HOSPITAL CENTRAL SERVICES, INC.

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.

CORPORATE OFFICES

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HCSC-LAUNDRY 2139 28th St., S.W. Allentown, PA 18103

Rear, 310 Market St. Kingston, PA 18704

1005 Memorial Dr. Asbury Park, NJ 07712

2224 Broadway Camden, NJ 08104

3001 Cowan Ave. Baltimore, MD 21223 **HCSC-BLOOD CENTER** MILLER-KEYSTONE **BLOOD CENTER**

1465 Valley Center Pkwy. Bethlehem, PA 18017

1255 S. Cedar Crest Blvd. Allentown, PA 18103

Chrin Commons Building 2925 William Penn Hwy. Easton, PA 18045

426 Airport Road 4 Beltway Commons Hazle Township, PA 18202

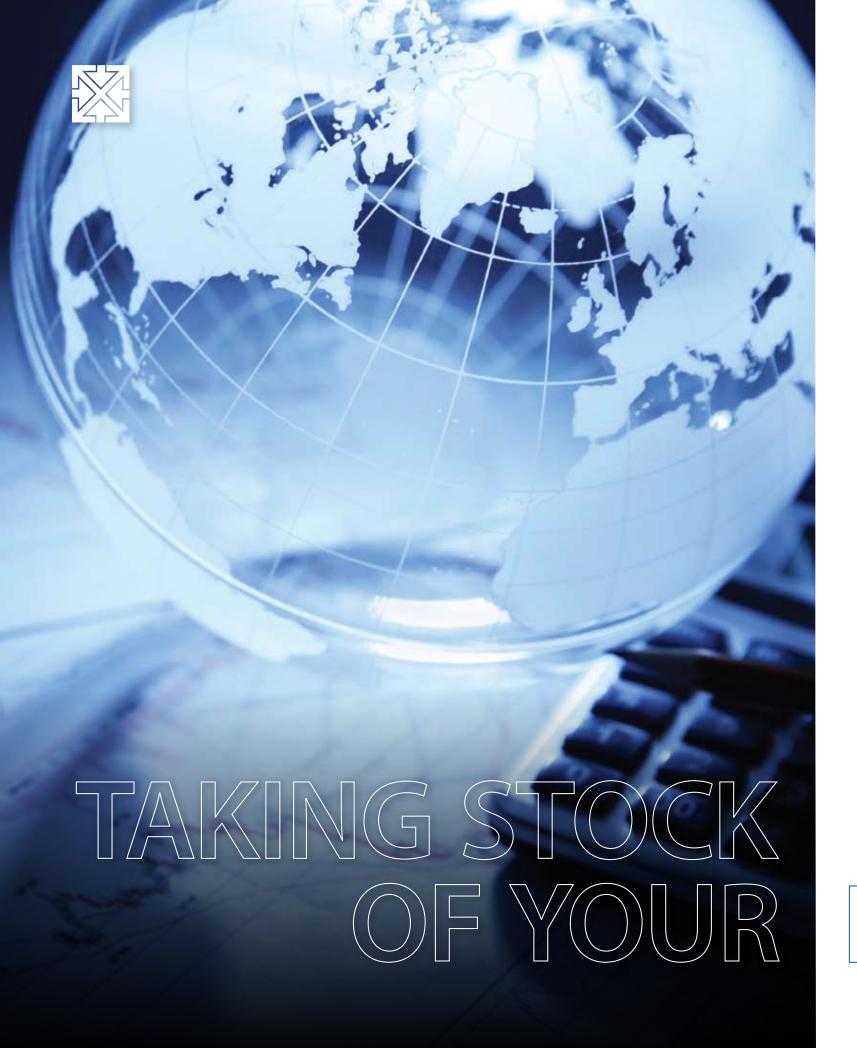
2745A Leiscz's Bridge Rd. Reading, PA 19605



HOSPITAL CENTRAL SERVICES, INC.

ANNUAL REPORT / 2010





A MESSAGE FROM THE PRESIDENT & CHAIRMAN

FOR 40 YEARS, HCSC HAS MAINTAINED ITS LEADERSHIP STATUS IN THE HEALTHCARE ENVIRON-MENT by working tirelessly to stay on the edge of information and innovation, despite an everchanging marketplace.

Now more than ever, healthcare providers are focusing on their return on investments – carefully evaluating the efficiency of their programs in contrast to the financial return. This exercise in performance measurement drives decisions and determines whether the adoption of new technologies, systems and processes will be worthwhile.

During FY 2009-10, more than 400 healthcare organizations partnered with HCSC for the programs and services their institutions needed to efficiently deliver superior patient care. Their ongoing trust in us is evident, as corporate revenues increased by 2.7% to \$97,653,703.

This past year, HCSC-Laundry distributed a record total of \$1,753,840 in patronage dividends, including \$350,768 allotted in cash to our qualified, not-for-profit healthcare members.

Our Group Purchasing division, through our partnerships with MAGNET and MedAssets, continued to evaluate and offer programs and services for every healthcare purchasing need.

Strong recruitment schedules and successful donor projections for our HCSC-Blood Center (Miller-Keystone Blood Center) division ensured stable blood inventory levels for the region throughout the year. This achievement culminated with Miller-Keystone's announcement to member hospitals that no price increase would take place for upcoming FY 2010-11.

Perhaps the ultimate return on investment for HCSC is recognizing the value of education. Over the past year, educational grants were distributed to more than 15 area not-for-profit agencies, including Children's Home of Easton, Crime Victims Council, Eastern PA EMS Council, Lehigh Valley Children's Centers, Mercy Specialized Learning Center, Second Harvest Food Bank and Weller Health Education Center. In addition, scholarships were presented to a total of 17 regional high school students, acknowledging their hard work and commitment to Miller-Keystone Blood Center.

HCSC recognizes that our bottom line is to help our partners improve theirs. Looking ahead, we will continue to focus our efforts on new and innovative ways of providing the return on investment that our customers not only hope for, but demand, in order to succeed in this ever-changing industry. After all, your success is our greatest reward.



J. Michael Lee, DBA, FACHE President-CEO HCS, Inc. & Affiliates



Everitt F. Binns, Ph.D. Chairman, Board of Directors HCS, Inc. & Affiliates

OF YOUR INVESTMENT

HCSC COOPERATIVE

LAUNDRY & LINEN SERVICES



the ongoing commitment of our 750+ employees, HCSC recogthe quality, service and savings our customers expect.

During FY 2009-10, HCSC's Kingston facility was recertified by HLAC (Healthcare Laundry Accreditation Council). This certification provides our

Services accounts, while renewing 11 existing accounts. Through nized a 1% increase in productivity, while continuing to provide

This past year, HCSC-Laundry welcomed 14 new Laundry & Linen

customers with the knowledge and confidence that their textile provider is meeting or exceeding the highest standards for processing healthcare textiles in the industry,



including strict adherence to federal government regulations and guidelines. At year's end, initial certification of the Asbury Park plant, as well as recertification of the Allentown and Camden plants, was pending, while our Baltimore plant is currently pursuing accreditation.

With new electricity options available in 2010, the Laundry's Allentown plant pooled with HCSC's Blood Center division to go out for bid. Earlier this year, New Jersey caps were eliminated and a oneyear agreement was signed for our New Jersey plants, with an average reduction in electricity costs of 10%. HCSC also worked with our chemical company to reduce and/or reuse water and is on track to reduce consumption by more than 20 million gallons annually.

New chemical pumps, which calibrate themselves every few hours to ensure accurate dosing of chemicals, were

were upgraded to provide enhancements for all users. The capability for Laundry purchase orders to be automatically emailed to all associated vendors and suppliers was also implemented to provide better turnaround of items required for our customers.

This past year, HCSC also began the process of updating the design and artwork on its fleet of linen distribution vehicles. It is anticipated that this project will take several years to complete, as approximately 100 tractor trailers and straight trucks will be redecaled.

In an effort to "go green" and enhance communications with our the ER by Emergency Medical Services (EMS) personnel and reduce linen utilization throughout the department. Toward year's end, one of HCSC's larger hospitals began a test trial of the system, with positive results. It is anticipated that additional trials will take place throughout the

upcoming fiscal year.

YEAR-END NOTES

Total Clean

Pounds Shipped

Total Revenue

installed in all five plants. Biological monitoring and wash testing also progressed well.

A new energy-efficient lighting system was installed in the Asbury Park plant, with an estimated \$24,000 savings in the first year. A similar system was installed in Baltimore, with installation planned in Allentown, Camden and Kingston in the next few months. And, through recycling initiatives at three plants, approximately 355,400 pounds of plastic have been removed from our waste stream this year, resulting in lower refuse fees and increased revenues through reimbursement for the plastic. The remaining two facilities will soon implement the program.

Laundry software applications for inventory, purchasing and order entry

Due to the success of our operations during FY 2010, HCSC distributed the largest patronage dividend payout since the establishment of the Cooperative, with a total of \$1,753,840 in patronage dividends, including \$350,768 allotted in cash, to its members.

customers, a secure Intranet "customer portal" was implemented to provide members with up-to-date information in a more timely manner. Through the portal, customers now have immediate access to their specific linen utilization data, customer service reports, benchmark analyses, policy and procedural manuals, linen biological testing results, bulletins, upcoming events and more.

HCSC-Laundry has also developed a strategic relationship with the Innovative Product Achievements (IPA) company to implement the alEx[®] linen dispensing system for use within the emergency rooms of acute care hospitals.

The alEx® machines help to curb the wholesale removal of linens from

Total Farticipants	
Allentown Accounts112	
Kingston Accounts86	
Asbury Park Accounts36	
Delaware Valley Accounts	
Baltimore Accounts25	
Total Beds	

.108,834,187

.66,443,779

GROUP PURCHASING

During FY 2009-10, HCSC-Group Purchasing and its partners, MAGNET and MedAssets, offered an exciting opportunity to the healthcare community. Financially challenged institutions will now receive huge returns on their investment by the broad cost-saving opportunities available to them through our contract portfolio. More than ever before, contracts are developed with the healthcare facilities budget in mind, helping them to





One such vendor is NovaRad, which is continuously rated as one of the top three radiology information systems technology vendors in America. Its flagship products, NovaRIS and NovaPACS, are fully functional and feature rich products that are continuously updated to be on the forefront of technology. Yet, with such great products, NovaRad is still the most affordable RIS and PACS provider. NovaRIS and NovaPACS are installed as a turnkey solution that allows hospitals to receive their ROI in less than a year. NovaRad not only provides the customer with an excellent product and excellent support, but with an amazing way to save money.

Return-on-investment can be achieved by offering exceptional products, at great prices, that deliver superior patient care. One vendor helping our customers to do just that is Estill Medical Technologies, maker of the Thermal Angel. The Thermal Angel is an in-line, battery-powered, disposable, lightweight and completely portable blood and IV fluid-warming device, capable of intravenous application and irrigation warming. The Thermal Angel can be used to help prevent fluid-induced hypothermia. In order to encourage warming

for all patients, and not just a few cases, the Thermal Angel was designed to require a minimal capital expenditure.

The award-winning Honeywell HomMed[®] remote patient monitoring device is ideal for both the patient and the medical professional, using text or voice prompts to guide patients through a series of yes/no questions that allow medical professionals to monitor and receive a thorough health assessment. This device allows patients to safely return home in a timely and cost-effective way and reduces readmissions.

where healthcare professionals, medical equipment manufacturers, brokers and dealers could buy and sell equipment, parts and services online. Today, DOTmed.com is the world's leading medical equipment marketplace, with users from virtually every country in

DOTmed.com is a great way to generate funds without a costly investment. You can register to post classified ads, browse, receive email alerts, be listed in its services directory and read its online

The Honeywell HomMed® remote patient monitoring device is part of the LifeStream Ecosystem, which provides patients with an easy-to-use device for the home. The three-part LifeStream Ecosystem provides cost-effective care for patients at home and includes the patient-facing Genesis DM device, software applications and service. Patients suffering from a variety of chronic conditions, such as congestive heart failure, chronic obstructive pulmonary disease,

coronary artery disease, diabetes and hypertension, can use the Genesis DM device to assess their condition in the privacy of their

homes. This information is transmitted securely over the Internet to their caregiver for monitoring and, if necessary, the appropriate intervention.

YEAR-END NOTES

Total Participants...

Beds (Not-For-Profit).....34,633

Our contracted vendors not only provide cost-effective ways to save money, but they can also help a facility generate much-needed funds and space. One such vendor is DOTmed.com. DOTmed.com was founded in 1999 as a public marketplace

news - all at no cost. You can even subscribe to the monthly magazine, DOTmed Business News, for free. DOTmed.com also has various methods for registered users to enhance their visibility and ability to sell on the site. The most popular options are to buy listing upgrades, run online auctions and utilize targeted text ads. DOTmed.com emphasizes ethics and safe online transactions.

One of Group Purchasing's biggest accomplishments this year has been

> the completion of our user-friendly

customer portal. We have eliminated the archaic systems of

delivering contract information via paper and CD. In addition to contract information, customers can access pricing, promotions, group buys, current events, press releases and facility-specific sales information, all at their fingertips.

MedAssets Pharmacy Services helps

reduce costs and improve efficiencies by automating or enhancing existing practices. MedAssets provides expertise to manage clinical applications and pharmacy contracts, as well as continuing education resources for pharmacy staff. Pharmacy tools are designed to manage costs with audit and recovery functions that monitor market share and identify failure-to-supply situations.

Capture cost savings in the pharmacy by ensuring purchases are on the right contract, on the right tier and at the right price. Reduce the cost and complexity of managing pharmacy contracts with an integrated solution for housing all pharmacy contracts, regardless of source.

Every dollar counts in healthcare today so it is important to achieve the best return-on-investment possible. HCSC-Group Purchasing understands how to help healthcare facilities make smart financial decisions in order to provide superior patient care with the latest technology. Offering creative, cost-effective solutions in an easily accessible form, along with personalized customer service, is the best return a healthcare facility could ask for.



HCSC BLOOD CENTER

MILLER-KEYSTONE BLOOD CENTER

During FY 2009-10, Miller-Keystone Blood Center experienced no product shortages for red cells, platelets or plasma, fulfilling our member hospitals' inventory needs. The Center also partnered with other U.S. blood centers to ship blood to Haiti in support of medical services provided after a devastating earthquake.

ADEDICATION

Over the past year, numerous requests for blood service proposals were received, as well as increased blood inventory orders from many of our supplemental hospital and blood center clients. Our Client Testing Division, which provides all required routine donor testing services, also expanded its marketing activity, bringing its customer base to 17 donor centers.

FDA (Food & Drug Administration),
AABB (American Association of Blood
Banks) and New York State inspections
of our operations were undertaken, with
no significant deficiencies reported.
In June, the Donor Collections Department finalized
implementation of a
software program

that will automate our donor history questionnaire. This is expected to reduce manual errors and could provide the capability for donor self-screening in the future.

The Blood Center also served as a clinical site for students in the Phlebotomy program at Northampton Community College, as well as for The Reading Hospital Clinical Laboratory program. Students are presented with opportunities for lecture and clinical training, with our goal to hire a number of the graduates for our Phlebotomy and Laboratory departments.

Over the winter, a second Abbott
Prism and a second Biotest Tango®
blood-testing analyzer were interfaced
with our Blood Bank Information System,
SafeTrace. These activities provide
additional resources to facilitate
blood-testing results in a more timely
manner for our customers. In addition, our Laboratory implemented HLA
(Human Leukocyte Antigen) testing to
help identify what blood products can
be best manufactured from a donor's
unit of blood.

An annual review of the Blood Center's ISBT128 Blood Labeling System was completed. This review addressed changes to the current system, which was implemented by Miller-Keystone in 2008 in cooperation with centers throughout the country, and around the world, to increase the level of standardization in transfusion medicine. This system, which gives each blood product a unique donation identification number, allows for every blood component to be specifically identified and tracked anywhere in the world.

Two new air-handling systems were installed in the Blood Center's

the Reading donor center to increase operational efficiencies. Our Hazleton donor center also celebrated its five-year anniversary of collections and blood mobile operations, supporting our efforts to supply the local hospi-

tal. Wireless Internet access was also established at our Allentown, Bethlehem, Easton and Reading donor centers for those donors who wished to access their email and/or the web while donating.

While company downsizing and closings have contributed to the decline in collection goals on many of our mobile blood drives, over 1,500 donor groups sponsored more than 2,500 blood drives this past year. This includes area businesses, churches and community organizations, as well as more than 90 regional high schools and colleges. At year's end, the Donor Resources Department was finalizing implementation plans for a new automated software program for donor

Because of the success of our blood services program during FY 2010, MKBC notified all member hospitals that they would incur no price increase for the upcoming year.

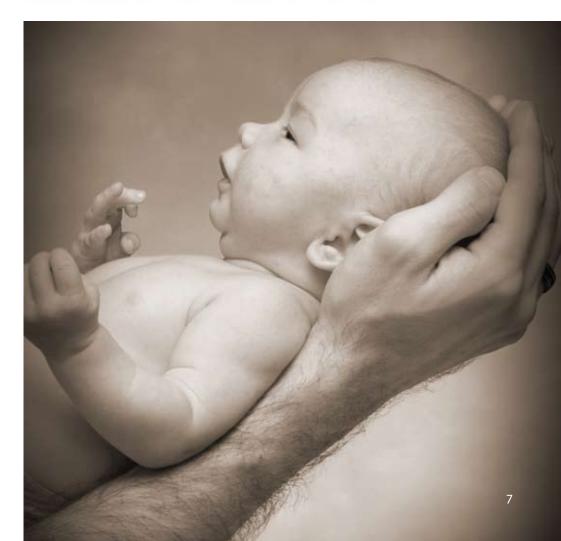
TO DELIWERY

Laboratory and Product Management departments to provide better HVAC for the testing and product distribution environments.

A new Affirmative Action Plan for the Blood Center was also completed. This plan, implemented as a result of an agreement with the Department of Defense, provides laboratory testing services and requires ongoing compliance review, monitoring and tracking, and will be revised annually.

This fiscal year, the Quality Assurance Department implemented a new software program to automate our business processes, eliminate paperwork and achieve compliance with regulatory agencies. The system will provide immediate notification concerning documents that are time sensitive and also provide faster updated materials for all Blood Center personnel and operations.

During the course of the year, the Blood Center renewed the lease at our Allentown donor center and remodeled



Kimball Medical Center

King James Care Center

Lakeview at Pine Run

Malvern Institute

Kindred Hospital of Philadelphia

Lehigh Valley Health Network

Magee Rehabilitation Hospital

Marian Community Hospital

Mercy Fitzgerald Hospital

Marlton Rehabilitation Hospital

Kindred Hospital of Philadelphia – Havertown

Lourdes Medical Center of Burlington County

Memorial Hospital of Salem County, The

HCSC BLOOD CENTER

group scheduling. The program can also be utilized for staff scheduling, as well as vehicle and equipment availability.

More than 400 Blood Center volunteers donated over 25,000 hours of service during FY 2009-10, serving as donor aides, canteen attendants, office support staff and special event volunteers. Their ongoing support and service efforts were recognized these items fulfill basic operational needs – including mobile drive packs (chairs and privacy screens), Sebra Scales (for blood bags), the Abbott Prism Blood Screening System (for infectious diseases) and a new refrigerator/freezer. Additional fund development activities included various grant submissions, our annual membership

> drive and the MKBC Endowment Fund, all of which supported several Blood Center projects, including the "My Blood Your Blood" educational

program for young adults to encourage awareness of the importance of blood donation, capital equipment purchases and other operations.

At year's end, Miller-Keystone Blood Center notified all member hospitals that, due to the success of our blood services program during FY 2010, they would not incur a price increase for the upcoming year and prices for certain blood components would be lowered. The Center also finalized preparations for Brandywine Hospital (Coatesville, PA) and Phoenixville Hospital (Phoenixville, PA) to join the blood services program, bringing the total to 20 hospitals in 10 Pennsylvania and New Jersey counties that partner

with Miller-Keystone Blood Center

for their blood needs.

At year's end, the Blood Center finalized plans for Brandywine Hospital and Phoenixville Hospital to join the blood services program, bringing the total to 20 hospitals that partner with MKBC for their blood needs.

YEAR-END NOTES **Total Community Donors Registered** 100,336 **Total Community** Donations... 83,221 First-Time Donors 13,408 vice area. **Total Automated** Collections Registered.. 19,062 Total Automated Donations .. 29,900 Total Autologous and Directed Donations 830

171,350

1,616

2,308

25,000

Total Blood Components

Total Number of Blood

Prepared..

Donor Groups.

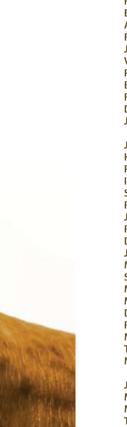
Total Number of

Bloodmobile Drives

Total Volunteer Hours

at annual spring recognition events. Throughout the year, the Volunteer Department also evaluated online resources and other initiatives to recruit potential volunteers across our ser-

The Blood Center's development department focused many of its initiatives this year, including its annual "Cruise Aboard the LifeLine" event and Annual Appeal, on several critically needed items that assist MKBC in each process of the community's blood program. From donor screening, collections and laboratory testing to storage and distribution,



HCSC-LAUNDRY

LINEN COORDINATORS & STANDARDIZATION COMMITTEE

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Chad Haraschak

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Susan Worden

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John Chisholm Mark DiVincent Mario Santos Tina Barksdale

Abington Health Lansdale Hospital Acuity Specialty Hospital of NJ @ AtlantiCare Adventist Rehabilitation Hospital AtlantiCare Regional Medical Center -City Div. AtlantiCare Regional Medical Center -

Mainland Div. Bacharach Rehabilitation Hospital Barnes-Kasson Hospital

Bloomsburg Hospital Blue Mountain H. S. – Gnaden Huetten

Memorial Hospital Blue Mountain H. S. – Palmerton Hospital Bon Secours Community Hospital

Brandywine Hospital

Brinton Manor Camden County Health Services Center Cedarbrook Nursing Home

Cedarbrook Nursing Home - Fountain Hill Centrastate Medical Center

Chester River Hospital Center Children's National Medical Center

Children's Specialized Hospital-Mountainside Children's Specialized Hospital-Ocean

Clara Maass Medical Center

Clara Maass M. C. - West Hudson Division

Community Medical Center (NJ) Community Medical Center (PA) Cooper University Hospital Crozer-Chester Medical Center

Cumberland Manor Deborah Heart and Lung Center

Delaware County Memorial Hospital

Doylestown Hospital Easton Hospital

Endless Mountain Health System Fairmount Behavioral Health Center Fellowship Manor / Fellowship Terrace

First Hospital Wyoming Valley Geisinger Health System Geisinger Health System – Marworth

Geisinger Health System -Wyoming Valley Med. Ctr. Geisinger South – Wilkes-Barre

Glen Meadows Good Samaritan Health System (Lebanon)

Good Samaritan Hospital (Suffern) Good Shepherd Home, The

Good Shepherd Penn Partners Good Shepherd Rehab Center of Bethlehem

Grand View Hospital

Hackettstown Regional Medical Center Hampton Behavioral Health Center HealthSouth Rehab Hospital of Reading HealthSouth Rehab-Toms River Heritage Towers Health Center

Hillcrest Center HSC Pediatric Center, The

Inglis House Kennedy Health System - Cherry Hill Campus

Kennedy Health System – Stratford Campus Kennedy Health System -

Washington Twsp. Campus Kessler Institute for Rehab - North Kessler Institute for Rehab - West Kessler Rehab Hospital - Chester

Keystone Center

Carmen Rubio Kathy Brown **Brad Baker Carlos Pinto** Bernie Dressler Willard Mest Tom Alexandrowicz **Paul Carmine Anabal Olmeda** Gina Cicio Tony McCray Kim Dooley Fran McCarthy **Kevin Williams** David Leo Paul Cullen

Robert Nye

Gary Walker

Les Carrington

Sandra Sames

Alan Mitchell

Michael Oldt

Sharon Gilbert

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Janet Clouse

Mark Garner

Tom Lawler

Al Gingrow

Jay Young

Ron Knorr

Maureen Lelko

Michelle Miller

Tony Salvatore

Ann Holobowicz

Ramone Soloman

Theron Johnson

Dain Over

Mercy Hospital of Philadelphia Mercy Hospital of Scranton Mercy Suburban Hospital **Carl Androkitis** Mercy Tyler Hospital Merit Mountainside Hospital Gloria Wormuth Mid-Valley Hospital Vicki Padgett Mirmont Treatment Center

Dave Hanos Monmouth Medical Center Paul Marmora Morristown Memorial Hospital Joseph McCullon Moses Taylor Hospital Bruce Schaffer Nazareth Hospital

Rodney Brown Newark Beth Israel Medical Center John Sousa Newton Memorial Hospital Frederick Jones Our Lady of Lourdes Medical Center

> Overlook Hospital Phoebe Terrace Phoenixville Hospital

Pine Run Community / Pine Run Health Center Pocono Medical Center

Pottstown Memorial Medical Center Riddle Memorial Hospital

Robert Wood Johnson Univ. Hosp. @ Rahway St. Anthony Community Hospital Saint Barnabas Behavioral Health Center

Saint Barnabas Medical Center

Saint Clare's Health Services – Denville, Dover Saint Clare's Hospital – Sussex

St. Cloud Health Care Center St. Francis Hospital (Wilmington) St. Joseph Medical Center (Reading) St. Joseph Medical Center (Towson, MD)

St. Luke's Hospital

St. Luke's Hospital - Allentown

St. Luke's Miners Memorial Medical Center

St. Luke's Quakertown Hospital St. Mary Medical Center Salem County Nursing Home

Schuylkill Medical Center (E Norwegian St – Pottsville) Schuylkill Medical Center (S Jackson St – Pottsville)

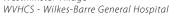
Shriners Hospital for Children Somerset Medical Center Southern Ocean County Hospital

Springfield Hospital Sunrise House Taylor Hospital

Triumph Hospital – Philadelphia Warren Hospital

Wayne Memorial Hospital WellSpan Health – Gettysburg Hospital

WellSpan Health - York Hospital Westminster Village





MILLER-KEYSTONE BLOOD CENTER

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Pottstown Memorial Medical Center Easton Hospital St. Luke's Miners Memorial Hospital

The Reading Hospital and Medical Center Hackettstown Regional Medical Center Miller-Keystone Blood Center

Warren Hospital

Greater Hazleton Health Alliance St. Luke's Quakertown Hospital





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Miller-Keystone Blood Center Miller-Keystone Blood Center







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Joseph Gehringer Community Representative

J. Mark Horne Vice President

Clinical Support Services

Grand View Hospital

David Lim

Vice President, Flnance and CFO St. Joseph Medical Center

William Mason

Community Representative

Joseph Mikitka

Vice President Sacred Heart Hospital

·

Richard Shurgalla Faculty and Director of Professional Development Penn State University



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Vice President, Flnance and CFO St. Joseph Medical Center

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Clifford Trumbo

Vice President Good Shepherd Rehabilitation Hospital



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Continued



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David Steinberg, M.D. Bethlehem Pathology Associates

MANAGEMENT STAFF / JULY 2009-JUNE 2010



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Thomas Fenstermacher VP, Finance HCSC Enterprises, Inc.



VP, Information Systems HCSC Enterprises, Inc.



Executive VP HCS, Inc. & Affiliates



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Daniel Marcante VP, Laundry



VP, Marketing Services HCS Cooperative, Inc.



VP, Administration Miller-Keystone Blood Center

