“Growth is never by mere chance; it is the result of forces working together.” — JAMES CASH PENNEY
A MESSAGE FROM THE PRESIDENT & CHAIRMAN

JAMES CASH PENNEY, THE FOUNDER OF JCPENNEY, ASTUTELY OBSERVED, “Growth is never by mere chance; it is the result of forces working together.”

For HCSC, these forces come in the combination of our employees, whose commitment to our mission is the root of our success; our Boards of Directors, whose leadership and community connection guide our growth; and our valued customers, whose commitment and continued partnership are the reason we continue to flourish.

The past few years have been challenging, both for the healthcare industry and for those that provide its services. Given the varying sizes and scope of the organizations within the industry, the effects of healthcare reform are not felt uniformly.

Since our inception more than 40 years ago, HCSC has grown from serving 10 regional hospitals in the Lehigh Valley to more than 400 healthcare facilities in the mid-Atlantic region. In response to industry-wide challenges, we recognized a slight decrease in corporate revenues this past year. However, as our customers continue to wade through the myriad of changes, our team also monitors each development and diligently evaluates how to best adapt and serve their needs.

HCSC continued to successfully deploy several elements of our long-term strategic plan this year. Most notably, our Linen Services division focused on expanding services while, at the same time, improving our cost-to-serve and capacity position. The rapid growth of our Ambulatory Care Services division, which was launched in 2014, is providing cost-effective solutions for outpatient settings through the ever-expanding alternate site market. Combined with the expansion of our flagship Allentown facility, HCSC’s ability to meet the ever-changing needs of our healthcare customers is being greatly enhanced.

In addition, the Miller-Keystone Blood Center team concentrated on donor optimization initiatives, designed to create operational efficiencies and improve the donor experience. Together, along with our long-standing commitment to quality and service excellence, this important work enables us to meet our simple yet critical mission: providing a continuous and safe supply of blood products required in our community to save lives.

HCSC also nurtures a long-standing and unwavering commitment to education in our communities. This past year, we restructured our Blood Donor Recruitment Scholarship program, expanding the number of scholarships and basing awards on the results of the individual schools’ blood drives during the academic year. By simply hosting one drive or more with Miller-Keystone Blood Center and achieving pre-determined recruitment benchmarks, a student from every high school within our blood services area is guaranteed a scholarship award. As a result of these changes, our scholarships were presented to 26 well-deserving regional high school students. Educational grants were also presented to numerous regional nonprofit organizations, including the Cancer Support Community of the Greater Lehigh Valley, Cedar Crest College’s “Partners in Nursing,” the Children’s Home of Easton, the Hillside School, Lehigh Valley Children’s Centers, LifePath, The Literacy Center, Mercy Special Learning Center, Second Harvest Food Bank and the Weller Health Education Center.

HCSC’s success has been built on the commitment of our employees, the dedication of our Boards of Directors and the support of our healthcare customers. Moving forward, we will continue to develop and deliver programs and services that provide quality and value for our customers and their patients, building on our strengths and helping them prosper in this ever-evolving healthcare environment.

PETER J. CASTAGNA JR.
President-CEO

ROCCO A. DELVECCHIO
Chairman of the Board
“Without continual growth and progress, such words as improvement, achievement and success have no meaning.” — BENJAMIN FRANKLIN
HCSC LINEN SERVICES proudly stands behind its reputation for high-quality, cost-effective solutions and exemplary customer service. It’s a 40-year commitment that continues to serve us well, as 11 agreements totaling 81 existing accounts were renewed this year, while our Linen Services division welcomed three new long-term care facilities and six new acute care hospitals, including the prestigious Robert Wood Johnson Health System in New Jersey.

In spring 2014, HCSC launched an Ambulatory Care Services division in order to keep pace with the rapidly growing non-acute healthcare delivery locations by offering our market-leading linen programs in a service-delivery model. This new service features an enhanced delivery system, customized inventory control and cost management services, while leveraging HCSC Linen Services’ considerable hospital resources to deliver comprehensive programs to a full array of outpatient settings.

Since its launch, the Ambulatory Care Services division has grown, serving more than 250 outpatient centers, including 183 new facilities that were added during this past fiscal year. As patient care continued to shift to these settings, the division launched four service routes and, more recently, introduced a customer survey to ensure client needs are continually evaluated and met. Digital invoicing has also configured to support the Ambulatory Care Services division, and a separate financial report was designed and implemented to ensure we are accurately measuring the cost-effectiveness of the operation. At year’s end, the creation of a customer catalog and other marketing initiatives were also under way.

To accommodate the growth of both the Ambulatory Care Services division and anticipated new hospital business, HCSC also announced plans for a 21,000-square-foot expansion at our Allentown location and began construction this spring. Financing of the expansion included successfully obtaining a retention grant through the PA First Program, a low-interest (PIDA) loan from the State of Pennsylvania and a tax-exempt loan for the remaining project funds required. A groundbreaking ceremony was held in March. We were also proud to be awarded the “Business Expansion Project of the Year” by the Lehigh Valley Economic Development Corporation.

Since the inception of our updated long-term strategic plan, HCSC has recognized an overall increase in market share from 52.1% to 54.4% available hospital beds in our service area. In addition to the expansion of our Allentown facility and Ambulatory Care Services division, key thrusts of the strategic plan also included growth in auxiliary products and a shift in priority marketing efforts to our Baltimore (MD) service region and on-premise laundry customers.
The environment remains a consideration for our organization, as our laundry plants recycled 553,883 pounds of plastic, 61,562 pounds of cardboard and 3,485 pounds of paper this fiscal year. Continued operational and cost management initiatives, combined with ongoing efforts to combat linen loss, successfully contained production expenses, while completed updates to our website and portal provided customers increased stability and faster transaction times.

Opportunities became available this past year for improvement in our energy costs. Crude oil prices continued to fall, due to high inventory levels, concern about lower economic growth in emerging markets and higher exports from Iran. The cost of diesel fuel and regular gas prices were also projected to continue to decline, while we were able to lock in prices for natural gas for most of the fiscal year. Continued growth in electricity prices were expected to continue but at a slower pace than last year.

The price of cotton continued its downward trend, allowing HCSC to secure lower pricing for many of our major linen items over the past year. Product changes and enhancements during this time included the transition to a lightly woven square-on-square patterned thermal bed blanket, designed to increase patient comfort, and increased bath towel weight that offers additional patient care benefits. We also introduced an envelope-style knit contour sheet, which eases bed makeup for caregivers, and enhanced the appearance of our bassinet blankets and bariatric gowns. Finally, our robes and no-cord PJ pants were changed to cobalt blue, 100% poly products that are complementary to all our gowns. We anticipate seeing additional price reductions throughout the coming fiscal year, and upcoming major product changes include a breathable underpad, heavier sheeting and blended closed-weave thermal.
“Never doubt that a small group of thoughtful, concerned citizens can change the world. Indeed, it is the only thing that ever has.”

— MARGARET MEAD
MILLER-KEYSTONE BLOOD CENTER

MILLER-KEYSTONE BLOOD CENTER’S (MKBC) strength resides in our reputation and those who carefully cultivate it through their hard work each year. It is the reason we have been recognized as one of the nation’s most highly regarded, experienced blood centers for more than four decades. Our critical mission is continually met by a professional staff that conduct over 2,000 blood drives annually and volunteers who donate more than 23,000 man-hours in support of drives and other blood center operations. Our impressive history of FDA compliance and ISO certification also demonstrate our commitment to quality and service excellence.

The market reputation Miller-Keystone has built continued to serve us well over the past year, as we remained dedicated to providing a continuum of blood products and services as exclusive blood provider for 26 hospitals in Eastern Pennsylvania and Western New Jersey. At year’s end, we were excited and proud to also be selected as sole blood provider for the Penn State Hershey Medical Center. This important new customer will expand our geographic coverage with an anticipated 12% growth in total revenues.

A focus on transfusion management by our hospital clients resulted in lower volumes of red cell blood shipments this past year, an industry-wide trend we expect will continue in the coming months. Traditional fluctuations in inventory over the summer and winter months, meanwhile, were offset by a variety of successful donor recruitment initiatives.

A summerlong Heroes Blood Drive Challenge competition among regional Fire, Police and EMS personnel gave our warm-weather supplies a much-needed boost, collecting more than 1,200 units, while activities throughout the year with media partners including Adams Outdoor, Cumulus Media, iHeart Media (formerly Clear Channel), La Ola Radio, Pottsville Broadcasting Company, Viamedia, WEEU and WFMZ improved household awareness and ensured the blood needs of our regional hospitals were met without disruption. Increased donor engagement via our website and social media applications, combined with the launch of our mobile app and text messaging options, bolstered communication with new and younger generations of blood donors.

A major emphasis of our long-term strategic plan continued to focus on donor optimization efforts. This included the implementation of the iScreen application, which allows donors to complete their confidential medical history questionnaire prior to arrival on their donation day. iScreen provides our donors with increased privacy, convenience and time savings while reducing errors and product attrition. Additionally, our automation process was standardized to improve efficiency and provide greater flexibility to collect blood based on the demand.

Generous funding secured by our Development Department enabled Miller-Keystone to purchase automated scales that base blood donations on a donor’s weight and height. In addition to preventing the risk of overdraw, the new scales automatically capture the start and stop time of the phlebotomy procedure, thereby decreasing potential documentation errors.

Another priority initiative for the Blood Center is our branding initiative, designed to improve community awareness and enhance the donor experience. Key components of the plan include renovating our donor centers, providing standardized attire for our customer-facing employees and providing entertainment options while donating. We also continue to work
with our employees and volunteers to impart the importance of brand delivery through consistent and high-quality customer service.

This past year, we also enhanced the Blood Donor Recruitment Scholarship program, expanding the number of scholarships and updating eligibility criteria. By hosting one or more drives with MKBC and achieving recruitment benchmarks, a student from each school in our service area can be guaranteed a scholarship award. As a result of this change, awards were presented to 26 well-deserving high school seniors in recognition of their outstanding scholastic achievements, as well as their contributions to the community.

MKBC established a Local Leaders program this past year to recognize the community businesses, schools and other organizations that sponsor highly successful blood drives. Our Local Leaders were presented with a plaque and photo opportunity and were featured in our Community Connection newsletter and on our website and social media.

Over the past year, our 400+ volunteers provided nearly 23,000 hours of service as donor aides, canteen attendants, office support and special event volunteers. Their generous efforts were acknowledged at recognition events in the Lehigh Valley and Berks County.

At year’s end, the Blood Center was honored to be recognized by Lehigh Valley Style magazine for “Best Annual Charity or Social Event” for our annual “Cruise Aboard the LifeLine” signature fundraiser. Our 2015 “Cruise to Woodstock,” chaired by Catherine Jaindl-Leuthe and coordinated by our very dedicated event committee, was attended by more than 400 “concert goers” who enjoyed an evening of fabulous cuisine and wonderful entertainment. The always-exciting live and silent auctions raised a record amount of funding to purchase blood collection equipment, laboratory technology, bloodmobile vehicles and other items critically needed to support the community’s blood program.

YEAR-END NOTES
[June 30, 2015]

TOTAL HOSPITALS SERVED: 26
TOTAL COMMUNITY DONORS REGISTERED: 92,513
TOTAL WHOLE BLOOD DONATIONS: 69,675
TOTAL AUTOMATED COLLECTION DONATIONS: 22,025
TOTAL SPECIAL COLLECTION DONATIONS: 274
TOTAL TRANSFUSABLE BLOOD PRODUCTS PREPARED: 122,494
TOTAL BLOODMOBILE DRIVES: 2,131
TOTAL VOLUNTEER HOURS: 22,867

MKBC LOCAL LEADERS 2014
Air Products and Chemicals
Boytown High School
Daniel Boone High School
East Penn Manufacturing
Kutztown Community Outreach Group
Lehigh University

Lehigh Valley Health Network (Cedar Crest)
Liberty High School
Mister HotShine
Owen J. Roberts High School
Palmerton Community
“There are many ways of going forward, but only one way of standing still.” — FRANKLIN D. ROOSEVELT
HCSC-LINEN SERVICES
Linen Coordinator & Standardization Committee

ANNE MARIE YORK, Chairperson, Doylestown Hospital

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Abington Health Lansdale Hospital
Chris Zvoch
Adventist Rehabilitation Hospital of Maryland
Ramon Soloman
Alaris Health at West Orange
Brennie Salerno
AtlanticCare Regional Medical Center – City Div.
Brennie Salerno
AtlanticCare Regional Medical Center – Mainland Div.
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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
Genevieva Laubach
Blue Mountain H. S. – Palmerton Hospital
Susan Worden
Bon Secours Community Hospital
Mike Heckman
Brandywine Hospital
David Stoudt
Carlisle Regional Medical Center
Danielle Van Wert
CentraState Medical Center
Kathryne Giovannini
Chestnut Hill Hospital
Kevin Rosenthal
Children’s National Medical Center
Rudy Daley
Children’s Specialized Hospital – Mountainside
Jeanette Golden
Children’s Specialized Hospital – Ocean
Joseph Scala
Chilton Medical Center
Kenneth Benson
Clara Maass Medical Center
Guy Voelbel
Community Medical Center (NJ)
Joseph Hickman
Crozer-Chester Medical Center
Renate Rickard
Deborah Heart and Lung Center
Effie Baxter
Delaware County Memorial Hospital
Cathy Esterly
Eastern Regional Medical Center (CTC of Amer.)
Frank Groller
Easton Hospital
Frank Bennett
Elmwood Hills Healthcare Facility
Tom Lonzinski
Endless Mountain Health System
Vance Barto
Fairmount Behavioral Health Center
Paula Lawson
Fellowship Manor/Fellowship Terrace
Steve Petrovich
First Hospital Wyoming Valley
Vance Barto
Friends Hospital
Tony Calbro
Geisinger – Bloomsburg Hospital
Paul Prendergast
Geisinger – Community Medical Center (Scranton)
Isaac Fisher
Geisinger – Shamokin Area Community Hospital
Rose Ernest
Geisinger Health System
Gina Cicco
Geisinger Health System – Marworth
Carl Angelillo
Diane Kline
Geisinger Lewistown Hospital
Joe Goyne
Geisinger South – Wilkes-Barre
William Lynch
Glen Meadows
Sean McManus
Good Samaritan Hospital (Suffern)
Felicia Heller
Good Shepherd Home
Craig Short
Good Shepherd Penn Partners
Blanca Caceres
Good Shepherd Rehab Center of Bethlehem
Riccardo Cintado
Grand View Health
Diane Riggs
Hackettstown Regional Medical Center
John McDonough
Hampton Behavioral Health Center
Mike Fitchet
Hanover Hospital
Jean Parsons
HealthSouth Rehab – Toms River
Michael Jahoda
HealthSouth Rehab. Hospital – Tinton Falls
Debbie Rupert
HealthSouth Rehab. Hospital of Reading
David Mills
Holy Cross Hospital
Linda Lawrence
Holy Spirit Hospital
Danny Lawrence
HSC Pediatric Center, The
Karen Johnson
Inglis House
Tom Alexandrowicz
Kennedy Health System – Cherry Hill Campus
Chris Platt
Kennedy Health System – Stratford Campus
Keith Tworzynski
Kennedy Health System – Washington Twsp. Campus

CONTINUED
2014-15 COMMITTEES  CONTINUED FROM PREVIOUS PAGE

Don Reed
Kessler Institute for Rehab – North
Jose Diaz
Kessler Institute for Rehab – West
Stacy Yoder
Kessler Rehab Hospital – Chester
Tina Barksdale
Keystone Center
Carmen Rubio
Kimball Medical Center
Kathy Flynn
Kindred Hospital – South Philadelphia
Kathy Brown
Kindred Hospital of Philadelphia
Jonathan Curtis
Kindred Hospital Philadelphia – Havertown
Jennifer Rose
Lancaster Rehab Hospital
Willard Mest
Lehigh Valley Health Network
Gina Champion
Lock Haven Hospital
Garrett Bond
Lourdes Medical Center of Burlington County
Keith McNally
Magee Rehabilitation Hospital
James Gibbons
Malvern Institute
Tony McCray
Marlton Rehabilitation Hospital
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Memorial Hospital of Salem County, The
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Mercy Fitzgerald Hospital
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Mercy Hospital of Philadelphia
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Deborah Visconi
Morristown Medical Center
Joseph McCullen
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Gina Faford
Mosser Nursing Home
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Nazareth Hospital
Bahdan Mocula
Newark Beth Israel Medical Center
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Our Lady of Lourdes Medical Center
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Phoenixville Hospital
Sandra Sames
Pocono Medical Center
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Michael Stuka
Regional Hospital of Scranton
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Carmin Gabriele
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Robert Wood Johnson Univ. Hosp. @ Rahway
Yenis Robles
Sacred Heart Hospital
Vincent DiGiacomo
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Peggy Babcock
Saint Clare’s Hospital – Sussex
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St. Francis Hospital (Wilmington)
Perry Focht
St. Joseph Medical Center (Reading)
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Heather Olivetti
St. Luke’s Hospital – Anderson Campus
Steve Lynch
St. Luke’s Hospital – Miners Campus
Steve Lynch
St. Luke’s Hospital – Quakertown Campus
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St. Luke’s Hospital – Warren Campus
Dawn Weaver
St. Luke’s University Hospital
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(E. Norwegian St. – Pottsville)
Ruth Schu
Schuylkill Medical Center
(S. Jackson St. – Pottsville)
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Shriners Hospital for Children
Carmin Gabriele
Somerset Medical Center
Stanley Jason
Special Care Hospital
Bryon Henry
Springfield Hospital
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Sunrise House
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Wayne Memorial Hospital
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WellSpan Health – York Hospital
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WellSpan Surgery & Rehabilitation Hospital
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Lisa Papp
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Tim Dunn
WVHCS – Wilkes-Barre General Hospital
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* In Memoriam
Cruise Aboard the LifeLine Committee

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Paula Buchvalt
Air Products

Marie Clemens
Hospital Central Services, Inc.

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The Morning Call

Shelly Harkins

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Miller-Keystone Blood Center

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Capital BlueCross

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Dream Events

Connie Phillip
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Viamedia
“Great leaders are not defined by the absence of weakness but rather by the presence of clear strengths.” — JOHN ZENGER
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Retired, Chief Financial Officer
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Penn State Health –
St. Joseph Medical Center

William Moyer
President
St. Luke’s University Health
Network – Miners Memorial

Jonathan Pumphrey
Chief Supply Chain Officer
WellSpan Health System

Angela Ricco
Senior Vice President, Supply Chain
Barnabas Health

Ann Marie York
SPD Manager
Doylestown Hospital

Miller-Keystone Blood Center

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Zee Medical Service Co.

John Haney
Chief Operating Officer
St. Luke’s Hospital Physician Group
Management Staff

[July 2014-June 2015]

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D. Kip Kuttner, D.O.
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Chief Financial Officer
HCSC Enterprises, Inc.

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Vice President,
Marketing & Service
HCS Cooperative, Inc.

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

John Willson
Vice President, Fiscal Services
Miller-Keystone Blood Center
“Coming together is a beginning; keeping together is progress; working together is success.” — HENRY FORD
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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 website at www.hcsc.org.