transition
[tran-zish-uhn] noun
1. change from one state to another
For nearly 50 years, healthcare organizations throughout the Mid-Atlantic region have recognized the vital role that Hospital Central Services (HCSC) plays in the success of their operations.

The vision for our company first took focus in 1967 when a feasibility study conducted by the Greater Lehigh Valley Cost Containment Council identified the need for a centralized healthcare laundry service that eliminated the costly duplication of services at regional hospitals. Throughout the years, HCSC effectively met this mission by anticipating changing needs and transitioning our operations appropriately. Most notably, we’ve grown to include comprehensive Group Purchasing and Blood Banking divisions that create endless opportunities for healthcare providers to deliver quality-based, cost-effective programs and services to the communities they serve.
In its infancy, HCSC responded to the needs of approximately 10 regional hospitals. That number now exceeds 400 healthcare facilities serviced by our more than 1,200 dedicated employees. The trust of our customers and success of our operations are evident, as corporate revenues continue to grow, increasing by 14.5% in the past five years.

Also a testament to the strength of our practices, this year, HCSC’s Linen Services division was chosen to present at linen cost management/loss prevention symposiums throughout the United States, while our Group Purchasing division continued to focus on anticipating and meeting the purchasing needs of our client base. Additionally, provision of critically needed blood and laboratory support by Miller-Keystone Blood Center extended to include Hunterdon Medical Center.

Never far from sight is our commitment to education. This year, scholarships were awarded to 15 well-deserving students who showed their dedication to community service through our Miller-Keystone Blood Center division. Educational grants were also presented to numerous regional service and nonprofit organizations, including the Cancer Support Community of the Greater Lehigh Valley, Cedar Crest College “Partners In Nursing” program, Children’s Home of Easton, Eastern PA EMS Council, Fund to Benefit Children & Youth, Lehigh Valley Children’s Centers, Meals on Wheels, Mercy Special Learning Center, Pediatric Cancer Foundation of the Lehigh Valley, Second Harvest Food Bank and the Weller Health Education Center.

We also said “goodbye” to two of our key visionaries in June, as President-CEO J. Michael Lee and Executive Vice President Timothy R. Crimmins moved on to their well-deserved retirements after 30+ years of service. The focus of these two dynamic leaders helped to create the foundation and drive the growth of our organization. They leave behind a legacy of quality, cost savings and customer service that has become synonymous with the name of Hospital Central Services. While they will be missed, the impact of their contributions will be felt for years to come.

Implementation of the Affordable Care Act represents the most significant overhaul to the healthcare system in more than 45 years. Given the size and scope of organizations that make up the industry, the effects of reform will not be felt uniformly. HCSC is prepared to work alongside our customers as a partner in responding to this changing marketplace. As we move into a new era — not only within the healthcare industry, but within our own organization — we remain focused on quality, service, savings and our longstanding commitment to create value for our customers. It’s that clear and consistent vision that guides our strategy and postures us to be the best.

PETER J. CASTAGNA, JR.
President-CEO

ROCCO A. DELVECCHIO
Chairman of the Board
laundry • linen services

Since 1971, HCSC Laundry and Linen Services has responded to the changing needs of our customers by providing quality, cost-effective solutions for their linen needs, while decreasing associated costs and earning national recognition for our work. This past year, 13 agreements totaling 68 existing accounts were renewed, while 19 new accounts were welcomed.

Not without challenges, Superstorm Sandy in October 2012 caused the loss of HCSC’s Asbury Park plant for eight days and the Allentown plant for one day. This was the first time in the 42-year history of the company that two plants were down simultaneously. To ensure the uninterrupted service to our hospitals, all other facilities went into emergency mode to provide safe delivery to the customers impacted. During that emergency period, more than 380,000 pounds of linen were effectively moved and managed by our other plants.

The year also marked a number of other noteworthy accomplishments including the October 2012 reaccreditation of HCSC’s Kingston plant by the Healthcare Laundry Accreditation Council (HLAC), with no deficiencies. Our laundry is pleased to provide customers with this important accreditation-stamped healthcare textile processing and expects our Allentown, Asbury Park and Delaware Valley plants to undergo HLAC inspections during the 2013 calendar year. The Baltimore plant, meanwhile, continues implementing the necessary checks and balances in pursuit of its HLAC accreditation.

Capital projects undertaken this past year included the installation of high-efficiency boilers at our Kingston plant and roof repairs in Asbury Park. An iron line was removed at our Camden facility, which also upgraded existing steam and...
condensate lines to the ironers. In addition, Camden installed a blanket folder and sheet stacker to improve productivity. A new surgical pack room was constructed at our Baltimore plant, while our Allentown facility installed the latest production monitoring and reporting software package.

Total plant productivity increased an average of 2% this fiscal year, with our Asbury Park plant showing the most improvement. Always focused on quality and services, technology-driven efficiencies also enabled us to reduce plant expenses by 3%. This includes ongoing efforts to reduce our utility costs. While charges for water increased slightly over the past year, electric costs were reduced by 5%, and gas consumption decreased by 0.5%. Diesel prices continued a slow upward trend, rising 29% in 2011, 4% in 2012 and 0.2% for fiscal year 2013.

While cotton prices have lowered recently, overall cotton prices for 2013 were 45% higher than the 2009 average. Linen enhancements over the past year include the use of finer yarn on bed sheets, draw sheets and pillowcases, producing a softer hand. Knit contour sheets now feature a 100% spun polyester knit construction that provides a very soft hand, increases fit for less shrinkage and offers additional strength to lessen the propensity for pin holes. In addition, by transitioning to a green poly knit face material that boasts a stronger material and increased stain resistance, our incontinent pads create a drier surface for skin contact. And a new 80/20 cotton/polyester construction for our bath towels ensures that 100% cotton remains at the terry loop that will be in contact with the patient’s skin, while a cotton/poly blend in the ground provides for increased strength. New 100% polyester patient gowns, which allow for less wrinkling and fading without sacrificing comfort, were also developed and will be implemented early in the new fiscal year.
Our Laundry team continued to expand its commitment to green practices this past year. During FY 2013, the Allentown plant recycled 162,907 pounds of plastic, 30,352 pounds of cardboard and 1,748 pounds of paper, while the Kingston plant recycled 154,771 pounds of plastic, 19,087 pounds of cardboard and 1,074 pounds of paper. The Asbury plant recycled 81,654 pounds of plastic, and the Camden plant recycled 128,534 pounds of plastic and 14,778 pounds of cardboard.

Finally, HCSC Linen Services worked hard to help customers decrease linen losses and subsequent costs to their facilities, an effort that garnered substantial national attention over the past year. In addition to presenting at the American Reusable Textile Association’s linen cost management/loss prevention symposium in Tennessee, we were also privileged to present programs at the Association for the Healthcare Environment conference in Arizona and the Textile Rental Services Association of America event in Texas. HCSC was also pleased to host the International Association for Healthcare Textile Management Spring Education Conference at the Sands Casino Resort Hotel in historic Bethlehem, Pa. in April 2013.
HCSC-Group Purchasing maintains its commitment to providing its members with a reliable regional alternative for their purchasing needs. Through our customer portal, the division continues to provide value to its customers with monthly contract updates, special promotional information and vendor email blasts.

This year, HCSC vendors must adapt to the requirements of the Affordable Care Act and the related mandates of the Department of Health & Human Services (HHS) and Centers for Medicare & Medicaid Services (CMS), which focus on adequate documentation for the improvement of patient care. Specifically, providers of healthcare must manage increased documentation requirements for clinical outcomes and better quality of care.

Through our affiliation with MAGNET, HCSC-Group Purchasing was able to add companies to our contract portfolio of vendors that are committed to proving that their products and services are providing better patient care. Among our additions is ARKRAY USA, Inc., a manufacturer of clinical chemistry equipment with a proven commitment to producing the highest quality products while delivering support to improve patient outcomes.

We also incorporated ENDOSAFE Endoscopy Products, an organization that brought a better way of disinfecting endoscopes to the marketplace, thus improving the patient quality of care. And in response to the changing needs of the radiology community, Wolf X-Ray added many new, expanded and innovative products to its line, including adjustable workstations, protective products and positioners. These new vendors, along with our long-established partners, will help providers document that their chosen products are of the highest quality and provide better clinical outcomes, not just the preferred price.
Making a difference in people’s lives by inspiring thousands within our communities to take action and, ultimately, save lives is paramount for our Blood Center division. For more than 40 years, Miller-Keystone Blood Center has provided a safe, readily available and efficiently produced blood supply to our member hospitals in Eastern Pennsylvania and Western New Jersey. This year, Hunterdon Medical Center joined the blood services program, bringing to 25 the total number of hospitals relying on us for their transfusion needs. Our professional staff is dedicated to delivering first-class customer service, making a lasting impression on the lives of our donors, hospitals and testing clients, and as a result, Miller-Keystone continues to sustain its commitment to the communities and hospitals we serve.

Ensuring the safety of the blood supply to our hospitals, as well as the care of our donors, who supply the precious gift of blood, requires immediate response to environmental changes. To this point, when a West Nile virus breakout occurred in the summer of 2012, the Blood Center quickly responded with West Nile individual donation testing of our products to mitigate the risk to the blood supply. Additionally, when a supplier no longer could provide a recombinant HCV (hepatitis) test, the Center immediately partnered with an alternate blood center and the Food and Drug Administration to provide a second test for confirmation of the HCV virus. Our organization also engaged in a Lean effort with employees to make collection drives more efficient while automating training documentation, digitizing records for easy retrieval and reducing storage costs and the risk of loss.
At year’s end, the Center launched online portals for both our donors and blood drive coordinators. The donor portal allows individuals to set up online profiles that enable them to access their donation history and medical screening results, and quickly and efficiently schedule appointments online. The coordinator portal provides our blood drive chairpersons with additional tools to help them increase participation and coordinate more successful blood drives in support of the region’s needs.

Also topping the list of priorities is our commitment to the safety of both our blood bank donors and our professional staff. Safety committee meetings and inspections, reinforcement of safety rules and practices were strengthened in 2012 and resulted in a 2012-13 employee safety rate of 0.6% or 50% reduction in injuries than 2011. The Center also implemented new donor safety practices: the provision of water and snacks prior to donation, and the extension of stay in the canteen with salty snacks and beverage offerings have improved donation outcomes.

Miller-Keystone is committed to improving service quality for our hospital customers. In addition to the provision of blood, our advanced AABB reference lab provides immunohematology expertise to the hospitals we serve and beyond. During 2012-13, more than 700 red blood cell antibody workups and more than 17,000 red cell antigen types were performed in order to provide compatible blood to recipients who have unusual or rare antibodies to red blood cells. The reference lab also identified a very rare but clinically significant (e variant-Shabalala) antibody and partnered with the AABB rare donor registry to identify a source of blood for the patient who required transfusion. It also performed more than 4,900 platelet cross-matches for our clients last year and is currently working to provide genotyping for our hospitals next year.

To enhance service to our hospitals, the Blood Center partnered with St. Luke’s University Health Network to conclude beta testing on an online ordering system, which was implemented and has garnered a positive response from our customers. The new program allows orders to be placed online, providing hospitals with an up-to-date view of the products they will receive.
YEAR-END NOTES

Total Hospitals Served
25

Total Testing Clients Served
21

Total Community Donors Registered
91,795

Total Whole Blood Donations
73,550

Total Automated Collection Donations
18,868

Total Special Collection Donations
536

Total First-Time Donors
13,478

Total Transfusable Blood Products Prepared
151,123

Total Bloodmobile Drives
2,503

Total Volunteer Hours
23,500

The Blood Center’s Client Testing division began analyzing samples for four new clients: Biological Specialty Corporation, The Blood Center of New Orleans, Hunterdon Medical Center and Gulf Coast Blood Center, bringing the total clients we serve to 21. New upgrades to our testing equipment were performed this year and now permit the selection of individualized test panels for our clients’ samples. The result is more efficient testing of these samples and improved turnaround time for results reporting.

Finally, Miller-Keystone remains committed to partnering with our community. The Blood Center is grateful for the 400 trained volunteers who magnanimously support our community blood drives with more than 23,500 hours of service. These trained volunteers make the donor experience enjoyable when they are at blood drives and provide support for our professional staff. Miller-Keystone is also especially proud of the commitment of our donors. This past year, we were honored to recognize eight exceptional individuals who each donated 50 to 90 gallons of blood during their lifetime, along with the efforts of more than 80 regional high schools that supported community blood drives. In addition, the Center also presented donor recruitment scholarship awards to 15 graduating seniors and presented the “My Blood Your Blood” video to more than 3,200 students in 25 community schools. The “My Blood Your Blood” educational program provides valuable information on the circulatory system, its function and the composition of blood and blood donation.

Development initiatives also sparked new and renewed partnerships within the community. Fifty-two sponsored walkers for Miller-Keystone participated in the Highmark Walk for a Healthy Community, and our organization was the recipient of several important grants and generous in-kind donations that allow us to keep our costs down. Additionally, our 19th annual “Cruise Aboard the LifeLine” fundraiser, held at the ArtsQuest™ Center at SteelStacks™, provided a night of fun ... and funds. A salute of thanks to honorary captain Anne Baum, our cruise committee and volunteers, and the wide range of businesses throughout the Lehigh Valley that supported this year’s exceptional event.

en•rich
[en-rich] verb
1. improve or enhance the quality or value
COMMITTEES - JULY 2012-JUNE 2013 / 9

HCSC liner coordinators & standardization committee

ANNE MARIE YORK CHAIRPERSON, DOYLESTOWN HOSPITAL

Maria D'Urso - Abington Health Lansdale Hospital
Jennifer Innes - Acuity Specialty Hospital of NJ @ AtlantiCare
Dave Hawley - Adventist Rehabilitation Hospital of Maryland
Brennie Salerno - AtlantiCare Regional Medical Center – City Div.
Brennie Salerno - AtlantiCare Regional Medical Center – Mainland Div.
Brigitte Bue - Bacharach Rehabilitation Hospital
Darrell Seward - Barnabas Health Behavioral Health Center
Cassandra Skiba - Barnes – Kasson Hospital
John Stoker - Berwick Hospital Center
Doreen Larizzo - Blue Mountain H. S. – Gnaden Huetten Memorial Hospital
Genevieve Laubach - Bon Secours Community Hospital
Susan Worden - Brandywine Hospital
Adelia Daniels - Camden County Health Services Center
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Natalie Distler - Cedarbrook Nursing Home – Fountain Hill
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Dave Freeman - Children's National Medical Center
Vedastus Mbangu - Children's Specialized Hospital – Mountainside
Rudy Daley - Children's Specialized Hospital – Ocean
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Kenneth Benson - Community Medical Center (NJ)
Guy Voebel - Crozer-Chester Medical Center
Renate Rickard - Delaware County Memorial Hospital
Effie Baxter - Eastern Regional Medical Center (CTA of Amer)
Cathy Esterly - Easton Hospital
Frank Groller - Endless Mountain Health System
Jerelyn Adams - Fellowship Manor / Fellowship Terrace
Paula Lawson - First Hospital Wyoming Valley
Vance Barto - Friends Hospital
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Isaac Fisher - Geisinger – Shamokin Area Community Hospital
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Gina Ciclo - Geisinger Health System – Marworth
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Steven Gaynes - Good Samaritan Hospital (Suffern)
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Ken Fuller - HealthSouth Rehab – Toms River
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Marge Carr - Holy Cross Hospital
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Danny Lawrence - Inglis House
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Keith Tworzyanski - Kennedy Health System – Stratford Campus
Chris Platt - Kennedy Health System – Washington Twsp. Campus
Keith Tworzyanski - Kessler Institute for Rehab – North
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Mark Garner - Kindred Hospital Philadelphia – Havertown
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Chris Gargis - Lehigh Valley Health Network
Willard Mert - Lock Haven Hospital
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Garrett Bond - Magee Rehabilitation Hospital
Paul Carmine - Malvern Institute
James Gibbons - Marilton Rehabilitation Hospital
Tony McCray - Memorial Hospital of Salem County, The
Kim Dooley - Memorial Hospital (York)
Michael McDonald - Mercy Fitzgerald Hospital
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[en-hans] verb
1. to raise to a higher degree

[continued]
miller • keystone blood center

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GEOFFREY B. BORDA, CPA, CVA
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Miller-Keystone Blood Center

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“Learn to adapt. Things change, circumstances change. Adjust yourself and your efforts to what it is presented to you so you can respond accordingly. Never see change as a threat, because it can be an opportunity to learn, to grow, to evolve.”

—RODOLFO COSTA

Dedicated to the contributions of:

J. MICHAEL LEE, DBA, FACHE
President-CEO
January 8, 1980 – June 30, 2013 (retired)

TIMOTHY R. CRIMMINS
Executive Vice President
April 27, 1981 – June 30, 2013 (retired)
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.

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