

DIRECTIONS CHANGE. OPPORTUNITIES REMAIN.

HOSPITAL CENTRAL SERVICES, INC.

CORPORATE OFFICES

2171 28th St. SW, Allentown, PA 18103

HCSC-GROUP PURCHASING

2171 28th St. SW
Allentown, PA 18103

HCSC-LAUNDRY

2171 28th St. SW
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

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

Lionville Shopping Center
128 Eagleview Blvd.
Lionville, PA 19353

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 website at www.hcsc.org.



HOSPITAL CENTRAL
SERVICES, INC.

2014
Annual
Report





ALBERT EINSTEIN ONCE SAID,

“IN THE MIDDLE OF DIFFICULTY
LIES OPPORTUNITY.”

THE PAST SEVERAL YEARS have created new and complex challenges for the healthcare industry and for those who serve it. Implementation of the Patient Protection and Affordable Care Act represents the most significant overhaul to our healthcare delivery system in nearly 50 years, and the impact of this legislation will continue to be felt for many years to come.

Every organization across the continuum of care, including HCSC, must now carefully navigate these changes, along with the potential ramifications they are creating. Since our inception more than 40 years ago, we have grown from serving 10 regional hospitals to more than 400 healthcare facilities in the Mid-Atlantic region. Our ability to forge a successful path through often uncharted territory begins with the dedication and commitment of our 1,100+ employees and the communities we serve. These successes and the trust of our customers are reflected in our steady performance during some of the most tumultuous transformation this industry has seen.

Over the course of the past fiscal year, all divisions of HCSC embarked on a comprehensive strategic planning process designed to chart our course and prioritize objectives to ensure we are in step with our customers and the changes they are facing. As the entire healthcare industry continues to steer through unfamiliar and daunting waters, we recognize that a well-defined course is necessary to sustain our mission and continue to grow.

The foundation of the strategic plan began with the establishment of our Core Values, attributes that embody the organization and are demonstrated by each of our employees every day:

INTEGRITY – *Acting with Honesty and Consistency*

PASSION – *Enthusiasm for Our Mission*

TRUST – *Counting on One Another*

CUSTOMER CENTRIC – *Doing the Right Thing*

Several key initiatives of our redefined strategic plan were kicked off during the year. Our Linen Services division

launched a new Ambulatory Care Services offering that will leverage our market-leading Acute Care brand and operational expertise. The program will expand our high-quality, cost-effective solutions to all sites of care as patient care continues to migrate to this rapidly growing segment. Miller-Keystone Blood Center completed a comprehensive business review that resulted in reorganizing the division to meet the needs of our hospitals, donors and the community. We also launched a donor optimization strategy, aimed at streamlining the donation process and making it easier for those who give the gift of life.

Through this myriad of change, our core commitment to the community and education remains as a cornerstone of our organization. This year, donor recruitment scholarships were awarded to 16 well-deserving students who demonstrated exemplary dedication to community service through our Miller-Keystone Blood Center division. Educational grants were also presented to numerous regional non-profit organizations, including the Cancer Support Community of the Greater Lehigh Valley, Children's Home of Easton, Fund to Benefit Children and Youth, Lehigh Valley Children's Centers, The Literacy Center, Meals on Wheels, Mercy Special Learning Center, Project Child, Second Harvest Food Bank and the Weller Health Education Center.

The future of HCSC will always be tied directly to the needs and success of our customers; and even though the prevailing winds of change will continue to alter our course, opportunities will remain.

Now more than ever, we must work as one team, delivering on our commitments and capitalizing on those opportunities.

PETER J. CASTAGNA JR.
President & CEO

ROCCO A. DELVECCHIO
Chairman of the Board

HEALTHCARE LINEN SERVICES

FOR MORE THAN 40 YEARS, HCSC-LINEN SERVICES has responded to the changing needs of our customers by providing quality, cost-effective healthcare linen services. Over the past year, 12 agreements totaling 40 existing accounts were renewed, while our Linen Services division welcomed 47 new accounts.

This year, our management team was engaged in a comprehensive strategic planning process that included the formulation of a new mission — *“Partnering with healthcare providers to enhance the patient experience.”* We also focused our attention on the enhancing qualities that set HCSC apart from our competition: responsiveness, value, ownership and innovation.

Through this exciting process, six core strategic initiatives were identified, driving our activities over the past year:

- Developing an updated facilities plan to expand capacity
- Entering into the non-acute care market
- Identifying and reducing linen losses
- Lowering production costs
- Reducing distribution costs, and
- Implementing a narrower and more targeted marketing focus



Addressing our capacity and cost structure were identified as the most critical requirements in meeting the future needs of our customers. A comprehensive analysis of options led to a planned 21,000-square-foot expansion of our Allentown Laundry. As we head into the new fiscal year, construction will be commencing on the new state-of-the-art, fully automated plant that is anticipated to be operational in mid-2015. The facility expansion will give HCSC the capacity to service new customers and expand the breadth of our service offerings while improving our overall operating costs. Having five high-performance facilities in the Mid-Atlantic region ensures that our customers will benefit from uninterrupted service in the event of a weather emergency.

HCSC also launched a new Ambulatory

Care Services division in Spring 2014. The new service provides smaller delivery vehicles, personal service and inventory/cost management. It also leverages the considerable resources of our Linen Services division to provide cost-effective linen rental programs and services to all types of outpatient settings, including but not limited to, surgery centers, physician/medical group practices, physical therapy centers, laboratories, and imaging, radiation, endoscopy or behavioral health centers.

Products offered by the new Ambulatory Care division include healthcare linen, scrub wear, lab coats, dust control, Select Supply commodities and walk-off mats. The Ambulatory Care program also offers a personalized touch as the service team performs all restocking of clean linen and garments on pre-scheduled deliveries. As the healthcare landscape has changed the profile of our acute care customers from stand-alone hospitals to multi-site, fully Integrated Delivery Networks (IDNs), the Ambulatory Care program now

enables HCSC to offer a one-stop-shop service to any site where patient care is delivered.

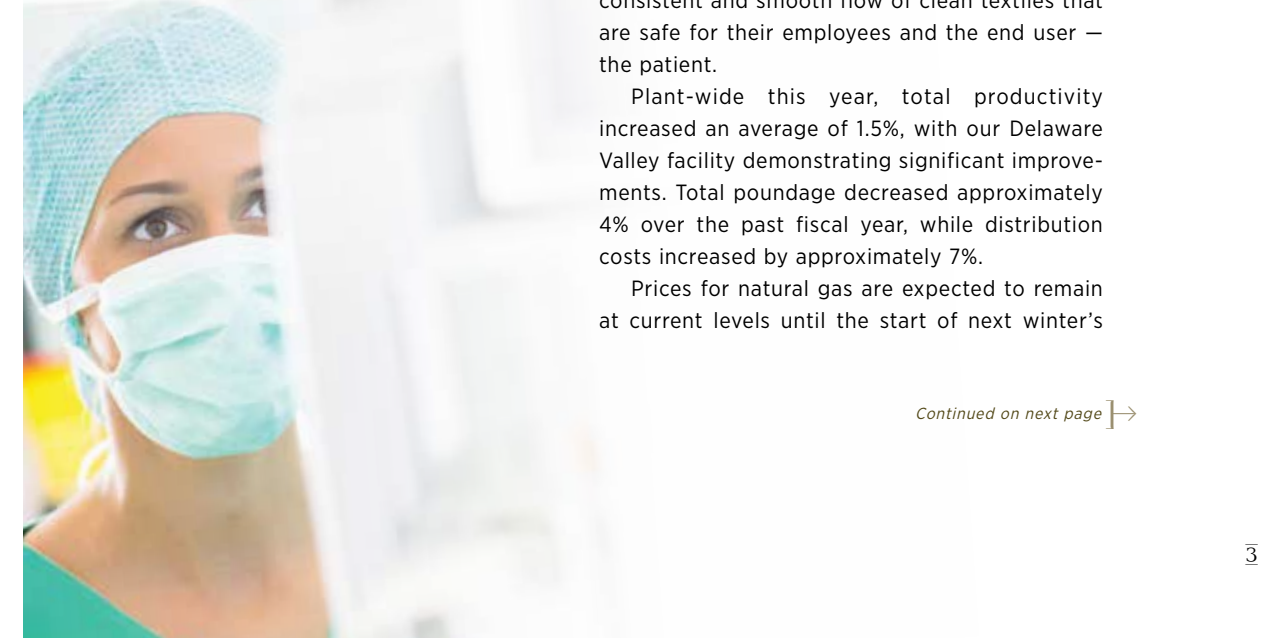
HCSC also launched a newly designed website this past year at HCSC.org in order to improve the user experience. The updated site, created and hosted by LaunchDM, a Wyomissing, Pa.-based, industry-leading new media studio, vastly improves the user experience. Among the enhancements are improved navigation that quickly defines and connects visitors with the appropriate HCSC program or service, while delivering timely information to help run their business.

The ever-important Healthcare Laundry Accreditation Council (HLAC) accreditation for HCSC’s Allentown, Kingston, Delaware Valley and Asbury Park plants was completed and updated this year. The accreditation process at our Baltimore plant is in process, with expected completion by the end of 2014. HLAC certifies that HCSC is meeting the highest industry standards for processing healthcare textiles, including strict adherence to federal government regulations and guidelines. This gives our customers complete confidence that they will receive a consistent and smooth flow of clean textiles that are safe for their employees and the end user — the patient.

Plant-wide this year, total productivity increased an average of 1.5%, with our Delaware Valley facility demonstrating significant improvements. Total poundage decreased approximately 4% over the past fiscal year, while distribution costs increased by approximately 7%.

Prices for natural gas are expected to remain at current levels until the start of next winter’s

PLANT-WIDE
TOTAL
PRODUCTIVITY
+1.5%
AVERAGE



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YEAR-END NOTES

TOTAL PARTICIPANTS
404

ALLENTOWN ACCOUNTS
162

KINGSTON ACCOUNTS
88

ASBURY PARK ACCOUNTS
36

DELAWARE VALLEY ACCOUNTS
74

BALTIMORE ACCOUNTS
44

TOTAL BEDS
26,601

TOTAL CLEAN POUNDS SHIPPED
100,511,241

heating season. Diesel fuel costs remained static from 2013 to 2014 and are expected to decrease slightly over the next year. The Northeast experienced a rapid increase in electricity prices this year, with the cost for industrial users increasing by 4%.

Pakistan is considering an increase in textile exports under a new textile policy. This policy, in addition to heightened exports, will likely help to stabilize and eventually decrease yarn pricing. The fourth straight year of surplus cotton output and the biggest drop in Chinese imports since 2000 have created record global inventories. But while cotton prices have lowered over the past few years, overall prices are still higher than recorded five years ago.

Over the past year, in supporting our continued commitment to quality, HCSC worked to expand its vendor base to ensure product availability, while adding enhancements that increase product strength and longevity. Linen Services expanded the use of 100% knit contour sheets, which reduces both drying time and pin holes. Thermal blankets were transitioned to a poly/cotton blend that controls shrinkage and reduces drying time. Also,

bath towels were changed to a poly/cotton blend that controls shrinkage and bolsters end-user satisfaction.

We switched from a solid-colored spread to a multi-colored version with a color palette that includes peach, pink, blue and green. The new spreads will result in improved color retention. We also changed from a T-130 to a T-180 thread count for softer bed sheets and improved patient comfort. While other manufacturers have chosen to decrease the size of their baby blankets, HCSC chose to maintain a generous 36"x40" offering and upgraded to include a pink and blue stripe weave that helps to eliminate fading. The manufacturing process was also altered to reduce blanket pilling. HCSC also introduced 100% spun polyester TIV gowns this year. These new gowns present better, wrinkle less, retain their color and are moisture-wicking, so patients stay cooler.

In keeping with our sustainability efforts, our plants recycled 491,069 pounds of plastic, 53,029 pounds of cardboard and 2,487 pounds of paper during FY 2014.



TOTAL NUMBER OF LINEN SERVICE PARTICIPANTS
+7%

GROUP PURCHASING

HCSC'S GROUP PURCHASING PROGRAM IS COMMITTED to helping our healthcare partners by providing quality contracts with a reliable regional alternative for their purchasing needs.

Our affiliation with Mid-Atlantic Group Network of Shared Services, Inc. (MAGNET) delivers formidable contract negotiating power and enhances our portfolio with capital equipment, technology and healthcare service agreements. This enables HCSC to offer our members the advantages of national program content, innovation and unmatched technology, while preserving regional relationships and customer service.

MAGNET introduced an array of new services and contracts throughout the fiscal year. A contract growth plan was implemented by Healthcare Data Solutions (HDS) in an effort to drive future success and revenue while providing improved service. HDS served as the financial underwriter and creator of a customized solution that now serves our vendor needs through roster



management, sales tools and marketing.

Also this year, we introduced a partnership with Open Markets, which will drive additional savings on capital equipment purchases. This unique program leverages the data, technology and capital equipment needs of a growing 300-plus nationwide network. Group savings will also be realized via MarketBuy™.

The contract portfolio continued to grow, with the addition of a customized mobile device charging station and kiosk agreement available through goCharge, while a new trend in all-in-one (hot and cold) vending machines was made available by EatWave. In addition, UltraViolet Devices, Inc. brought a comprehensive approach to environmental disinfection in healthcare with its contract and new partnership with Clorox.



YEAR-END NOTES

BEDS (NOT-FOR-PROFIT)
34,660

TOTAL PARTICIPANTS
449

MILLER-KEYSTONE BLOOD CENTER

MILLER-KEYSTONE BEGAN THE YEAR by adding Schuylkill Health System (Pottsville, PA) to our blood services program. As the exclusive blood provider for 26 hospitals in Eastern Pennsylvania and Western New Jersey, we continue to focus on opportunities to improve our processes and sustain our mission to provide a continuous and safe supply of blood products and services.

Our strength is derived from the commitment of our professional staff who support over 2,000 blood drives annually, and our volunteers who provide nearly 24,000 hours in support of our blood drives and blood center operations.

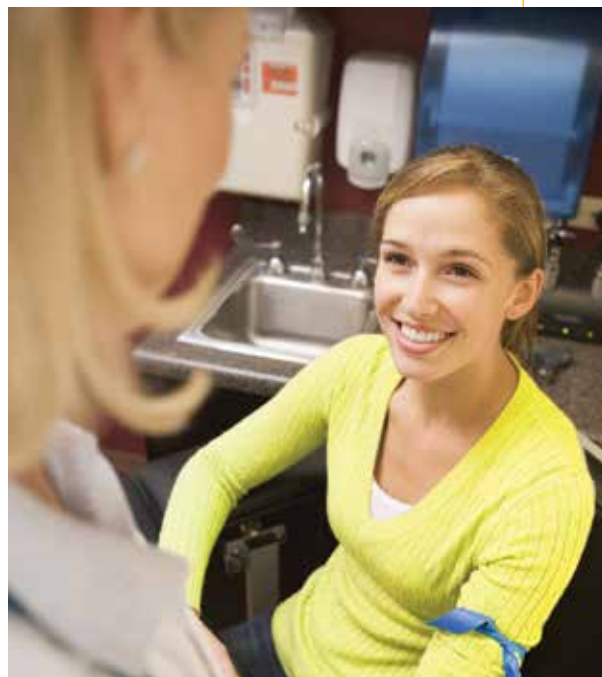
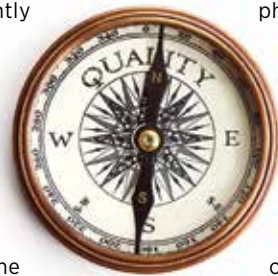
The management of the blood center also redefined its strategic plan this year, which took on a greater importance due to recent market changes that have significantly changed the competitive dynamics and customer landscape. The strategic priorities have been refocused on our donor base and improving internal processes to meet the cost and quality standards our hospital customers require.

Historically, our community and the donors that provide the gift of life have been the cornerstone of Miller-Keystone's ability to serve all of our hospitals' needs. Our

efforts this year included several initiatives to improve how we communicate with our donors to ensure that we are collecting the right products and the right mix of donations based on the ABO/Rh type of our donors. To do this, we engaged one of our vendor partners to extract data on blood drives and provide recommendations to improve our drive efficiency. We will be completing the training phase of the program and implementing the data-driven recommendations as we begin the new year.

We also have invested in a new automated collections technology called "iScreen™" that allows donors to register and enter pre-health history online at their home or office up to 24 hours prior to donating. This new system will eliminate potential transcribing mistakes and cut down on the time it takes to donate, while making much of the process paperless and further ensuring regulatory compliance. iScreen is scheduled to deploy in the new year, as staff training is implemented and approvals by the Food and Drug Administration (FDA) are completed.

The safety of our donors and patients is the highest priority of the Miller-Keystone team. This past year we instituted an American Association of Blood Banks (AABB) recommendation to defer donors who have low hematocrit levels for 56 days. This is



based on studies that find that iron stores of blood donors may become depleted over time if not deferred appropriately to allow for a rebound of iron levels. We also implemented a Hemovigilance program, which targets fluid intake, salt replenishment, muscle exercises and donor engagement as ways to prevent donor reactions. Scheduled regulatory inspections by the FDA, AABB/Clinical Laboratory Improvement Amendments and Internal Organization for Standardization (ISO) were also conducted with no significant deficiencies reported.

This year our laboratory implemented a new technology called Genotyping. This state-of-the-art DNA extraction and analysis device allows Miller-Keystone to identify donors of rare blood groups and assist hospitals that require these units of blood for patients with complex antibodies and blood compatibility problems. We also introduced a new product, FP24 (frozen plasma), which can be used in lieu of FFP (fresh frozen plasma) and helps maintain our supply of FFP and cryoprecipitate inventory for the hospitals we serve. Additionally, in the coming year, we are expecting licensure approval by the FDA on pooled cryoprecipitate product.

As the result of a merger within the blood bank and group purchasing industry, MKBC is now a member of Blood Centers of America, Inc. (BCA). Participating blood banks within BCA are responsible for collecting a majority of the blood in the United States. With MKBC's membership

in BCA, we are aligned with community blood centers with similar missions and goals. BCA will also act on its members' behalf to bid on opportunities from national chains that may have hospitals in our service area.

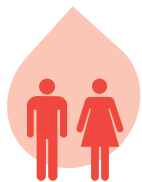
Creating and maintaining an awareness and need to donate in the community is paramount to the Miller-Keystone branding strategy. Among the early outcomes of these activities was the creation of a new tagline for the Blood Center — "Your Blood, Their Hope™." In addition, Miller-Keystone is privileged to have great partners that actively promote our mission. A TV spot created by Viamedia was named "Best Television Public Service Announcement (PSA)" of the year at the 2014 Association of Donor Recruitment Professionals Conference. The commercial can be seen on our YouTube channel and has run on cable stations throughout our service area. This year, the blood center was also very fortunate to have a new song written and performed by up-and-coming country singer and Berks County native Stephanie Grace. As always, important support was received from radio stations throughout the communities we serve, and our social media activities expanded beyond Facebook and Twitter to include YouTube and Pinterest.

Miller-Keystone redesigned our website to improve the user experience by making it more visually appealing, interactive, and easier to navigate. The navigational improvements to GIVEaPINT.org include easy access to

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↑↑
TOTAL COMMUNITY
DONORS
+6%

↑↑
TOTAL AUTOMATED
DONORS
+34%



HCSC BLOOD CENTER *Continued from previous page*

YEAR-END
NOTES

HOSPITALS SERVED
26

TESTING CLIENTS
SERVED
14

COMMUNITY DONORS
REGISTERED
97,077

WHOLE BLOOD
DONATIONS
77,755

AUTOMATED COLLECTION
DONATIONS
25,455

SPECIAL COLLECTION
DONATIONS
648

FIRST-TIME DONORS
12,129

TRANSFUSABLE
BLOOD PRODUCTS
PREPARED
129,084

BLOODMOBILE
DRIVES
2,373

VOLUNTEER HOURS
23,951

information on donating blood, planning a blood drive, providing financial support or becoming a volunteer. Donors can also log into our donor portal to view their past donation history and medical screening results or schedule appointments online for any of our donor center locations or community blood drives.

This year, 86 high schools sponsored blood drives, and their achievements were acknowledged at annual recognition events in the Spring, where 16 exceptional high school blood drive coordinators were presented with donor recruitment scholarship awards. MKBC was also able to reach out to more than 3,900 students in over 39 schools within our community to provide an educational program, "My Blood Your Blood." Prior to the presentation, 66% of students were unaware that one unit of blood could save up to three lives. After receiving information from this highly successful program, 94% understood the importance of donating blood. Among secondary students, 88% indicated they would be inclined to become a donor in the future. This elevated level of understanding is important given that more than 30% of our community blood donors are over 40 years old. High school donors are needed to ensure that we have adequate donors to meet the future demand for blood.



Our 20th annual "Cruise Aboard the Lifeline" signature fundraiser with the theme of "Cruise the Roaring '20s" was once again a successful event. More than 450 attendees were aboard at Steel Stacks™ in Bethlehem, enjoying delectable Cruise cuisine and participating in live and silent auctions to raise much-needed funds for the Blood Center. With its own "speakeasy" and entertainment by the "Truth and Soul" band, attendees had a spirited time and generously contributed to help support the Center's mission. Funds donated at the event help to offset the costs of equipment and education for staff and the community. Several grants were also received this year and utilized to procure automated scales and genotyping equipment.



HCSC-LINEN SERVICES

LINEN COORDINATORS & STANDARDIZATION COMMITTEE

ANNE MARIE YORK, *Chairperson, Doylestown Hospital*

- | | | | |
|-------------------|---|--------------------|---|
| Jeff Rolen | Abington Health Lansdale Hospital | Lance Richardson | Kindred Hospital Philadelphia - Havertown |
| Melanie Nichols | Adventist Rehabilitation Hospital of Maryland | Jennifer Rose | Lancaster Rehab Hospital |
| Brennie Salerno | AtlantiCare Regional Medical Center - City Div. | Willard Mest | Lehigh Valley Health Network |
| Brennie Salerno | AtlantiCare Regional Medical Center - Mainland Div. | Deb Mark | Lock Haven Hospital |
| Brigitte Buie | Bacharach Rehabilitation Hospital | Garrett Bond | Lourdes Medical Center of Burlington County |
| Darrell Seward | Barnabas Health Behavioral Health Center | Keith McNally | Magee Rehabilitation Hospital |
| Cassandra Skiba | Barnes-Kasson Hospital | James Gibbons | Malvern Institute |
| John Stoker | Berwick Hospital Center | Tony McCray | Marlton Rehabilitation Hospital |
| Doreen Larizzio | Blue Mountain H.S. - Gnaden Huetten Memorial Hospital | Kim Dooley | Memorial Hospital of Salem County, The |
| | Blue Mountain H.S. - Palmerton Hospital | Michael McDonald | Memorial Hospital (York) |
| Genevieve Laubach | Bon Secours Community Hospital | Fran McCarthy | Mercy Fitzgerald Hospital |
| Susan Worden | Brandywine Hospital | Joseph Short | Mercy Hospital of Philadelphia |
| Adelia Daniels | CentraState Medical Center | Paul Cullen | Mercy Suburban Hospital |
| Danielle Van Wert | Chestnut Hill Hospital | Gloria Wormuth | Mid-Valley Hospital |
| Scott Friend | Children's National Medical Center | Dave Hanos | Monmouth Medical Center |
| Kevin Rosenthal | Children's Specialized Hospital - Mountainside | Deborah Visconi | Morristown Medical Center |
| Rudy Daley | Children's Specialized Hospital - Ocean | Joseph McCullon | Moses Taylor Hospital |
| Jeanette Golden | Clara Maass Medical Center | Gina Faford | Mosser Nursing Home |
| Kenneth Benson | Community Medical Center (NJ) | Bruce Schaffer | Nazareth Hospital |
| Guy Voelbel | Crozer-Chester Medical Center | Gregg Ruhren | Newark Beth Israel Medical Center |
| Matthew Clark | Deborah Heart and Lung Center | John Sousa | Newton Medical Center |
| Renate Rickard | Delaware County Memorial Hospital | Frederick Jones | Our Lady of Lourdes Medical Center |
| Effie Baxter | Eastern Regional Medical Center (CTC of Amer.) | Richard Premus | Overlook Medical Center |
| Cathy Esterly | Easton Hospital | Antoinette Tranter | Phoebe Terrace |
| Frank Groller | Elmwood Hills Healthcare Facility | Kevin Mahar | Phoenixville Hospital |
| Frank Bennett | Endless Mountain Health System | Chris Garges | Pine Run Community / Pine Run Health Center |
| Tom Lonzinski | Fairmount Behavioral Health Center | Sandra Sames | Pocono Medical Center |
| Vance Barto | Fellowship Manor / Fellowship Terrace | Alan Mitchell | Pottstown Memorial Medical Center |
| Paula Lawson | First Hospital Wyoming Valley | Michael Stuka | Regional Hospital of Scranton |
| Mark McHugh | Friends Hospital | Lloyd Rejevich | Robert Wood Johnson Univ. Hosp. @ Rahway |
| Vance Barto | Geisinger - Bloomsburg Hospital | Elaine Wilt | Sacred Heart Hospital |
| Tony Calabro | Geisinger - Community Medical Center (Scranton) | Vincent Digiacomio | St. Anthony Community Hospital |
| Paul Prendergast | Geisinger Health System | Ken Jones | Saint Barnabas Medical Center |
| Rose Ernest | Geisinger Health System - Marworth | Carlos Marcial | Saint Clare's Health Services - Denville, Dover |
| Gina Cicio | Geisinger Health System - Wyoming Valley Med. Ctr. | Peggy Babcock | Saint Clare's Hospital - Sussex |
| Carl Angellela | Geisinger-Shamokin Area Community Hospital | Ramon Soloman | St. Cloud Health Care Center |
| Isaac Fisher | Geisinger South - Wilkes-Barre | Mike Beltran | St. Francis Hospital (Wilmington) |
| Joe Goyne | Glen Meadows | Perry Focht | St. Joseph Medical Center (Reading) |
| William Lynch | Good Samaritan Hospital (Suffern) | Jason Fraker | St. Joseph Medical Center (Towson, MD) |
| Sean McManus | Good Shepherd Home | John Watson | St. Luke's Hospital - Allentown Campus |
| Scott Remaley | Good Shepherd Penn Partners | Heather Olivetti | St. Luke's Hospital - Anderson Campus |
| Craig Short | Good Shepherd Rehab Center of Bethlehem | Steve Lynch | St. Luke's Hospital - Miners Campus |
| Randy Stubits | Grand View Hospital | Steve Lynch | St. Luke's Hospital - Quakertown Campus |
| Riccardo Cintado | Hackettstown Regional Medical Center | Johna Pierson | St. Luke's Hospital - Warren Campus |
| Diane Riggs | Hampton Behavioral Health Center | Dawn Weaver | St. Luke's University Hospital |
| John McDonough | Hanover Hospital | Keenan Hite | St. Mary Medical Center |
| Mike Fitchet | HealthSouth Rehab - Toms River | Michael Gilmer | Schuylkill Medical Center (E. Norwegian St. - Pottsville) |
| Jean Parsons | HealthSouth Rehab. Hospital - Tinton Falls | Ruth Schu | Schuylkill Medical Center (S. Jackson St. - Pottsville) |
| Michael Jahoda | HealthSouth Rehab. Hospital of Reading | Jeannette Stanard | Shriners Hospital for Children |
| Debbie Rupert | Holy Cross Hospital | Ron Boyer | Somerset Medical Center |
| David Mills | Holy Spirit Hospital | Stanley Jason | Special Care Hospital |
| Linda Lawrence | HSC Pediatric Center, The | Bryon Henry | Springfield Hospital |
| Danny Lawrence | Inglis House | Tom Lawrence | Sunbury Community Hospital |
| Karen Johnson | Kennedy Health System - Cherry Hill Campus | Janet Clouse | Sunrise House |
| Tom Alexandrowicz | Kennedy Health System - Stratford Campus | Ann Holobowicz | Taylor Hospital |
| Chris Platt | Kennedy Health System - Washington Twsp. Campus | Angela Cook | Tyler Memorial Hospital |
| Keith Tworzanski | Kessler Institute for Rehab - North | Michelle Miller | Wayne Memorial Hospital |
| Don Reed | Kessler Institute for Rehab - West | Charles Altemose | WellSpan Health - Gettysburg Hospital |
| Natalie Lizardi | Kessler Rehab Hospital - Chester | Al Gingrow | WellSpan Health - York Hospital |
| Mario Santos | Keystone Center | Todd Gingrich | WellSpan Surgery & Rehabilitation Hospital |
| Tina Barksdale | Kimball Medical Center | Marge Carr | Wesley Enhanced Living - Health Center |
| Carmen Rubio | Kindred Hospital of Philadelphia | Lisa Papp | West Hudson Post Acute Care Center |
| Kathy Brown | Kindred Hospital - South Philadelphia | Tim Dunn | WVHCS - Wilkes-Barre General Hospital |
| Kathy Flynn | | | |

MILLER-KEYSTONE BLOOD CENTER

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David Anderson, M.D.
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Phoenixville Hospital

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Schuylkill Medical Center - South

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Gnaden Huetten, Palmerton*

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Lehigh Valley Health Network

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Schuylkill Medical Center - East

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St. Luke's Univ. Health Network - Bethlehem

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Pottstown Memorial Medical Center

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Donna Cole
Hunterdon Medical Center

Claudia Davis, MTHEW
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Tina Doyle
Schuylkill Medical Center - East

Ronald Feltenberger
*St. Luke's Univ. Health Network -
Miners Memorial*

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St. Luke's Univ. Health Network - Anderson

Denise Fitzgerald
St. Luke's Univ. Health Network - Quakertown

Beth Frey, MT (ASCP)
Reading Health System

Barbara Giannini
Grand View Hospital

Pat Gidosh, MT (ASCP)
Sacred Heart Hospital

Lucile Hough
Blue Mountain Health System - Gnaden Huetten

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

Bernard Klemchak
Grand View Hospital

Marie Koehler, MT (ASCP)
St. Luke's Univ. Health Network - Anderson

Leigh Ann Landis
Phoenixville Hospital

Michel Lloyd, MT (ASCP) SBB
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PollyAnn Maduro, MT (ASCP)
Lehigh Valley Health Network - Hazleton

Daniela Newcomer
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Blue Mountain Health System - Palmerton

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St. Joseph Medical Center

Adrienne Verbilla
Schuylkill Medical Center - South

Diane Wall
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Phyllis Yager, MT (ASCP) SBB
St. Luke's Univ. Health Network - Warren

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Arbor Insurance Group, Inc.*

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Fitzpatrick Lentz & Bubba, P.C.

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Grand View Hospital

Janet Busse
Miller-Keystone Blood Center

Timothy Canfield
TD Bank

Sandra Thomas
Miller-Keystone Blood Center

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John Yurconic Agency*

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Multi-Tech Construction, Inc.

Paula Buchvalt
Air Products

Marie Clemens
Hospital Central Services, Inc.

Mary Diehl
The Morning Call

Sandy Geschardt
Linde Global Helium

Shelly Harkins
*Computer Management and
Marketing Associates, Inc.*

Kim Hellwig
RCN

Heather Kowatch
Capital BlueCross

Jacquelyn Labert
Northampton Community College

Carol Machain
Guardian Life Insurance Co. of America

Shirley Miller
Community Representative

George & Linda Nabb
Dream Events

Nanci Oakley
The Morning Call

Amy Pektor
ALT Realty

Naomi Pratt
Miller-Keystone Blood Center

Sandra Thomas
Miller-Keystone Blood Center

Dan Walsh
Viamedia

Mary Weiss
Guardian Life Insurance Co. of America



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*Senior Vice President & COO
Grand View Hospital*

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St. Luke's University Health
Network - Miners Memorial*

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WellSpan Health System*

Angela Ricco
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Officer
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* In Memoriam

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Chief Operating Officer
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Susan M. Williams, Ed.M.
President and CEO
Lehigh Valley Children's Centers

MANAGEMENT STAFF

[JULY 2013-JUNE 2014]

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Miller-Keystone Blood Center



Stephen A. Gergar
Vice President, Finance &
Chief Financial Officer



D. Kip Kuttner, D.O.
Vice President/
Medical Director
Miller-Keystone Blood Center



Daniel J. Marcante
Vice President & Chief
Operating Officer
HCS Cooperative, Inc.



William N. Moyer
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HCS Cooperative, Inc.



P. Michael Paulsen
Vice President, Operations
HCS Cooperative, Inc.



John Willson
Vice President, Fiscal Services
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DEDICATED TO THE
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Thomas D. Fenstermacher
Vice President, Finance & CFO
December 4, 1990 - December 31, 2013
(Retired)