

# Change. Act. Evolve.

ANNUAL REPORT **2011**



HOSPITAL CENTRAL SERVICES, INC.



**FOR MORE THAN 40 YEARS, HCSC HAS RESPONDED TO GLOBAL CHANGE,** taking control of external factors to deliver quality, dependable service and great value to our customers. Today, as the impact of our increasingly interconnected world ripples more forcefully through the healthcare industry, we continue to vigilantly adapt and find innovative opportunities to provide superior, cost-efficient services and dependable programs to our 400+ healthcare customers.

Their ongoing trust in us is evident, as corporate revenues increased by 1.4%.

Our thriving Laundry division distributed a record total of patronage dividends for another year. The Cooperative's qualified, not-for-profit healthcare providers received \$2,295,969 in patronage dividends for the prior FY 2009-2010, including \$459,286 in cash.

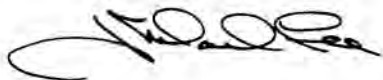
Through our affiliations with MAGNET and MedAssets, HCSC-Group Purchasing continued to offer essential programs and services that meet the various healthcare purchasing needs of our members – from program content and capital equipment to technology and more.

Miller-Keystone Blood Center also marked another successful year by expanding its services southward. The Blood Center added Brandywine Hospital, Grand View Hospital and Phoenixville Hospital to its customer base and

celebrated the opening of a new donor center in Chester County.

Our organization also demonstrated its ongoing commitment to education by supporting a myriad of select academic programs in the region. Over the past year, HCSC awarded grants to a number of community organizations, including Cedar Crest College's "Partners in Nursing" program, Children's Home of Easton, Eastern PA EMS Council, The Hillside School, Lehigh Valley Children's Centers, Mercy Special Learning Center, Pediatric Cancer Foundation of the Lehigh Valley, Pinebrook Services for Children and Youth, Second Harvest Food Bank and Weller Health Education Center.

As we look to the future, we celebrate the evolution of our offerings and appreciate the one aspect of our business that will never change – an unwavering commitment to our customers.



**J. MICHAEL LEE, DBA, FACHE**  
*President-CEO*



**WILLIAM LONARDO**  
*Chairman of the Board*

## LAUNDRY & LINEN SERVICES

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AS THE ECONOMY BECOMES INCREASINGLY GLOBAL, AND ITS CHALLENGES MORE COMPLEX, HCSC KEEPS PACE, efficiently managing subsequent changes to provide the savings and cost-effective, quality service our customers expect in our region.

This year, HCSC-Laundry welcomed 20 new Laundry & Linen Accounts and renewed 22 existing accounts. Through the ongoing commitment of our employees, we also saw total direct productivity increase an average of 2% plant-wide.



To give our customers the satisfaction of knowing that their Laundry provider meets or exceeds the highest quality standards for processing healthcare textiles, our Baltimore plant continued to pursue accreditation by the Healthcare Laundry Accreditation Council (HLAC), a special distinction it expects to achieve during the upcoming fiscal year. Four other HCSC plants (Allentown, Kingston, Asbury Park and Camden) have already reached this important status.

Among the many challenges we addressed over the past year were global price increases that affected us locally.

20,000-square-foot warehouse to store additional linen products. With the exception of wash cloths, TIV gowns, bath blankets and knit contour sheets, we have in excess of a 20-week supply. In recent years, HCSC-Laundry purchased these textiles to maintain its healthy circulating inventory. As supply issues and a poor worldwide cotton crop adversely affect the cost of textiles, HCSC's expenditures increased dramatically. In order to appropriately manage this change, we will implement additional measures to keep linen costs in line.

The increase in linen costs further emphasizes the need to curb linen losses. That's why HCSC continues to

# Manage Change. Save Dollars.

This included soaring cotton prices that drove up our linen costs. Although the price per pound of cotton trended downward toward the end of the fiscal year, the overall cost of cotton rose 164 percent since 2009. Some of the worst droughts in history in the growing areas of Texas, combined with the fear of a Greek default in the Euro zone, kept some pressure on cotton prices. However, due to an expected increase in production, we anticipate some relief during the second half of the upcoming fiscal year.

Meanwhile, to ensure linen availability to our customers, HCSC-Laundry leased a



partner with our member hospitals to help combat rising costs and reduce deficits in inventory. Throughout the Cooperative, HCSC-Laundry began to develop a strategic partnership with Innovative Product Achievements (IPA) toward the end of the last fiscal year. The partnership allowed us to implement the aEx® linen dispensing system in the Emergency Rooms of select acute-care member hospitals. The aEx® machine restricts access to the linen cart, limiting the amount of linen available to the Emergency Medical Services (EMS) personnel and reducing linen utilization throughout the Emergency Department. Participating Cooperative members noted positive results, with some participants experiencing a savings of 20 to 25% of their linen cost per emergency department visit. Some success in reducing overall linen loss was indicated in preliminary data that revealed a reduction of bath blanket and bed sheet injects in the participant laundry plants. Throughout this fiscal year, the aEx® program has expanded to include nine Cooperative members.

In June 2011, the Laundry's information system applications for Inventory Control, Order Entry, Purchase Orders and

Requisitions were upgraded to the most current versions. Garment handheld units were also upgraded in all HCSC-Laundry plants to safeguard resident hospitals' garment information.

Another major challenge faced this year was the cost of diesel fuel, which reached its highest level since 2008. While our prices for water, sewer and electricity have risen, due to ongoing energy conservation efforts, our overall costs for processing linen have decreased. Gas, water, sewer and electric costs are down from last year on a per-pound basis. As current electrical contracts expire, the Laundry continues to solicit quotes and search for the best alternatives to meet plant needs. Unfortunately, for water and sewer rates, we are at the mercy of local municipalities, and water rates are presently on the rise.

Capital improvements have allowed HCSC-Laundry to increase the efficiency of its operations, along with productivity. The Asbury Park plant prepared for the installation of a 675-pound washer/extractor and a new overhead material handling system. Our Kingston plant recently installed a 675-pound washer/extractor as well, along with an energy-efficient lighting and security system. The Baltimore plant upgraded the electronic controls for the tunnel washers and installed a video surveillance system, shuttle sprinklers in storage sheds and a four-pass heat exchanger. The Camden plant installed new water softeners, sprinklers in storage sheds and a "Plastic Eater" and bailer for the recycling of plastic packaging. Our Allentown plant installed a 600-pound washer/extractor, four-pass heat exchanger and dock leveler. More recently, the Emmaus warehouse installed energy-efficient lighting



Continued

4 YEAR-END NOTES

- Total Participants 361
- Allentown Accounts 119
- Kingston Accounts 84
- Asbury Park Accounts 34
- Delaware Valley Accounts 82
- Baltimore Accounts 42
- Total Beds 25,706
- Total Clean Pounds Shipped 104,809,283

and is scheduled to be renovated, while the sewing department will relocate to another area of our operations in Allentown.

HCSC continues to focus on energy conservation efforts, and over the past year, we made additional strides toward “greener” operations, reusing hot water on tunnel washers, eliminating ironers, increasing the amount of polyester in the linen and ensuring the dryers are operating as efficiently as possible. The installation of water-reuse systems on the tunnel washers reduced water consumption and associated sewer costs by an average of 30%. We also added additional passes on our heat exchangers in two locations, which decreased the natural gas consumption of our dryers by 3% over the past two years.

Though we recognize that the environmental problems facing our world must be addressed through global cooperation, we are proud to participate by making our own operations more



sustainable. As of June 2011, our Allentown, Kingston and Asbury Park plants recycled 346,983 pounds of plastic; the Allentown and Kingston plants recycled 62,022 pounds of cardboard; and the Allentown plant recycled more than 1,000 pounds of paper. At year’s end, HCSC’s Camden plant had also implemented its plastic recycling initiatives.

We also are continuing efforts to maintain sustainability and provide timely paperless information by expanding our customer portal and tapping the potential of this valuable resource. Links for important messages, articles and archives were added to complement an array of linen usage and cost management data, policy and procedure manuals, bulletins, linen biological monitoring reports, upcoming events and more. In addition, our Laundry customers are now able to receive invoices electronically upon request. This allows recipients to review, organize and store invoices in a more expedient and efficient manner – all while helping to save the environment.

It’s our commitment to the customer that allows HCSC to make an impact on a larger scale without diminishing the value of our local service. And, it’s the reason we continue to work each day, to evaluate our operations and ensure that our customers get the highest-quality service at the best value.



## GROUP PURCHASING

HCSC-GROUP PURCHASING TAKES GREAT PRIDE IN OFFERING PERSONALIZED CUSTOMER SERVICE and creative, cost-effective solutions that move with the times. During FY 2010-11, the division continued to focus on and promote vendor agreements for products that help members make smart decisions and provide superior patient care.

Suburban Surgical Company, Inc. is among the important vendors contracted through our partnership with MAGNET. Well-established in the operating room market, all of Suburban's products are designed and manufactured to the most stringent standards, with great attention to sustainability. These standards reduce costs and preserve our country's natural resources by extending the products' life cycle and reducing the need to repair or replace products on a regular basis.

Another HCSC partner, HeartSync, Inc., proudly manufactures all of its products in the USA.

This proven leader in the field of arrhythmia management is a pioneer in the design and development of disposable electrodes for cardiac resuscitation and pacing, and has the capability of producing a private-label brand of pads. Designed specifically for any member organization, HeartSync is the only manufacturer of defibrillator pads that can offer this service.

HCSC also partnered this year with TransMotion Medical, manufacturers of the most advanced selection of mobile, motorized stretcher-chairs for the healthcare industry. With one finger, you can transport a patient weighing up to 500 pounds. From admission to discharge, one patient, one surface is all that is needed.

In order to improve our members' financial strength, Group Purchasing partner MedAssets continued to offer its comprehensive suite of web-based revenue-cycle management solutions while reducing supply-chain costs.

Group Purchasing launched its web-based customer portal, formally introduced in the beginning of the fiscal year. Designed by our own IT department, this exciting application delivers up-to-date contract information, promotional discounts and opportunities, and upcoming group buys right to member desktops – all with just one click.

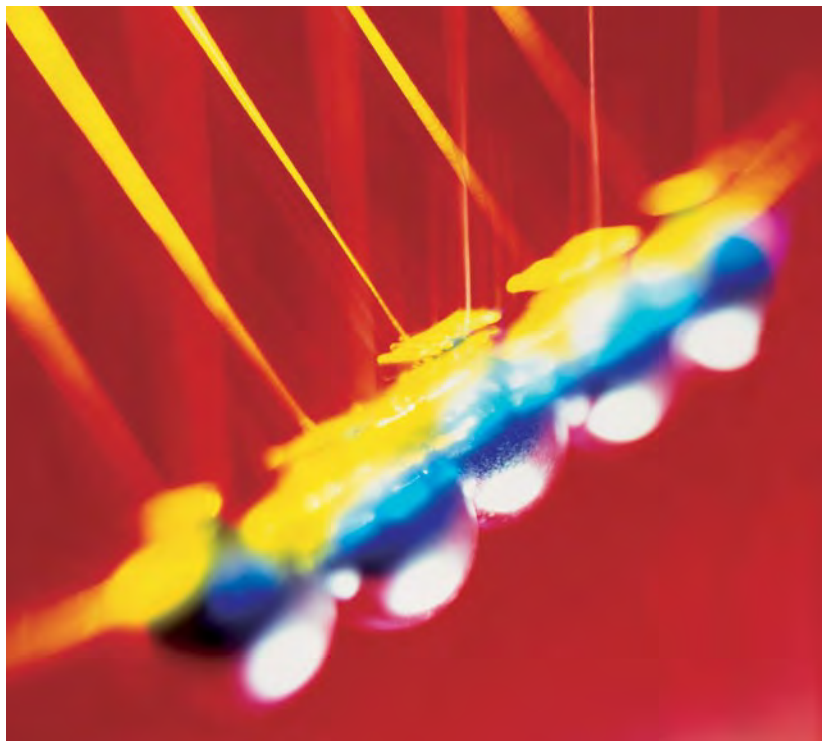
### YEAR-END NOTES

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Beds (Not-For-Profit)  
34,663

Total Participants  
449

## Solutions in Motion.



## MILLER-KEYSTONE BLOOD CENTER

DURING FISCAL YEAR 2011, BRANDYWINE HOSPITAL (COATESVILLE, PA), GRAND VIEW HOSPITAL (SELLERSVILLE, PA) AND PHOENIXVILLE HOSPITAL (PHOENIXVILLE, PA) joined the blood services program, bringing the total of acute-care hospitals that look to Miller-Keystone Blood Center (MKBC) exclusively for their blood needs to 21. The Blood Center also continues to supply products to four facilities on a supplemental basis.

These member hospitals were notified at the beginning of the 2010-11 fiscal year that they would incur no price increase for the year.

Our Client Testing Division experienced a successful year, with four new customers – Blood Bank of Delmarva (Newark, DE); Somerset Medical Center (Somerville, NJ); Heartland Blood Center (Aurora, IL); and Walter Reed Army Institute of Research (Silver Springs, MD) – joining the program and bringing our total to 20 testing clients. The division continues to market its services to potential customers by exhibiting at a number of trade shows in the Mid-Atlantic Region.

The Blood Center’s annual International Society of Blood Transfusion (ISBT) review was conducted and approved, signifying that we remain in conformance with all ISBT quality regulations. These policies focus on identification, labeling and processing of blood products using an internationally standardized process that allows every product to be specifically identified and tracked anywhere in the world.

Our 2010-11 ISO audit, as well as FDA and AABB inspections at various MKBC donor centers, took place with no deficiencies or conformance issues reported. In addition, annual service reviews completed by our customers overwhelmingly indicated

favorable results. Each of these initiatives demonstrates our ongoing commitment to quality and service excellence.

Throughout the course of the year, blood supplies remained stable and our member hospitals received the red cells, platelets and plasma products necessary for lifesaving patient transfusions. To help promote the need for a safe, stable and constant stream of blood donors, advertising initiatives were implemented





## Progress for Life.

by our Marketing and Public Relations department, including radio, television, newspaper and transit advertising, as well as email blasts and social media efforts on Facebook, Twitter and LinkedIn. The Blood Center also launched the “BloodLine” blog, which can be found at [www.mkbloodline.blogspot.com](http://www.mkbloodline.blogspot.com).

Over the past year, renovations were completed at our Reading office and Easton Donor Center. We renewed our lease at the Allentown Donor Center, and in January 2011, we opened our sixth donor center location in the Lionville Shopping Center, 128 Eagleview Blvd., Lionville. This new location provides donors in our Chester County service area with convenient opportunities to donate the gift of life.

During the course of the year, the Blood Center began in-house testing for Chagas disease. This test, which is required by the FDA to screen for an infection caused by a tropical blood parasite, was previously outsourced to another testing facility.

Upon request from our member hospitals, the Blood Center also began providing pooled cryoprecipitate from another national blood center, with the intent to manufacture this product internally within the next fiscal year.

In order to help prevent errors and reduce time in the medical screening area, the Blood Center’s Donor Collections department implemented a new automated donor history questionnaire, Donor Doc. This application summarizes donor blood-loss information into one database, allowing for quicker retrieval of donor information.

Our Donor Resources department also implemented a new software system, Hemisphere, during the past year. This group-scheduling application provides components for scheduling of staff and volunteers, in addition to offering comprehensive reporting capabilities to help maximize blood drive efficiencies. The department implemented the use of an automated dialer system to help assist with the recruitment of blood donors by our telemarketing staff.

An upgrade was also made to our Blood Center donor-management system, Safetrace, and our blood labeling system, Hematrix. In addition, a new irradiator was installed in our Laboratory area. This exceptional technology destroys white cells in blood products intended for immunocompromised patients.

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**8 YEAR-END NOTES**

- Total Community Donors Registered  
86,522
- Total Community Donations  
72,937
- First-Time Donors  
16,981
- Total Automated Collections Registered  
19,047
- Total Automated Donations  
16,986
- Total Autologous and Directed Donations  
658
- Total Blood Components Prepared  
185,278
- Total Number of Blood-Donor Groups  
1,435
- Total Number of Bloodmobile Drives  
2,669
- Total Volunteer Hours  
25,000

The Blood Center formed a partnership with Lincoln Technical Institute, in which we will serve as a clinical training site for its phlebotomy students. It is anticipated that upon graduation, some of these students will come to work for the Center.

Over the past year, the “My Blood, Your Blood” educational program was presented to more than 3,800 students at 27 schools and/or community groups. This educational program is designed to inform young people about their body, blood and circulatory system, and the need for a safe and continuous blood supply in our community. The program, presented at no cost to schools and community youth groups in MKBC’s service area, can be used in elementary school, middle school, high school or other community-based organizations, such as Girl Scouts or youth education programs.

In May 2011, annual Student Volunteer Scholarship and High School Blood Donor Recruitment



Scholarship awards were presented to 18 high school seniors in recognition of their efforts in stimulating interest and increasing the available blood supply to the hospitals served by MKBC.

Also in Spring 2011, the Blood Center’s Volunteer department held two annual recognition events to honor our volunteers for their service. In FY 2010-11, over 450 volunteers donated more than 25,000 hours of service as Donor Aides, Canteen Attendants, Special Event Staff and Clerical Support. Their contributions were recognized by various media outlets throughout our service area.

Over the past fiscal year, our Development department continued to focus on several critically needed items that will strengthen each process in MKBC’s community blood program. From screening to collections and testing to storage and distribution, these items fulfill basic operations needs – including blood testing centrifuges, blood collection heat sealers, a fingerprint donor identification system and new jackets/aprons for our volunteers. In addition to our annual “Cruise Aboard the LifeLine” signature fundraiser, development initiatives included an annual Fall appeal and membership drive, a new “Planes and Porsches” special event held at Millennium Aviation in Berks County and the Highmark “Walk for a Healthy Community,” as well as the ongoing submission of foundation, corporate and government grants to underwrite the ongoing needs of our community blood program.



## HCSC-LAUNDRY

## Linen Coordinators &amp; Standardization Committee

Anne Marie York, Chairwoman, Doylestown Hospital

<b>Maria DeLuzio</b>	Abington Health Lansdale Hospital	<b>Ron Bloom</b>	Kindred Hospital Philadelphia – Havertown
<b>Jennifer Innes</b>	Acuity Specialty Hospital of NJ @ AtlantiCare	<b>Bernie Dressler</b>	Lakeview at Pine Run
<b>Alan Noger</b>	Adventist Rehabilitation Hospital	<b>Willard Mest</b>	Lehigh Valley Health Network
<b>David Burch</b>	AtlantiCare Regional Medical Center – City Div.	<b>Bob Barros</b>	Lourdes Medical Center of Burlington County
<b>Chad Haraschak</b>	AtlantiCare Regional Medical Center – Mainland Div.	<b>Paul Carmine</b>	Magee Rehabilitation Hospital
<b>Brigitte Buie</b>	Bacharach Rehabilitation Hospital	<b>Anabal Olmeda</b>	Malvern Institute
<b>Sandra Skiba</b>	Barnes-Kasson Hospital	<b>Gina Cicio</b>	Marian Community Hospital
<b>Melvin Martz</b>	Bloomsburg Hospital	<b>Tony McCray</b>	Marlton Rehabilitation Hospital
<b>Doreen Larizzio</b>	Blue Mountain H.S. – Gnaden Huetten Memorial Hospital	<b>Kim Dooley</b>	Memorial Hospital of Salem County, The
<b>Genevieve Laubach</b>	Blue Mountain H.S. – Palmerton Hospital	<b>Fran McCarthy</b>	Mercy Fitzgerald Hospital
<b>Susan Worden</b>	Bon Secours Community Hospital	<b>Kevin Williams</b>	Mercy Hospital of Philadelphia
<b>Rich Consolo</b>	Brandywine Hospital	<b>Paul Cullen</b>	Mercy Suburban Hospital
<b>Kevin Bumpess</b>	Brinton Manor	<b>Carl Androkitis</b>	Mercy Tyler Hospital
<b>Kevin McGahey</b>	Camden County Health Services Center	<b>Gloria Wormuth</b>	Mid-Valley Hospital
<b>Natalie Distler</b>	Cedarbrook Nursing Home	<b>Vicki Padgett</b>	Mirmont Treatment Center
<b>Kim Coken</b>	Cedarbrook Nursing Home – Fountain Hill	<b>Dave Hanos</b>	Monmouth Medical Center
<b>Dottie Faas</b>	Centrastate Medical Center	<b>Deborah Visconi</b>	Morristown Medical Center
<b>Wilfredo Mendez</b>	Chester River Hospital Center	<b>Joseph McCullon</b>	Moses Taylor Hospital
<b>Vedastus Mganga</b>	Children's National Medical Center	<b>Frank Pessolano</b>	Mountainside Hospital
<b>Rudy Daley</b>	Children's Specialized Hospital – Mountainside	<b>Bruce Schaffer</b>	Nazareth Hospital
<b>Jeanette Golden</b>	Children's Specialized Hospital – Ocean	<b>Rodney Brown</b>	Newark Beth Israel Medical Center
<b>Kenneth Benson</b>	Clara Maass Medical Center	<b>John Sousa</b>	Newton Medical Center
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<b>Deb Herrmann</b>	Community Medical Center (PA)	<b>Gary Walker</b>	Overlook Hospital
<b>Rick Oliveri</b>	Cooper University Hospital	<b>Dain Over</b>	Phoebe Terrace
<b>Joseph Moleski</b>	Crozer-Chester Medical Center	<b>Kevin Mahar</b>	Phoenixville Hospital
<b>Teresa Mead</b>	Cumberland Manor	<b>Theron Johnson</b>	Pine Run Community/Pine Run Health Center
<b>Renate Rickard</b>	Deborah Heart and Lung Center	<b>Sandra Sames</b>	Pocono Medical Center
<b>Effie Baxter</b>	Delaware County Memorial Hospital	<b>Alan Mitchell</b>	Pottstown Memorial Medical Center
<b>Frank Groller</b>	Easton Hospital	<b>Michael Oldt</b>	Riddle Memorial Hospital
<b>Jeralyn Adams</b>	Endless Mountain Health System	<b>Sharon Gilbert</b>	Robert Wood Johnson Univ. Hosp. @ Rahway
<b>Vance Barto</b>	Fairmount Behavioral Health Center	<b>Huige Grant</b>	Roxborough Memorial Hospital
<b>Paula Lawson</b>	Fellowship Manor/Fellowship Terrace	<b>Elaine Wilt</b>	Sacred Heart Hospital
<b>Penny Duff</b>	First Hospital Wyoming Valley	<b>Sue Faris</b>	Salem County Nursing Home
<b>Rose Ernest</b>	Geisinger Health System	<b>Joseph Anthony</b>	Schuylkill Medical Center (E. Norwegian St.)
<b>Debbie Dructor</b>	Geisinger Health System – Marworth	<b>Henry Zimmerman</b>	Schuylkill Medical Center (S. Jackson St.)
<b>Jay Bohn</b>	Geisinger Health System – Wyoming Valley Med. Ctr.	<b>Jeannette Stanard</b>	Shriners Hospital for Children
<b>Joe Goyne</b>	Geisinger South – Wilkes-Barre	<b>Clint Parker</b>	Somerset Medical Center
<b>Rico Aparentado</b>	Glen Meadows	<b>Tony Salvatore</b>	Springfield Hospital
<b>Pat Fidler</b>	Good Samaritan Health System (Lebanon)	<b>Daryll Seward</b>	Saint Barnabas Behavioral Health Center
<b>Terry Casscles</b>	Good Samaritan Hospital (Suffern)	<b>Daniel Pereira</b>	Saint Barnabas Medical Center
<b>Scott Remaley</b>	Good Shepherd Home, The	<b>Carlos Marcial</b>	Saint Clare's Health Services – Denville, Dover
<b>Robert Norwicke</b>	Good Shepherd Penn Partners	<b>Peggy Babcock</b>	Saint Clare's Hospital – Sussex
<b>Jackie Hechler</b>	Good Shepherd Rehab Center of Bethlehem	<b>Terry Casscles</b>	St. Anthony Community Hospital
<b>Riccardo Cintado</b>	Grand View Hospital	<b>Ramone Soloman</b>	St. Cloud Health Care Center
<b>Diane Riggs</b>	Hackettstown Regional Medical Center	<b>Mike Beltran</b>	St. Francis Hospital (Wilmington)
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<b>Marion Henry-Adam</b>	HealthSouth Rehab Hospital of Reading	<b>Dawn Weaver</b>	St. Luke's Hospital
<b>Sheila Buchta</b>	HealthSouth Rehab – Toms River	<b>John Watson</b>	St. Luke's Hospital – Allentown
<b>Marge Carr</b>	Heritage Towers Health Center	<b>Mary Ellen Stephens</b>	St. Luke's Miners Memorial Medical Center
<b>Mike Forker</b>	Hillcrest Center	<b>Pam Stevens</b>	St. Luke's Quakertown Hospital
<b>Danny Lawrence</b>	HSC Pediatric Center, The	<b>Howard Cohen</b>	St. Mary Medical Center
<b>Rebekah White</b>	Inglis House	<b>Janet Clouse</b>	Sunrise House
<b>Mitchell Jayson</b>	Kennedy Health System – Cherry Hill Campus	<b>Ann Holobowicz</b>	Taylor Hospital
<b>Jayne DePrince</b>	Kennedy Health System – Stratford Campus	<b>Mark Garner</b>	Triumph Hospital – Philadelphia
<b>Marc Argentieri</b>	Kennedy Health System – Washington Twsp. Campus	<b>Maureen Lelko</b>	Warren Hospital
<b>Don Reed</b>	Kessler Institute for Rehab – North	<b>Michelle Miller</b>	Wayne Memorial Hospital
<b>Mark DiVincent</b>	Kessler Institute for Rehab – West	<b>Tom Lawler</b>	WellSpan Health – Gettysburg Hospital
<b>Mario Santos</b>	Kessler Rehab Hospital – Chester	<b>Al Gingrow</b>	WellSpan Health – York Hospital
<b>Tina Barksdale</b>	Keystone Center	<b>Marie Jorge</b>	West Hudson Post Acute Care Center
<b>Carmen Rubio</b>	Kimball Medical Center	<b>Jay Young</b>	Westminster Village
<b>Kathy Brown</b>	Kindred Hospital of Philadelphia	<b>Bryan Dyer</b>	WVHCS – Wilkes-Barre General Hospital

**MILLER-KEYSTONE BLOOD CENTER**

## Medical Advisory Committee

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The Reading Hospital and Medical Center

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Phoenixville Hospital

**John Brennan, M.D.**  
Blue Mountain Health System

**Bala Carver, M.D.**  
Lehigh Valley Health Network

**Stephen Chasko, M.D.**  
Brandywine Hospital

**James Chiadis, M.D.**  
Sacred Heart Hospital  
Westfield Hospital

**Peter Christ, M.D.**  
St. Joseph Medical Center

**Dante DiMarzio, D.O.**  
Pottstown Memorial  
Medical Center

**Sandy Dorman, M.D.**  
Easton Hospital

**Kalmen Feinberg, M.D.**  
St. Luke's Miners Memorial Hospital

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**Mohammad A. Khan, M.D.**  
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Medical Center

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**Jeffrey Null, M.D.**  
Hazleton General Hospital

**David Steinberg, M.D.**  
St. Luke's Hospital (Allentown)

**Steven Tellschow, M.D.**  
St. Luke's Hospital  
(Bethlehem, Quakertown)

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**Susan Amundsen**  
Hazleton General Hospital

**Peggy Ashworth, MT (ASCP)**  
Hackettstown Regional  
Medical Center

**Jamie Boyer, MT (ASCP)**  
Pottstown Memorial  
Medical Center

**Kevin Cochrane, MS, MT (ASCP) SBB**  
St. Luke's Hospital (Bethlehem)

**Carla Davis**  
St. Luke's Miners Memorial Hospital

**Beth Frey, MT (ASCP)**  
The Reading Hospital and Medical Center

**Barbara Giannini**  
Grand View Hospital

**Pat Gidosh, MT (ASCP)**  
Sacred Heart Hospital

**Lucile Hough**  
Blue Mountain Health System –  
Gnaden Huetten

**Cynthia Hunt**  
Blue Mountain Health System –  
Palmerton

**Ann Kirsch, MT (ASCP)**  
Lehigh Valley Health Network

**Bernard Klemchak**  
Grand View Hospital

**Leigh Ann Landis**  
Phoenixville Hospital

**Jane Levine, MT (ASCP)**  
St. Luke's Hospital (Allentown)

**Michel Lloyd, MT (ASCP) SBB**  
St. Luke's Hospital (Bethlehem)

**PollyAnn Maduro, MT (ASCP)**  
Hazleton General Hospital

**Kathy Reddien**  
Westfield Hospital

**Lori Smith, MT (ASCP)**  
St. Luke's Quakertown Hospital

**Robyn Surette**  
Brandywine Hospital

**Tricia Vaughan, SBB (ASCP)**  
St. Joseph Medical Center

**Phyllis Yager, MT (ASCP) SBB**  
Warren Hospital

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Air Products

**Laura Hollingsworth**  
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**Joan Reese**  
Miller-Keystone Blood Center

**Sandra Thomas**  
Miller-Keystone Blood Center

**Joseph A. Yelo**  
Miller-Keystone Blood Center

# Driving Change through Innovation.





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**James Anderson**, CPA  
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**Eric Blew**, LUTCF  
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**Geoffrey B. Borda**, CPA, CVA  
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Blue Mountain Health System

**Joseph Gehringer**  
Community Representative

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Grand View Hospital

**Lawrence T. Johnson**  
Vice President  
Univest National Bank

**David Lim**  
Vice President, Finance & CFO  
St. Joseph Medical Center

**William Mason**  
Community Representative

**Joseph Mikitka**  
Vice President, Human Resources  
Sacred Heart Hospital

**Richard Shurgalla**  
Faculty and Director of  
Professional Development  
Penn State University



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**J. Mark Horne**, Vice Chairman  
Vice President, Clinical Support Services  
Grand View Hospital

**David Lim**, Secretary  
Vice President, Finance & CFO  
St. Joseph Medical Center

**J. Michael Lee**, DBA, FACHE  
President-CEO  
Hospital Central Services, Inc.

**Joseph DiPaolo**  
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Atlantic Health System

**Mary Hazzard**  
Administrator  
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**Bill Matthews**  
Vice President, Supply Chain Management  
Lehigh Valley Health Network

**Keith Noll**  
Vice President  
WellSpan Health System

**Angela Ricco**  
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St. Barnabas Health Care System

**Deborah Templeton**, R.Ph.  
Vice President, Supply Chain Services  
Geisinger Health System

**Cliff Trumbo**, FMA  
Vice President, Facilities Management  
Good Shepherd Rehabilitation  
Hospital



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Executive Director, Eastern PA EMS Council

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Independent Advertising Agent

**Frank DiBiasi**, Secretary  
Retired, Chief Financial Officer  
Blue Mountain Health System

**J. Michael Lee**, DBA, FACHE  
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Retired, Vice President, Support Services  
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**Lawrence T. Johnson**  
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**David Shannon**  
Retired, Chief Executive Officer  
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## Miller-Keystone Blood Center

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Abraham, Borda, Covino, Butz, LaValva & Co.

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**Marc Filstein, M.D.**  
Medical Director, Blood Bank  
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**Mary Hahn**  
Vice President, Strategy &  
Business Development  
St. Joseph Medical Center

**John Haney**  
Chief Operating Officer  
St. Luke's Physician Group

**Susan M. Williams, Ed. M.**  
President and CEO  
Lehigh Valley Children's Centers

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## 2010-2011 MANAGEMENT STAFF



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President-CEO, Hospital Central Services, Inc.



**Timothy Crimmins**  
Executive VP, HCS, Inc. & Affiliates

### IN ALPHABETICAL ORDER



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**Raymond Kehler**  
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**D. Kip Kuttner, D.O.**  
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**Daniel Marcante**  
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**William Moyer**  
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**Joseph Yelo**  
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# Taking Control in a Changing World.





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## Corporate Offices

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### HCSC-Group Purchasing

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2745A Leisch's Bridge Rd.  
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For information about Hospital Central Services, Inc. or any of its affiliates, call 610.791.2222 or 1.800.444.HCSC (4272) or visit our Web site at [www.hcsc.org](http://www.hcsc.org).



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