

HOSPITAL CENTRAL SERVICES, INC.



[THE NEW NORMAL]

2021-22 ANNUAL REPORT



“The secret of change is to focus all of your energy,  
not on fighting the old, but on building the new.” – *Socrates*

Socrates' words hold great meaning as we transition into this post-COVID world as a leading regional healthcare services organization. The healthcare heroes in our community worked selflessly on the front lines to save lives throughout the pandemic. They responded to a rapidly changing environment, solved complex problems encountered along the way, where constant innovation became the norm. The HCSC team witnessed this firsthand in the 2,500+ healthcare organizations that we serve in the Mid-Atlantic Region.

HCSC's Linen Services and Miller-Keystone Blood Center divisions, critical extensions of our healthcare customers, began collaborating immediately on short- and long-term solutions as we navigated the peaks and valleys of the pandemic together. Several new innovative programs emerged including blood management and linen conservation programs which have now become the new normal. Blood management programs preserve precious blood inventory through physician benchmarking and evaluating transfusion outcomes data. Linen conservation programs limit the number of touchpoints and replacement frequency in managing linen utilization. Hospitals are able to maintain infection control standards without sacrificing patient satisfaction.

HCSC's Linen and Ambulatory Care Services divisions, like many businesses, have been directly affected by global supply chain challenges and decline in workforce participation. Product sourcing strategies and relationships needed to be evaluated and restructured to respond to market demand and prepare for future global health crises. Balancing work between HCSC's five processing plants, adding overtime and temporary staffing, along with deployment of new programs with an increased focus on workforce recruiting and retention enabled the organization to overcome staffing challenges. These strategies enabled the division to operate without any service interruptions while experiencing exceptional customer satisfaction scores.

Miller-Keystone Blood Center continued to reinvent its blood collection model by expanding the number of donor center sites and satellite locations as blood drives continued to be deemphasized based on school restrictions and more donors now operating in a work-from-home environment. The new Hamilton Street donor center in Allentown opened in February, and MKBC now operates eight satellite locations in the region to meet the needs of donors in targeted areas.

Innovative programs such as our *Adopt-A-Day* and *Community Partnership* programs have now enabled local organizations to direct their members to donation locations with greater flexibility.

The pandemic also provided the opportunity for the organization to reevaluate HCSC's Education Fund. The Miller-Keystone High School Scholarship Program was redesigned and launched and in its first year, awarded 26 scholarships to local high school students to support their graduate studies. Grant awards were also presented to 18 well-deserving non-profit organizations throughout the region, including the Cancer Support Community of the Lehigh Valley, Cedar Crest College's "Partners in Nursing" program, the Children's Home of Easton, Lehigh Valley Center for Independent Living, LifePath, Mercy School for Specialized Learning and VIA of the Lehigh Valley.

Global business leader, Arjun Agarwal recently said, "Now is the time for us to look after the people who work for us. When a company steps up at a time like this, it builds loyalty, commitment, and long-lasting teams."

Our very own healthcare heroes have overcome so many obstacles and challenges and are now reshaping the organization to meet the changing needs of our customers and community. The efforts of HCSC's 1,200+ employees, people who exemplify our corporate values of trust, integrity, passion and customer service in all they do, are complemented and further enhanced by our committee members and Boards of Directors, who provide guidance, advice and valued oversight to the organization. Through this collective commitment, leadership and support, HCSC will continue to navigate, respond and excel in this new normal.



**PETER J. CASTAGNA, JR.**  
President-CEO  
HCS, Inc. & Affiliates



**JOHN HANEY, MBA, LFACHE**  
Chairman of the Board  
Hospital Central Services, Inc.





**“When you set out to create a new product, you usually do not start by trying to think of something completely new. You think of a product or concept that is already ‘normal’ to the world and then try to make it better. You make it Super Normal.”**

*– Dave Morin*

## HCSC COOPERATIVE

# HEALTHCARE LINEN SERVICES

**H**CSC prides itself on several factors that we believe set us apart from our competition, including our commitment to quality, responsiveness, backup production capacity, customer relationship management experience, and management expertise. These factors have served the organization for more than 50 years – and will continue to be its driving force.

Staffing challenges impacted the operations of all HCSC Linen Services plants over the past two years, but as the year was coming to a close, the Operations team was able to decrease the use of overtime and temporary staffing, as productivity was slowly increasing.

Additional challenges faced by the Linen Services team came in the form of rising costs in all areas of operations. The price of cotton has risen an astounding 85% over the past two years. To alleviate much of the impact, the Procurement team extended several linen contracts at the start of the pandemic, freezing purchase pricing through 2021. And although a 15% rise in major patient textile costs was recognized, there were no changes to linen size, weight, or quality.

The company also experienced a significant rise of the cost of plastics, which impacted soiled linen bags, cart liners and covers, as well as plastic wrap for linen items. Utilities, natural gas, electric, water and sewer costs were all higher than the previous year, with diesel and gasoline costs rising exponentially. Additional savings were achieved during the fiscal year by transferring several key accounts to the Camden plant, which is currently HCSC’s most productive facility.



Despite all these challenges, HCSC is proud that product supply disruptions were never experienced by its customers. The company consistently provided rental services throughout the pandemic, resulting in the highest scores HCSC has ever received in the semi-annual Customer Experience Survey.

Feedback from the surveys and customer communications was addressed through quarterly reviews completed with many of the larger health systems in order to review linen utilization, loss prevention measures, and overall service levels. In addition to an increased focus on Linen Awareness in-services, HCSC also sponsored an all-day customer conference at the Wind Creek Event Center in Bethlehem, PA, which included educational sessions and networking opportunities.

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## HCSC COOPERATIVE

Over the past year, HCSC Linen Services completed implementation of “Linen Master,” a full-service, turnkey application that provides operational and accounting software designed to enable laundry providers to operate more cost effectively and efficiently. Features of the system

include advanced security, a customer web portal with a mobile application, cost center billing and financial reporting, extensive scheduling options for customers and items, integration of scrub dispenser systems, cubicle



curtain management, non-sterile pack production and tracking, complex item tracking through RFID or barcode, and delivery tracking and mobile signature capabilities.

The company also partnered with Positek in order to offer customers a state-of-the-art radio-frequency identification based (RFID) garment program. RFID provides a significant benefit over barcode, as the RFID chip does not need to be in a specific location on the garment to be read, improving the accuracy of tracking, sorting and inventory of garments, both at HCSC’s Warehouse and at the customers’ locations.

HCSC updated its Quality Manual over the past year and Healthcare Laundry Accreditation Council (HLAC) inspections were completed at the Kingston, Asbury Park and Camden plants, with all three sites having their certifications renewed. Additionally, the Allentown and Camden facilities both received their Textile Rental Services Association (TRSA) Hygienically Clean Certification, providing both facilities with dual certification.

HCSC’s Ambulatory Care Linen Services division, continued its rapid growth, expanding to more than 2,200 accounts on 21 routes. New alternate care accounts added to the customer base over the past year included locations in the Atlantic Health, Geisinger Health, Lehigh Valley Health Network, and St. Luke’s University Health Network systems. As the new fiscal year approached, the division focused marketing efforts on facilities located in the Philadelphia, Southern New Jersey, and Maryland regions.

## YEAR-END NOTES JUNE 30, 2022

Total Participants: **2,448** Ambulatory Care Accounts: **2,285** Allentown Accounts: **36**  
Kingston Accounts: **38** Asbury Park Accounts: **34** Baltimore Accounts: **26** Camden Accounts: **29**  
Total Beds: **28,648** Total Clean Pounds Shipped: **117,498,085**

“The world has changed many times, and it is changing again. All of us will have to adapt to a new way of living, working, and forging relationships.”

– MIT Technology Review



## MILLER-KEYSTONE BLOOD CENTER

Every two seconds of every day, someone needs blood, yet only 3% of age-eligible people in the United States donate. The COVID-19 pandemic that the world has experienced during the past three years has made the process of blood collection even more challenging. This past year, the Miller-Keystone Blood Center (MKBC) team continued to address and overcome these market forces in order to sustain the organization's mission of providing a safe and continuous blood supply to the region's hospitals.

Like many organizations around the globe, the Blood Center has faced significant staffing challenges as a shortage of healthcare workers continued to plague the industry. The MKBC Operations team responded by adjusting operating hours at each donor center to schedule the same number of donors in fewer total hours. Blood drive cancellations remained high as businesses operated in work-from-home environments and schools implemented new procedures restricting access from outside organizations. An estimated 6,000 potential blood donations were lost due to these cancellations even as many donors from those drives began coming to the donor centers.

MKBC put into place several strategic incentives to improve staff recruitment and retention. In addition to raising salaries for critical roles and implementing retention and referral bonuses, the Blood Center also rolled out block scheduling for Collections Specialists, providing those employees with planned work hours to improve work/life balance. MKBC also partnered with regional phlebotomy schools to offer graduates an exciting career path and tuition reimbursement.

The Center's Operational Excellence and Business Analytics initiatives continued to improve overall performance. Employee onboarding and training was enhanced and streamlined; retraining programs were implemented reducing staff error and waste from discarded products; and 20 information dashboards were introduced to provide detailed and real-time data enabling improved decision making and identification of areas for improvement. The robust data also provides new metrics and business review data that is shared with the 32 hospitals MKBC serves during weekly virtual meetings hosted by the Blood Center Clinical and Operations leadership.

Prior to the pandemic, mobile drives accounted for 60% of all blood collections, with 40% collected at donor centers and satellite locations. Changes in working locations and school policies occurring during the pandemic reversed this model, as now 72% of collections come from donor centers and satellites and only 28% from mobile drives. To capture many of the individuals who traditionally gave during bloodmobile drives, the *Adopt-A-Day* program was introduced two years ago to help support this change in the blood collections model. *Adopt-A-Day* provides blood drive sponsor organizations with the tools and support to direct their constituents to MKBC's donor centers.

The Blood Center also launched the *Thank the Donor*® program this past year, in partnership with several of the region's hospitals, including Geisinger Health, St. Luke's University Health Network and Tower Health/Reading Hospital to enhance the donor/recipient relationship. *Thank the Donor*® enables transfusion recipients or their family to anonymously connect with their specific blood donors, to thank them for their lifesaving generosity with a personal email, photo or short video.

A ribbon-cutting event in February marked the opening of MKBC's seventh Donor Center, located

at Five City Center on Hamilton Street in Allentown. Dozens of leaders from the community including local businesses, Board members, and blood drive sponsors along with regional media representatives, enjoyed meeting the blood center staff and heard remarks from MKBC's President and CEO, Pete Castagna, and Chief Operating Officer, Rami Nemeh, as well as Rob Brooks, Co-Owner of the Lehigh Valley Phantoms and Allentown Mayor Matt Tuerk, a first-time blood donor recognized as the first to give at this new location. Citations from the offices of Pennsylvania State Senators Pat Browne and Susan Wild were also presented at the event.

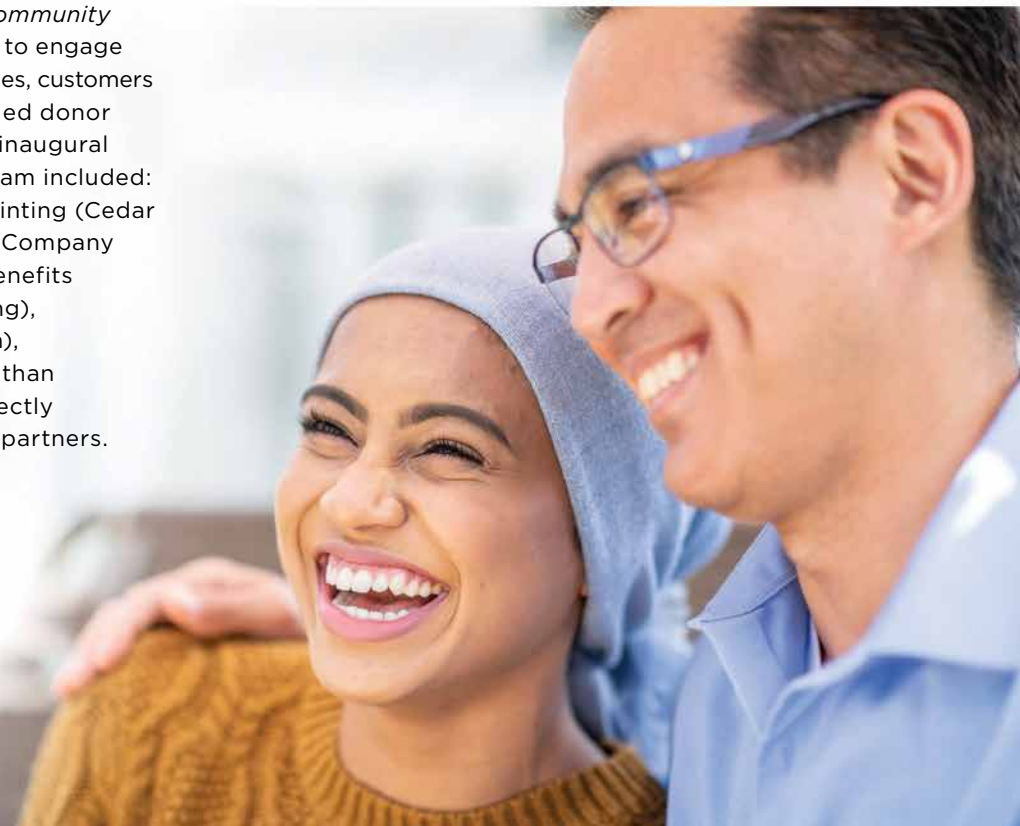


Spring also marked the launch of the *Community Partnership Program*, which was designed to engage local businesses to encourage their employees, customers and social network to donate at an assigned donor center. Participating organizations in the inaugural year of the Community Partnership Program included: Astound Broadband (Bethlehem), EBC Printing (Cedar Crest – Allentown), Bru Daddy's Brewing Company (Hamilton – Allentown), BSI Corporate Benefits (Easton), Classic Harley Davidson (Reading), Susquehanna Brewing Company (Pittston), and EASEL Animal Shelter (Ewing). More than 150 lifesaving blood donations can be directly credited to the work of these community partners.

In April, more than 250 business and community leaders participated in the MKBC 50th Anniversary celebration at the Center Valley Homewood Suites Centennial Event Center. During the event, thirteen 100-gallon blood donors,

five dedicated blood drive sponsors, and four long-time volunteers were recognized for their incredible contributions to the community. Local blood recipient, Sofia Groves, moved the audience with her gratitude for the blood donation community who had recently come together to help save her life. Ashley Russo, President of ASR Media was emcee for the evening and many sponsors helped MKBC raise nearly \$50,000 for the event and included Air Products, ASR Media, BSI Corporate Benefits, Fulton Bank, Geisinger Health,

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## HCSC BLOOD CENTER

HCSC, Highmark Blue Shield, Klunk & Millan, Lehigh Valley Health Network, NCR Payroll & HR Solutions, St. Luke's University Health Network and USI Insurance Services, among others. Another highlight of the evening was the introduction of "Half-Pint," the Blood Center's new bloodhound mascot, who will be appearing at future blood drives, regional schools, local parades and other community events throughout the region.

As our fiscal year came to an end, MKBC joined forces with the Blood Emergency Readiness Corps (BERC), a network of 36 U.S. blood centers that have established an emergency blood supply for use in mass casualty events that require large numbers of blood units. BERC members commit to maintaining a separate dedicated blood inventory to respond to emergency activation on a rotating basis. Just weeks after joining BERC, MKBC was one of the "on call" centers that was contacted to support the local blood needs during the tragic school shooting in Uvalde, Texas.



## 2021 MKBC LOCAL LEADERS

Boyertown Community Blood Drive  
Daniel Boone High School –  
Angela Hohl Memorial  
East Penn Manufacturing  
Fleetwood High School  
Geisinger Medical Center  
Kempton Excavating  
Lehigh University

Lehigh Valley Health Network –  
Cedar Crest  
Lehigh Valley Health Network –  
Muhlenberg  
Lehigh Valley Community Blood Drive  
Mister Car Wash  
Palmerton Community  
Reading Hospital/Tower Health

St. Joseph the Worker Roman  
Catholic Parish  
St. Luke's University Health  
Network – Anderson  
St. Luke's University Health  
Network – Bethlehem  
St. Peter's United Church  
of Christ

## YEAR-END NOTES June 30, 2022

Total Hospitals Served: **32** Total Testing Clients Served: **5** Total Community Donors Registered: **57,700**  
Total Whole Blood Donations: **37,643** Total Automated Collection Donations: **10,994**  
Total Special Collection Donations: **779** Total First-Time Donors: **6,171**  
Total Transfusable Blood Products Prepared: **70,623** Total Bloodmobile Drives: **450**

JULY 2021-JUNE 2022

## HEALTHCARE LINEN SERVICES

### HCSC LINEN COORDINATORS COMMITTEE

Lisa Papp  
*Alaris Health at Kearny*  
Lisa Papp  
*Alaris Health at Belgrove*  
Ramon Salomon  
*Alaris Health at West Orange*  
Justin Mussina  
*AtlantiCare Regional Med Center -  
City Division*  
Justin Mussina  
*AtlantiCare Regional Med Center -  
Mainland Division*  
Brigitte Buie  
*Bacharach Rehabilitation Hospital*  
Danny Rebello  
*Barnabas Health Behavioral Health Center*  
Trish Hendrickson  
*Barnes-Kasson Hospital*  
Margi Monroe  
*Berwick Hospital Center*  
Shelly Rushbrook  
*Capital Health - Hopewell*  
Jennifer Burns  
*Capital Health - Regional Medical Center*  
Francis Andrews  
*Cedarbrook - Allentown*  
Rodney Taylor  
*Cedarbrook - Fountain Hill*  
Luis Marmolejo  
*Centrastate Medical Center*  
Rudy Daley  
*Children's Specialized - Mountainside*  
Rudy Daley  
*Children's Specialized Hospital -  
New Brunswick*  
Oliver Johnson  
*Children's Specialized Hospital - Ocean*  
Denise Blackmore  
*Chilton Medical Center*  
Faith Lockwood  
*Deborah Heart and Lung Center*

Anne Marie York  
*Doylestown Hospital*  
Keith Mosley  
*Encompass Health Rehabilitation  
Hospital of Tinton Falls*  
William Jones  
*Encompass Health Rehabilitation  
Hospital of Toms River*  
Sonia Thompson  
*Endless Mountains Health Systems*  
Dave Watson  
*Fairmount Behavioral Health System*  
Paula Lawson  
*Fellowship Manor*  
Paula Lawson  
*Fellowship Terrace*  
Paula Lawson  
*Fellowship Villa*  
Tim Dunn  
*First Hospital*  
David Zaleski  
*Friends Hospital*  
Greg Gruver  
*Geisinger Encompass Health  
Rehabilitation Hospital*  
Vincent Timpanelli  
*Geisinger Danville*  
Gina Cicio  
*Geisinger Marworth*  
Jay Bohn  
*Geisinger South Wilkes-Barre*  
Lisa Haas  
*Geisinger St. Luke's Hospital*  
Anthony Calabro  
*Geisinger Bloomsburg Hospital*  
Paul Prendergast  
*Geisinger Community Medical Center*  
Rhonda Geedy  
*Geisinger Lewistown Hospital*  
Robert Thew  
*Geisinger Shamokin Area  
Community Hospital*

Jay Bohn  
*Geisinger Wyoming Valley  
Medical Center*  
Luis Perez Muniz  
*Glen Meadows*  
Juan Crofford  
*Good Shepherd Home*  
Andre Walker  
*Good Shepherd Penn Partners*  
Tony Melendez  
*Good Shepherd Rehabilitation  
Center - Bethlehem*  
Greg Wuchter  
*Good Shepherd Specialty Hospital*  
Errol Costello  
*Grand View Health*  
Jane DeWitt  
*Hackettstown Medical Center*  
Johanna Reyes  
*Holy Cross Germantown Hospital*  
Jerry Budwig  
*Holy Cross Hospital*  
Felishia Jordan  
*HSC Pediatric Center (The)*  
Bill Farrell  
*Hunterdon Medical Center*  
Diana Pusey  
*Inspira Medical Center - Elmer*  
Diana Pusey  
*Inspira Medical Center - Mullica Hill*  
Jim Stoffels  
*Inspira Medical Center - Vineland*  
James E Brown, MHA  
*Jefferson Health - Abington*  
Kim Walter  
*Jefferson Health Lansdale Hospital*  
Delwana Simpson  
*Jefferson Health Magee  
Rehabilitation Hospital*

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HCSC LINEN COORDINATORS COMMITTEE

Kori Teets  
*Jefferson Health Methodist Hospital*

Gregory Sizer  
*Jefferson Hospital for Neuroscience*

Elizabeth Ivins  
*Jefferson – Bucks County Hospital*

Troy Williams  
*Jefferson – Cherry Hill*

Christine Casper  
*Jefferson – Frankford Hospital*

Mark Mager  
*Jefferson – Stratford Hospital*

James McQuiggan  
*Jefferson – Torresdale Hospital*

Keith Tworzynski  
*Jefferson – Washington Township*

Tony McCray  
*Kessler Institute of Rehabilitation Hospital @ Marlton – Select Medical*

Ray Duda  
*Kessler Institute for Rehabilitation – North*

Kelly Davis  
*Kessler Institute for Rehabilitation – West*

Paul Whalen  
*Kessler Rehabilitation Hospital – Chester*

Matt Diliegro  
*Keystone Center*

Maria Diluzio  
*Kindred Hospital of Philadelphia*

Christmarie Gonzales  
*Kindred Hospital Philadelphia – Havertown*

Jon Morell  
*Lehigh Valley Health Network – Carbon*

Daryl Grant  
*Lehigh Valley Health Network – Cedar Crest*

Jon Morell  
*Lehigh Valley Health Network – Dickson City*

Zoey Bandy  
*Lehigh Valley Health Network – Hazleton*

Daryl Grant  
*Lehigh Valley Health Network – Muhlenberg*

Maureen Curran  
*Lehigh Valley Health Network – Pocono*

Steve Prutzman  
*Lehigh Valley Health Network – Schuylkill East*

Steve Prutzman  
*Lehigh Valley Health Network – Schuylkill South*

Jeffrey Beisel  
*Lehigh Valley Health Network – Tilghman*

Jeffrey Beisel  
*Lehigh Valley Health Network – Tilghman Surgical Center*

Daryl Grant  
*Lehigh Valley Health Network – 17th & Chew*

Dana Tucker  
*Lehigh Valley Hospital – Hecktown Oaks*

Susan Bylone – Green  
*Mercy Fitzgerald Hospital*

Janice Brown  
*Moravian Hall Square*

Mahmoud Eirekat  
*Morristown Medical Center*

Joseph McCullon  
*Moses Taylor Hospital*

Matthew Linsenbigler  
*Mosser Nursing Home*

Myriam Negron  
*Nazareth Hospital*

John Sousa  
*Newton Medical Center*

Alex Leung  
*Overlook Medical Center*

Dennis Leonardo  
*Penn State Health Hampden Medical Center*

Linda Lawrence  
*Penn State Health Holy Spirit Medical Center*

Ryan Hoopert  
*Penn State Health St. Joseph Medical Center – Downtown Campus*

Erik Aponte  
*Penn State Health – St. Joseph*

Tammy Titus  
*Penn State – Milton S. Hershey Medical Center*

Chris Garges  
*Pine Run Health Center*

Patricia Smallcomb  
*Post Acute Medical Specialty Hospital of Wilkes-Barre*

Joseph Hickman  
*Prospect CCMC, LLC*

Tom Peterson  
*Prospect DCMH, LLC*

Matt Paitek  
*Prospect Springfield Hospital, LLC*

Ebonee Poindexter  
*Prospect Taylor Hospital, LLC*

Robert Geiser  
*Regional Hospital of Scranton*

Andres Suren  
*RWJBarnabas Health Clara Maass Medical Center*

Rob Dietrick  
*RWJBarnabas Health Community Medical Center – Toms River*

Victoria Taylor  
*RWJBarnabas Health Cooperman Barnabas Medical Center*

Joseph Rivers  
*RWJBarnabas Health – Hamilton*

Antoine Anderson  
*RWJBarnabas Health Jersey City Medical Center*

Dave Hanos  
*RWJBarnabas Health Monmouth Medical Center*

Kevin P. Caci  
*RWJBarnabas Health Monmouth Medical Center – Southern Campus*

Manual Matthias  
*RWJBarnabas Health Newark Beth Israel Medical Center*

Danielle Damion  
*RWJBarnabas Health – Rahway*

Jaime Paredes  
*RWJBarnabas Health – Somerset*

David Rieth  
*RWJBarnabas Health – University Hospital*

Matthew Williams  
*Salem Medical Center*

Jennette Stanard  
*Shriners Hospitals for Children*

Leslie Klock  
*St. Francis Assisi House*

Alain Makidi  
*St. Francis Hospital*

Reginald Williams  
*St. Francis Medical Center – Trenton*

Anna Wilkins  
*St. Luke’s Hospital – Allentown Campus*

Dan English  
*St. Luke’s Hospital – Anderson Campus*

Vicky Unitis  
*St. Luke’s Hospital – Carbon Campus*

Martha Marmol  
*St. Luke’s Hospital – Easton Campus*

James McGinley  
*St. Luke’s Hospital – Lehigh Campus*

Jen Cramer  
*St. Luke’s Hospital – Miner’s Campus*

Kyle Warning  
*St. Luke’s Hospital – Monroe Campus*

Trudy Moyer  
*St. Luke’s Hospital – Sacred Heart Campus*

Johna Pierson  
*St. Luke’s Hospital – Warren Campus*

Matt Ernst  
*St. Luke’s University Hospital*

Eric Sankovsky  
*St. Luke’s Upper Bucks Hospital*

Keenen Hite  
*St. Mary Medical Center*

Borys Kolodij  
*St. Mary Rehabilitation Hospital*

Keith Brennan  
*Thomas Jefferson University Hospital*

Jonathan Weaver  
*Tower Health Brandywine Hospital*

John Pancoast  
*Tower Health Chestnut Hill Hospital*

Eric Creaney  
*Tower Health Phoenixville Hospital*

Jill Robinson  
*Tower Health Pottstown Hospital*

Sherlyn Weitzel  
*Tower Health Reading Health Rehabilitation Hospital*

Uyen Nguyen  
*Tower Health Reading Hospital*

Amanada Gonzales  
*Tower Health – Jennersville*

Baylen Botts  
*Tower Health – St. Christopher’s Hospital for Children*

Jeffrey Kloss  
*Tyler Memorial Hospital*

Carl Shygelski  
*Wayne Memorial Hospital*

Daniel Liard  
*WellSpan Gettysburg Hospital*

Brenda Theurer  
*WellSpan Good Samaritan Hospital*

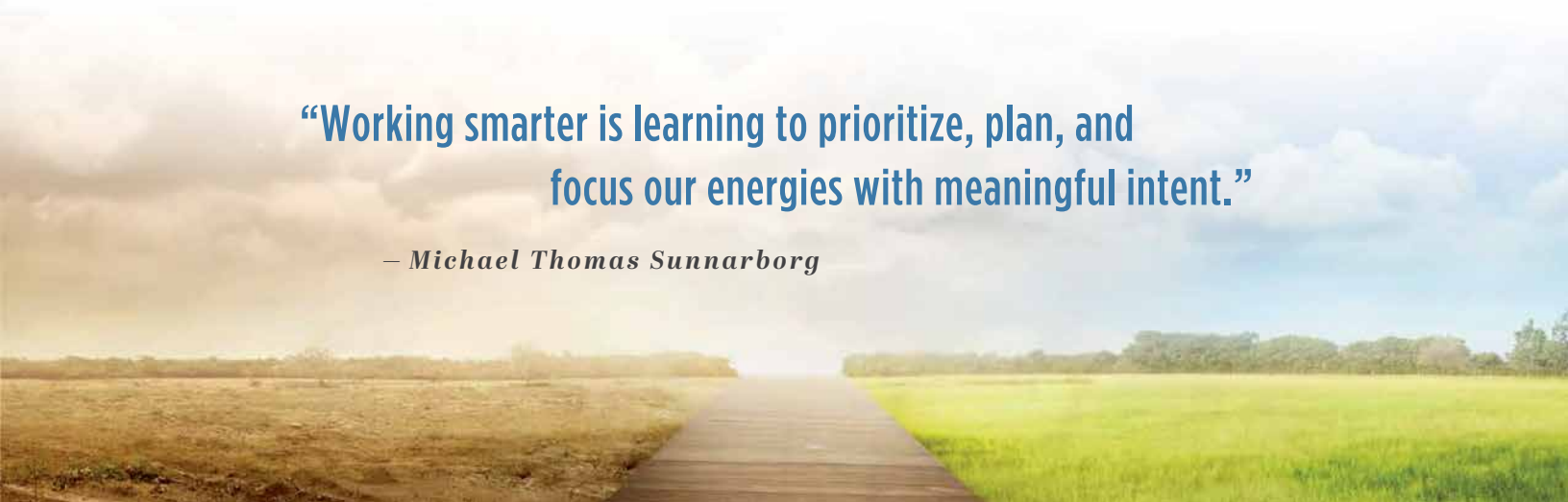
Raymond Sechrist  
*WellSpan Surgery and Rehabilitation Hospital*

Robin Glass  
*WellSpan York Hospital*

Nancy White  
*Wesley Enhanced Living – Apartments*

Nancy White  
*Wesley Enhanced Living – Health Center*

Patty Summeral  
*Wilkes-Barre General Hospital*



“Working smarter is learning to prioritize, plan, and focus our energies with meaningful intent.”

– Michael Thomas Sunnarborg

## MILLER-KEYSTONE BLOOD CENTER

### MEDICAL ADVISORY COMMITTEE

David Anderson, MD  
*St. Luke's University Health Network - Miners*

Christopher Chapman, MD  
*St. Luke's University Health Network - Bethlehem*

Peter Clifford, DO, PhD, MS  
*Lehigh Valley Health Network - Schuylkill, Hazleton*

Deline Da Costa, MD  
*St. Luke's University Health Network - Warren*

Gustaaf De Ridder, MD, PhD  
*Geisinger*

Irwin Hollander, MD  
*Grand View Health*

Amanda E. Haynes, DO  
*Geisinger*

Atef Labeed, MD  
*St. Luke's University Health Network - Upper Bucks*

Elsie Lee, MD  
*Lehigh Valley Health Network*

Marvin Lessig, DO  
*Summit Medical Group*

Emily Miller, MD  
*St. Luke's University Health Network - Anderson*

Randin Nelson, MD  
*Geisinger*

Maria Pedemonte, MD  
*Hunterdon Healthcare*

Michael Sherman, MD  
*St. Luke's University Health Network - Miners*

Sharon Swierczynski, MD  
*Tower Health*

Adam Toll, MD  
*St. Luke's University Health Network - Monroe*

Megan Kovacs  
*Lehigh Valley Health Network*

Danielle Kozich  
*Lehigh Valley Health Network - Schuylkill*

PollyAnn Maduro  
*Lehigh Valley Health Network - Hazleton*

Michael McMahon  
*Lehigh Valley Health Network*

Carol Motto  
*St. Luke's University Health Network - Geisinger/Sacred Heart*

Ajsha Nikocec  
*St. Luke's University Health Network - Bethlehem*

Kahul G. Patel  
*Summit Medical Group*

Karen Paul  
*St. Luke's University Health Network - Warren*

Debbie Phillips  
*St. Luke's University Health Network - Bethlehem*

Kaitlyn Reis  
*St. Luke's University Health Network - Warren*

Laura Sayegh  
*Lehigh Valley Health Network*

Norine Schenck  
*St. Luke's University Health Network - Upper Bucks/ Easton*

Karen Semensky  
*St. Luke's University Health Network - Easton*

Jennifer Serafin  
*Geisinger Wyoming Valley*

William Siemers  
*Hunterdon Healthcare*

Casey Sousa  
*St. Luke's University Health Network - Anderson*

Courtney Sutkowski  
*Tower Health*

Linda Terry  
*Lehigh Valley Health Network - Schuylkill*

Bethany Thren  
*St. Luke's University Health Network - Allentown*

Andrea Vallance  
*Hunterdon Healthcare*

Melanie Vanderbeck  
*St. Luke's University Health Network - Carbon*

Tricia Vaughan  
*St. Luke's University Health Network - Bethlehem*

Theresa Wegrzyn  
*St. Luke's University Health Network - Bethlehem*

Lisa Young  
*Geisinger Scranton*

### BLOOD BANK SUPERVISORS COMMITTEE

Amy Allvord  
*Geisinger*

Diane Amey  
*St. Luke's University Health Network - Easton*

Susan Amundsen  
*Lehigh Valley Health Network - Hazleton*

Sharon Argue  
*Grand View Health*

Laura Bailey  
*Lehigh Valley Health Network*

Sharon Burdick  
*Geisinger Lewistown*

Jennifer Carver  
*Geisinger*

Donna Cole  
*Hunterdon Healthcare*

Jennifer Collins  
*Lehigh Valley Health Network - Schuylkill*

Lisa DeBlass  
*Geisinger Wyoming Valley*

Noreen K. Ductor  
*Geisinger Scranton*

Katherine Fabian  
*Lehigh Valley Health Network*

Chelsea Farling  
*St. Luke's University Health Network - Upper Bucks*

Jeana Figueiredo  
*Grand View Health*

Melissa Gallmoyer  
*Tower Health*

Tammy Germini  
*Geisinger Lewistown*

Courtney Getz  
*St. Luke's University Health Network - Monroe*

Ashley Giannotti  
*St. Luke's University Health Network - Geisinger*

Nancy L. Gollie  
*Lehigh Valley Health Network - Muhlenberg*

Melissa Grohotolsky  
*Lehigh Valley Health Network*

Diane Guererro  
*St. Luke's University Health Network - Anderson*

Lucille Hough  
*St. Luke's University Health Network - Allentown*

Cindy Huffman  
*Tower Health*

Jessica Hufford  
*Geisinger*

Cynthia Hunt  
*St. Luke's University Health Network - Carbon*

Patricia Killian  
*St. Luke's University Health Network - Miners*

### DEVELOPMENT COMMITTEE

Lina Barbieri  
*Miller-Keystone Blood Center*

Everitt F. Binns, PhD  
*Eastern PA EMS Council (retired)*

Eric Blew  
*Pennsylvania Insurance Alliance*

Peter J. Castagna, Jr.  
*Miller-Keystone Blood Center*

Dayna Edelman  
*Barry Isett & Associates*

Laurie Hackett  
*Air Products*

Rosanne Minarovic  
*Miller-Keystone Blood Center*

Rami Nemeh  
*Miller-Keystone Blood Center*

Todd Quann  
*Lehigh Valley International Airport*

Christopher Roff  
*Miller-Keystone Blood Center*

Dan Walsh  
*Viamedia*

Jeffrey Warren  
*Progressive Consulting Strategies*

**“Whatever the mind  
can conceive and believe,  
it can achieve.”**

—Napoleon Hill



JULY 2021-JUNE 2022



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Dan Confalone  
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Tim Fehr  
*CEO, BerkOne*

Often when you think you're at the end of something,  
you're at the beginning of something else.

– Fred Rogers



## LEADERSHIP TEAM

JULY 2021-JUNE 2022 IN ALPHABETICAL ORDER



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Mark G. Angeny, BS  
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David Camardella, MBA  
*Vice President,  
Information Technology,  
HCSC Enterprises, Inc.*



Stephen A. Gergar, MBA, CMA  
*Vice President, Finance &  
Chief Financial Officer,  
HCSC Enterprises, Inc.*



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



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



William N. Moyer, MBA  
*Vice President,  
Marketing & Service,  
HCS Cooperative, Inc.*



Rami Nemeh, BS, MT  
*Chief Operating Officer,  
Miller-Keystone  
Blood Center*



Eric D. Yeakel, MBA  
*Vice President,  
Administration,  
HCS Cooperative, Inc.*

“Strength doesn’t come from what you can do. It comes from overcoming the things you once thought you couldn’t.”

– Rikki Rogers







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