



This past year HCSC continued to evolve and respond to meet the rapidly changing needs of hospitals and health systems in the region. This resulted in an 8% growth in revenues as the customer base continued to grow and new products and services were introduced. HCSC's team of more than 1,200 employees continued to exemplify the core values of trust, integrity, passion, and customer service every day. Their combined efforts shape the company's culture with a vibrant spirit of communication and collaboration.

The Laundry & Linen Division's growth was led by the expansion of the relationship with Jefferson Health as the system added three new hospitals and extended the current agreement for an additional five years. Jefferson Health also plans on leveraging the many services HCSC offers to improve their linen utilization and reduce linen losses. The Ambulatory Care Linen Services Division continued to grow its outpatient customer base while also expanding its regional footprint, marked by the opening of a new distribution hub in Baltimore, MD.

Miller-Keystone Blood Center focused efforts and technology investments to increase the blood donor base and engage the next generation of donors. In July 2023, a \$1.6 million fundraising campaign was launched to replace several bloodmobiles in its fleet, and the response of the community has been encouraging to date. During the year, several initiatives were launched including a redesigned website, a new mobile donor app, a monthly e-newsletter that now reaches more than 30,000 supporters, as well as a quarterly e-newsletter specifically designed for Legislative Officials.

This past year also saw the launch of a new company - HCSC Solutions Inc., a division built to provide business analytics services. Through standard and custom dashboards, HCSC Solutions has created a suite of products and services that empowers users to make informed decisions to improve operational performance and create opportunities for growth. The division signed its first customer, Gulf Coast Regional Blood Center, during the fiscal year and has a robust funnel of new business opportunities as it heads into its second year of operations.

HCSC once again reinforced its commitment to the community through the impactful work of the HCSC Education Fund. Fifty scholarships were awarded to students and schools across the region, recognizing their important contributions to the community's blood supply. Additionally, the Fund provided grants to fifteen non-profit organizations in the region that focus on health education, furthering our collective efforts to make a positive difference in the community.

For over half a century, HCSC has established itself as a mission critical provider of services to the region's healthcare organizations. The company remains focused on delivering innovative solutions and programs, enabling those healthcare providers to fulfill their lifesaving missions to the community that we all serve.

Peter J. Castagna, Jr., President & CEO

HCS, INC. & AFFILIATES

John Brown, Chairman of the Board



2024 HCSC EDUCATION FUND GRANT RECIPIENTS

- Big Brothers Big Sisters
- Burn Prevention
 Foundation
- Boy Scouts Minsi Trails
 Council
- Cancer Support
 Community of the
 Greater Lehigh Valley
- Cedar Crest College "Partners in Nursing"
- Center for Humanistic Change
- Children's Home of Easton
- Community Music School of the Lehigh Valley
- Emmanuel United
 Methodist Church
- Fund to Benefit Children
 & Youth
- Immaculata University
- Lehigh Valley Center for Independent Living
- LifePath
- Mercy School for Specialized Learning
- Via of the Lehigh Valley

HCSC Laundry & Linen Services

The HCSC Laundry and Linen Services Division continued to gain new inpatient and outpatient clients this past year, while also strengthening its presence in the Delaware Valley region. Jefferson Health extended their current agreement for five years and also converted three recently acquired hospitals including Jefferson Einstein Hospital (Philadelphia, PA), Jefferson Einstein Montgomerv Hospital (East Norriton, PA), and Jefferson Moss-Magee Rehabilitation Hospital (Elkins Park, PA), Saint Peter's University Hospital (New Brunswick, NJ) and Beebe Healthcare (Lewes, DE) were also welcomed into the Cooperative. Additionally, several long-time customers renewed contracts including Penn State Health, St. Luke's University Health Network, Doylestown Hospital, and Grand View Health.



HCSC's Ambulatory Care Linen Services Division made significant strides in the past year and is now serving 2,272 healthcare facilities across 22 routes. To support the business growth, a second Ambulatory Care Services hub was opened at HCSC's Baltimore Plant which successfully launched four new routes.

At the core of the Laundry & Linen Services Division is a foundation of service excellence, rapid response, quality products and services designed to reduce costs and improve efficiencies. At the core of the Laundry & Linen Services Division is a foundation of service excellence, rapid response, quality products and services designed to reduce costs and improve efficiencies. Feedback is critical to ensure the customer is satisfied with current services and has the opportunity to help shape future programs through the use of Customer Score Cards, Quarterly Business Reviews, and Customer Experience Surveys. In addition, the company offers a variety of tools including Linen Loss audits, On-Premise Laundry (OPL) costing analyses and enhanced Linen Utilization studies to assist health care systems in reducing their total linen program costs and improving patient satisfaction.

This past year saw the launch of a Full-Service Scrub Suit Management Program. This offering, which has been well received by the customer base, includes advanced RFID-capable equipment and remote inventory monitoring, providing customers with enhanced control and efficiency in their operations.

Investments were also made in automating the processing plants as the company initiated a planned retooling of the washroom in the Asbury Park, NJ plant. HCSC received critical support from the City of Asbury Park, which provided an employee retention stipend to assist employees that were furloughed while work was completed. Upgrading the Asbury Park plant will enable HCSC to better serve the growing New Jersey market, where the business continues to expand. Another major capital investment included new ultraviolet (UV)-enhanced microbial reduction systems which were

installed across all plant locations. This advanced system enhances the oxidation process and improves stain removal and whiteness, while virtually eliminating organic contaminants, ensuring the highest standards of cleanliness and safety for customers.

Improving the impact of the business on the environment continued to be a key priority, and results were positive as energy consumption was reduced by 11% on a BTU per pound basis while water consumption was reduced by 16% compared to the previous year. Additionally, the combined Laundry plants recycled 750,000 pounds of plastic, cardboard, and paper.

Customers depend on HCSC's ability to exceed industry standards and maintain accreditation across the company. All five processing plants maintained accreditation through the Healthcare Laundry Accreditation Council (HLAC) and/or the Textile Rental Services Association (TRSA) certification.

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Formal succession planning and leadership development also continued to be a high priority as the company launched a training and development program for mid-level managers. This workshop format is designed to provide managers with the skills to better lead their teams while also preparing them for future potential promotions, as HCSC has historically relied on internal succession planning as a critical part of the organizational strategy.



HCSC Solutions, Inc.

Six years ago, HCSC's Information Technology team developed a business analytics function to support Blood Center and Laundry & Linen Services division operations. The creation of real-time data dashboards enabled leadership to leverage data assets using customizable and comprehensive dashboards to enhance strategic decision-making and streamline problem-solving across the organization.

The program evolved into an advanced dashboard network that has transformed company-wide processes, leading to improved efficiencies, error reductions and lower operating costs. Recognizing that many organizations face similar challenges, HCSC Solutions Inc. was created to offer these customizable solutions to other community blood centers and adjacent businesses.

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The new line of business includes:

Insight

A suite of dashboards specifically developed for the blood banking industry. These dashboards track the entire process from donor collection and lab testing to product storage and distribution.



Intelligence

A series of individual dashboards designed to monitor and analyze specific organizational areas like finance, human resources, philanthropy, or continuous improvement.



Solutions Consulting

Services offered on a time and materials basis, providing expertise in Power BI, SQL, querying, data warehousing, Excel forms, and more.



HCSC Solutions secured its first customer, Gulf Coast Regional Blood Center, and is currently working with several other blood centers and potential verticals.

Miller-Keystone

Blood Center

As the only community blood center headquartered in the Lehigh Valley and serving the region's hospitals, Miller-Keystone Blood Center provides critical transfusion services to more than three million residents across an 18-county area. In addition, the Blood Center coordinates activities with several national organizations to deliver emergency blood supplies and services when mass casualty events or other natural disasters occur.

This past year, as hospitals continued to return to prepandemic conditions, the Blood Center focused on implementing technologies and increasing marketing efforts to expand the base of blood donors. Nationally, there has been a significant turnover and decline in blood donations during the pandemic, which has required reestablishing relationships and recruiting the next generation of donors.

Technology investments began with the launching of the newly redesigned giveapint.org website. The new site offers a streamlined user experience with a clean, professional look and user-friendly navigation. It



simplifies essential tasks like scheduling appointments and accessing the donor's personal online portal, ensuring that everyone can easily find what they need. The site's enhanced features include clear menu options, real-time updates on our community's blood supply, new corporate videos, comprehensive details on upcoming blood drives, donor promotions, and stories about the impact of blood donation in the community.



At the close of the fiscal year, the highly anticipated MKBC Donor Mobile App was launched and made available to both Android and Apple users. This app brings our community blood center to donors who depend on and utilize their smart phone for managing their daily activities. Donors now have access to eligibility dates, blood drive locations, appointment scheduling, and the ability to complete their donor history questionnaire on their mobile devices prior to donating.

The Blood Center also launched several new marketing programs designed to improve donation frequency and engage new potential donors. Leading the list of these initiatives was the "Frequent Lifesavers Club," designed to recognize and celebrate those who regularly give the gift of life. This program enables donors to earn rewards faster, further strengthening the blood

center/donor relationship. In addition, the "Drops" recruitment program was introduced to assist organizations that sponsor blood drives in the region to encourage their employees to donate blood. "Drops" is a collaborative partnership designed to educate and engage employees about the critical importance of blood donation and its impact on the health of the community. By providing monthly content for newsletters, emails, social media, or digital displays at these sponsoring organizations, "Drops" ensures that important messages and information about blood donation support scheduled blood drives and reinforce a continuous spirit of giving all year long.

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Miller-Keystone

Blood Center

Communication efforts were also enhanced with the introduction of a monthly e-newsletter, titled Community Connection Drops, reaching more than 30,000 blood donors, blood drive coordinators, financial supporters, and volunteers. Later in the year, this outreach was expanded with the launch of the MKBC Bulletin, a quarterly e-newsletter tailored specifically for local, regional, and state Legislative Officials.

Recognizing businesses, schools and community organizations that take a leadership role in running blood drives and encouraging donations is a key component of our giving thanks for their efforts. During the past academic year, more than seventy regional high schools partnered with MKBC to host blood drives. To recognize those outstanding efforts, over forty Blood Donor Recruitment Scholarships were awarded, while more than two hundred and fifty red cords were distributed for those individuals to wear proudly on graduation day. The Blood Center is also evaluating ways to enhance our scholarship program and restructure the "My Blood, Your Blood" education program, all aimed at nurturing the next generation of lifesavers.

This year saw the launch of the Blood Center's Appreciation Series; events held in the Spring and Fall to honor blood donors, volunteers, financial supporters, and organizations that sponsor drives. Sixteen community organizations were recognized as 2023 Local Leader award recipients. The Local Leader program showcases the power of collective effort, honoring businesses, schools, church groups, and other organizations that demonstrate extraordinary work by sponsoring bloodmobile drives and collecting a minimum of 200 units of blood in a single year.

2023 LOCAL LEADER RECIPIENTS:	
2023 LOCAL LEADER RECIPIENTS.	
Baps Shri Swaminarayan Mandir	718 Units
East Penn Manufacturing	706 Units
Kempton Excavating	392 Units
Lehigh Valley Health Network - Cedar Crest	370 Units
St. Joseph the Worker Parish	367 Units
Daniel Boone High School - Angela Hohl Memorial Drives	357 Units
St. Luke's University Health Network-Bethlehem	339 Units
Pediatric Cancer Foundation of the LV	339 Units
Air Products	297 Units
St. Peter's United Church of Christ	291 Units
Fleetwood High School	274 Units
Governor Mifflin High School	273 Units
Reading Hospital/Tower Health	248 Units
Geisinger Medical Center	245 Units
Lehigh University	224 Units
In Memory of Allison Perno Drives	213 Units



Connecting transfusion recipients with the specific blood donors that impacted their life creates a special bond and provides powerful personal stories that exemplify how the community works together to save lives. Two years ago, MKBC took an exciting step forward in connecting our community by launching the "Thank the Donor®" program. This initiative allows transfusion recipients to confidentially express their gratitude to the donors who saved their lives. To

Miller-Keystone

Blood Center

date, nearly 900 MKBC blood donors have received heartfelt messages from grateful recipients or their families. highlighting the impact of their blood donation and the powerful bonds created.

The "Celebrate Hope" program provides the opportunity for transfusion recipients to meet their lifesaving blood donors in person. In May, the Blood Center hosted a "Celebrate Hope" event at the St. Luke's University Health Network Anderson Campus, where transfusion recipient Maria Callanan of Easton met two of the generous donors whose selfless acts saved her life. In addition, Dr. John Wilson, MD, Medical Director of Emergency Medicine for the St. Luke's University Health Network, spoke at the event about the state of the nation's blood supply and the importance of proactive and responsive communication between the hospital and blood center.

As the fiscal year drew to a close, the Development Department celebrated receiving several commitments and gifts for the Blood Center's Bloodmobile capital campaign. In addition, MKBC welcomed the forty Founding Members of the newly created Tech Heroes leadership giving program. Founding Member's combined gifts helped the Blood Center purchase several important pieces of equipment including a courier vehicle and two centrifuges.

On the regulatory front, MKBC took a significant step forward by joining blood centers nationwide in adopting the new, individual risk-based blood donor eligibility guidelines set forth by the FDA. These updated standards reflect our commitment to inclusivity and safety, ensuring that every potential donor, regardless of ethnicity, gender, or sexual orientation, has an equal opportunity to contribute to the community's blood supply.

Year-End Statistics

38,565 TOTAL WHOLE BLOOD **DONATIONS**

8,459 **TOTAL FIRST-TIME DONORS**

10,490 **TOTAL AUTOMATED**

DONATIONS

965 TOTAL MOBILE **BLOOD DRIVES**

TOTAL SPECIAL COLLECTION DONATIONS

TOTAL ADOPT-A-DAY EVENTS

59,098 TOTAL REGISTERED **DONORS**

TOTAL VOLUNTEER HOURS

97,874

TOTAL TRANSFUSABLE BLOOD PRODUCTS PREPARED



HCSC

Paula Lawson | FELLOWSHIP TERRACE

Paula Lawson | FELLOWSHIP VILLA

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Lisa Papp | ALARIS HEALTH AT BELGROVE Kathy Rich | Fox Chase Cancer Center Lisa Papp | ALARIS HEALTH AT KEARNY David Zaleski | FRIENDS HOSPITAL Ramon Salomon | ALARIS HEALTH AT WEST ORANGE Anthony Calabro | GEISINGER BLOOMSBURG Justin Messina | ATLANTICARE REGIONAL MEDICAL CENTER - CITY DIVISION Paul Prendergast | GEISINGER COMMUNITY MEDICAL CENTER Justin Messina | ATLANTICARE REGIONAL MEDICAL CENTER - MAINLAND DIVISION Vincent Timpanelli | GEISINGER DANVILLE Danny Rebello | BARNABAS HEALTH BEHAVIORAL Greg Gruver | GEISINGER ENCOMPASS HEALTH REHAB HOSPITAL HEALTH CENTER Trish Hendrickson | BARNES-KASSON HOSPITAL Rhonda Geedy | GEISINGER LEWISTOWN HOSPITAL Jason Willis | BEEBE HEALTH - LEWES CAMPUS Gina Cicio | GEISINGER MARWORTH Karl Schu | BERWICK HOSPITAL CENTER Vincent Timpanelli | GEISINGER SHAMOKIN AREA COMMUNITY HOSPITAL Faith Grant | CAPE REGIONAL MEDICAL CENTER Jav Bohn | GEISINGER SOUTH WILKES-BARRE Shelly Rushbrook | CAPITAL HEALTH - HOPEWELL Kendall Foulk | GEISINGER ST. LUKE'S HOSPITAL Jennifer Burns | CAPITAL HEALTH - REGIONAL MEDICAL CENTER Jay Bohn | GEISINGER WYOMING VALLEY MEDICAL CENTER Francis Andrews | CEDARBROOK - ALLENTOWN Tyrone Wesley | GLEN MEADOWS Rodney Taylor | CEDARBROOK - FOUNTAIN HILL William Fritz GOOD SHEPHERD HOME Luis Marmolejo | CENTRASTATE MEDICAL CENTER Andre Walker | GOOD SHEPHERD PENN PARTNERS Rudy Daley | CHILDREN'S SPECIALIZED HOSPITAL -Tony Melendez GOOD SHEPHERD REHABILITATION MOUNTAINSIDE CENTER - BETHLEHEM Rudy Daley | CHILDREN'S SPECIALIZED HOSPITAL -NEW BRUNSWICK Greg Wuchter | GOOD SHEPHERD SPECIALTY HOSPITAL Oliver Johnson | CHILDREN'S SPECIALIZED Gary Bonar | GRAND VIEW HEALTH HOSPITAL - OCEAN Jariel Gonzalez | CHILTON MEDICAL CENTER Sophia Archer | HACKETTSTOWN MEDICAL CENTER Faith Lockwood | DEBORAH HEART AND LUNG Johanna Reves Holy Cross GERMANTOWN CENTER HOSPITAL Anne Marie York | DOYLESTOWN HOSPITAL Johanna Reves | HOLY CROSS HOSPITAL Keith Mosley | ENCOMPASS HEALTH Felishia Jordan | HSC PEDIATRIC CENTER (THE) REHABILITATION HOSPITAL OF TINTON FALLS Bill Farrell | HUNTERDON MEDICAL CENTER William Jones | ENCOMPASS HEALTH Joanina Grusemeyer INSPIRA MEDICAL CENTER -REHABILITATION HOSPITAL OF TOMS RIVER **ELMER** Sonia Thompson | ENDLESS MOUNTAINS HEALTH Matthew Williams INSPIRA MEDICAL CENTER -**SYSTEMS** Dave Watson | FAIRMOUNT BEHAVIORAL HEALTH Joshua Clark INSPIRA MEDICAL CENTER - MULLICA HILL Paula Lawson | FELLOWSHIP MANOR Diana Pusey INSPIRA MEDICAL CENTER - VINELAND

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ABINGTON

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Jeffrey Beisel Lehigh Valley Health Network - TILGHMAN SURGERY CENTER

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Christian Moreano | ST. JOSEPH'S HEALTH

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Kristen Powis | ST. LUKE'S UNIVERSITY HEALTH

Kaitlyn Reis | ST. LUKE'S UNIVERSITY HEALTH NETWORK

S Roberts Miller | GRAND VIEW HEALTH

Joseph L Rudic | TEMPLE HEALTH

Dana Sanchez | ST. LUKE'S UNIVERSITY HEALTH NETWORK

Laura Sayegh | LEHIGH VALLEY HEALTH NETWORK

Norine Schenck | ST. LUKE'S UNIVERSITY HEALTH NETWORK

Karen Semensky | ST. LUKE'S UNIVERSITY HEALTH NETWORK

Jennifer Serafin | GEISINGER

Megan Servian | ST. LUKE'S UNIVERSITY HEALTH NETWORK

William Siemers | HUNTERDON HEALTH

Casey Sousa | ST. LUKE'S UNIVERSITY HEALTH NETWORK

Courtney Sutkowski | TOWER HEALTH

Linda Terry | LEHIGH VALLEY HEALTH NETWORK

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Andrea Vallance | HUNTERDON HEALTH

Melanie Vanderbeck | ST. LUKE'S UNIVERSITY HEALTH NETWORK

Stephen Wasylkowski | st. luke's university HEALTH NETWORK

Theresa Wegrzyn | ST. LUKE'S UNIVERSITY HEALTH NETWORK

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Ron Ticho | CHIEF OPERATING OFFICER - CHOOSE HEALTHY LIFE

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VICE PRESIDENT, ADMINISTRATION
HCSC LAUNDRY & LINEN SERVICES

"If everyone is moving forward together, then success takes care of itself."

- Industrialist Henry Ford

Hospital Central Services, Inc. & Affiliates

Corporate Office

2171 28th Street S.W., Allentown, PA 18103

HCSC-Linen Services

2139 28th Street Allentown, PA 18103

Rear, 310 Market Street Kingston, PA 18704

224 Broadway Camden, NJ 08104

1005 Memorial Drive Asbury Park, NJ 07712

3001 Cowan Avenue Baltimore, MD 21223

HCSC-Ambulatory Care Division

759 Roble Road, Suite 2 Allentown. PA 18109

3001 Cowan Avenue Baltimore, MD 21223

Miller-Keystone Blood Center

1465 Valley Center Parkway Bethlehem, PA 18017

1255 S. Cedar Crest Boulevard, Suite 1300 Allentown, PA 18103

Five City Center, 740 Hamilton Street, Suite 105 Allentown, PA 18101

3765 Nicholas Street, Suite B Easton, PA 18045

400 Route 315, Suite E Pittston. PA 18640

2745A Leiscz's Bridge Road Reading, PA 19605

400 Main Boulevard East, Suite 601 Ewing, NJ 08638

For more information about Hospital Central Services, Inc. or any of its affiliates, call 610-791-2222 or 800-444-HCSC (4272), or visit our website at HCSC.org.

