls about backorders and stockouts roll in ... and how many pink slips does that make?*

3. “By all means, move at a glacial pace. You know how that thrills me.”

— Meryl Streep as Miranda Priestly in “The Devil Wears Prada” (2006)

*Healthcare supply chain execs hear this in their heads when clinicians call for something they simply cannot find anywhere.*

2. “Do it now or forever wish you had!”

— Christopher Walken as Wilbur Turnblad in “Hairspray” (2007)

*Healthcare supply chain execs’ inner thoughts about gainsharing during discussions with physicians at value analysis committee meetings. No need for more cowbell.*

1. “... but what I do have are a very particular set of skills, skills I have acquired over a very long career. Skills that make me a nightmare for people like you ...”

— Liam Neeson as Bryan Mills in “Taken” (2008)

*What seasoned healthcare supply chain execs think during intense conversations with bosses, difficult customers and equally difficult suppliers. Just let them try to right-size a PAR level without you.*

#### **HONORABLE MENTIONS:**

“Good luck, we’re all counting on you.”

-- Leslie Nielsen as Dr. Rumack in Airplane! (1980)

*This is what the CEO and CFO says to the supply chain leader after requesting a 20% budget cut during the second half of the year without changing GPOs but maybe by lowering product usage, reducing payroll and/or renegotiating product and service contract pricing. It also could apply to the physicians and surgeons about their product preferences as you head into contract negotiations.*

“What would ya say ... ya do here?”

— John C. McGinley as Bob Slydell in “Office Space” (1999)

*Overheard of clinicians and the C-suite when they accidentally hit the wrong button in the elevator and descend into the basement when the doors spread open to show a vast wasteland of teeming productivity.*

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