



IN HIGH GEAR

ANNUAL REPORT FY2017



Blood Bank of Hawaii



1

2017
BOARD OF
TRUSTEES

2

HAWAII
DESERVES
A COMMUNITY
BLOOD BANK

3

ROAD
TO
RESILIENCE

5

FINANCIAL
HIGHLIGHTS

6

COMMUNITY
CONTRIBUTIONS

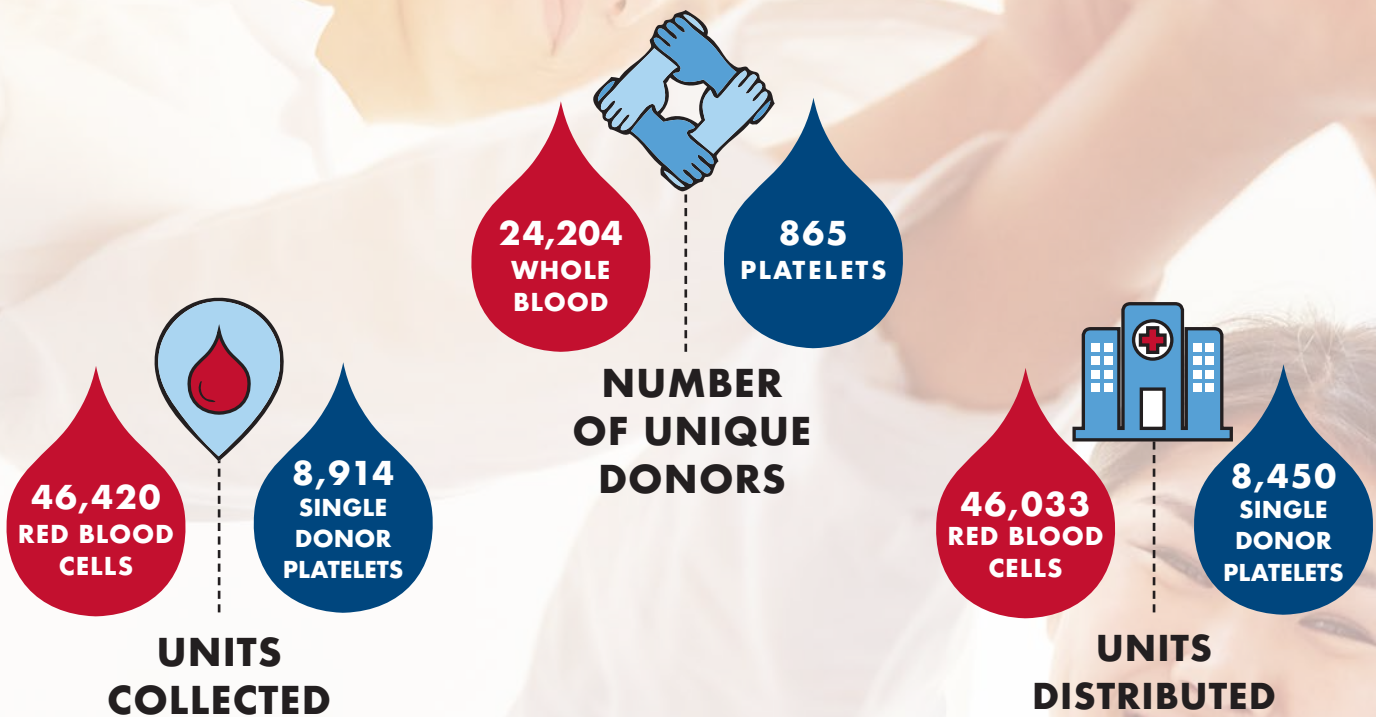
7

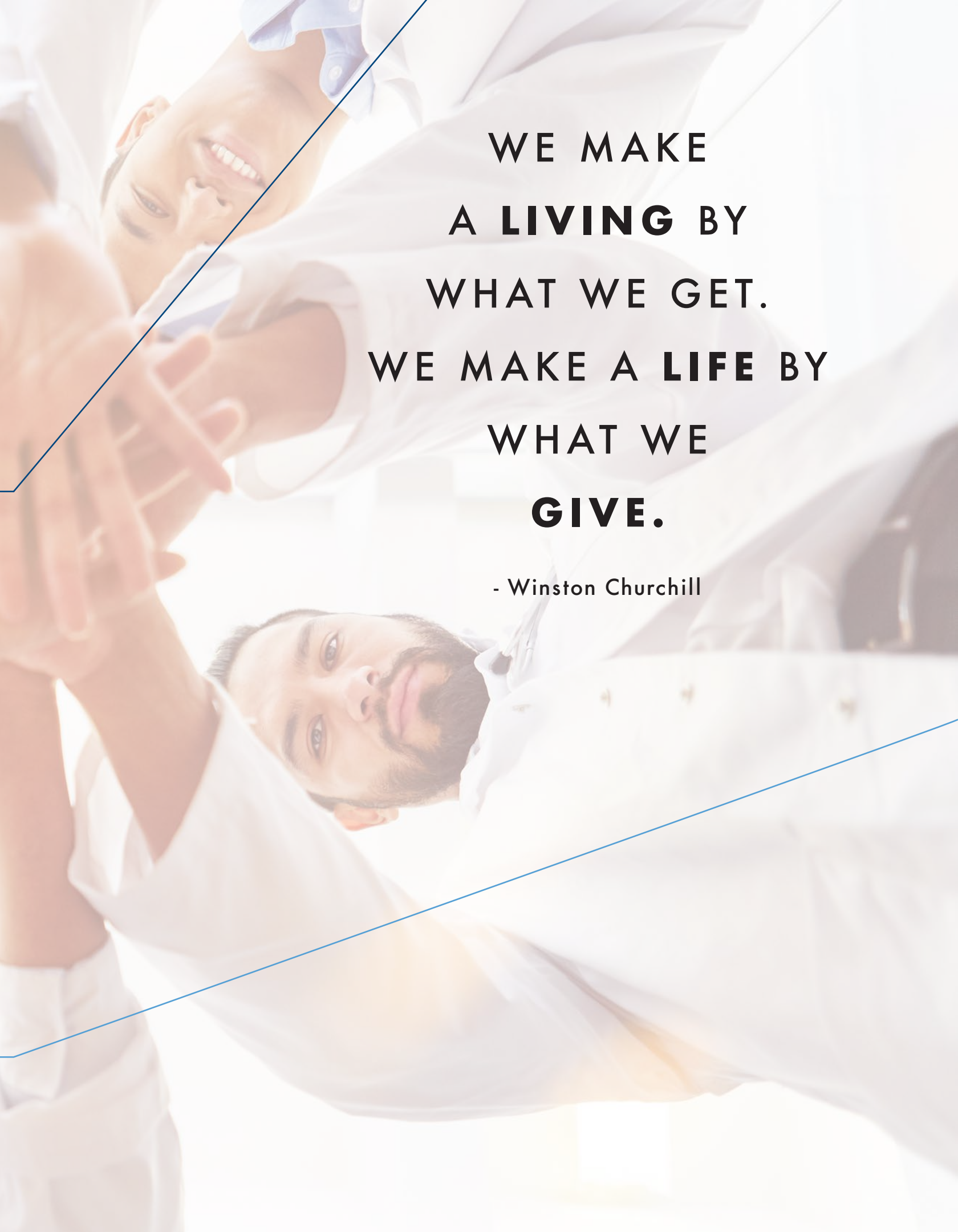
LIFESAVER
CLUBS

8

HIGH SCHOOL
LIFESAVER
CLUBS

FY2017 VITAL STATISTICS



A group of people, mostly men, are shown from the chest up, wearing white long-sleeved shirts. They are arranged in a human pyramid formation, with their hands stacked on top of each other. The person at the top is a woman with dark hair, smiling. Below her are several men, some looking towards the camera. The background is bright and slightly blurred. Two thin blue diagonal lines cross the image: one from the top left towards the center, and another from the bottom left towards the center.

WE MAKE
A **LIVING** BY
WHAT WE GET.
WE MAKE A **LIFE** BY
WHAT WE
GIVE.

- Winston Churchill

2017 BOARD OF TRUSTEES

OFFICERS

Patrick D. Ching - Chair
President & Chief Operating Officer
Servco Pacific Inc.

Kim-Anh T. Nguyen, MD, PhD - President
President & Chief Executive Officer
Blood Bank of Hawaii

Robert S. Harrison - Treasurer
Chairman & Chief Executive Officer
First Hawaiian Bank

John T. Komeiji - Vice President/Secretary
President & General Manager
Hawaiian Telcom

Timothy R. Cottrell, PhD - Vice President
Head of School
Iolani School

Jill F. Shimokawa Higa - Vice President
Senior Executive Vice President
Bank of Hawaii

Gary A. Okamoto, MD - Vice President
Chief Medical Officer
AlohaCare

Markus S. Taib - Vice President
President & Chief Operating Officer
MVNP

Lori L. McCarney - Immediate Past Chair
Chief Executive Officer
Bikeshare Hawaii

TRUSTEES

Jason C. Chang
Executive Vice President & Chief
Operating Officer
The Queen's Health Systems

Susan K. Eichor
President & Chief Operating Officer
aio

Patty Foley
Senior Vice President, Human Resources
Central Pacific Bank

Darryl W. Glaser, MD
Kapiolani Medical Center for
Women and Children

William F. Gleason
Retired
William Gleason & Associates

David Lassner, PhD
President
University of Hawaii

Raymond P. Vara, Jr.
President & Chief Executive Officer
Hawaii Pacific Health

Veronica Kaneko
President & Managing Director, Retired
McDonald's Restaurants of Hawaii

John L. Knorek
Director
Torkildson, Katz, Hetherington, Harris
& Knorek

Tyler M. Tokioka
Vice President External Affairs
Island Insurance Companies

Ku`uhaku Park
Vice President of Government &
Community Relations
Matson, Inc.

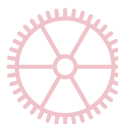
Avi Mannis
Senior Vice President of Marketing
Hawaiian Airlines

Joseph P. Viola
Vice President, Legal Department
Hawaiian Electric Company

James S. Wataru
President
United Public Workers

HONORARY TRUSTEES

Walter A. Dods, Jr.
Chairman of the Board
Matson



Warren H. Haruki
Chief Executive Officer
Grove Farm

EX-OFFICIO

Jerry Van Meter, MD
President
Honolulu County Medical Society

Bernard Robinson, MD
President
Hawaii Medical Association

2017 BLOOD BANK REAL PROPERTIES (BBRP) BOARD

Warren H. Haruki
President

William D. Balfour, Jr.
Vice President

John C. Brogan
Vice President

Chief Lionel E. Camara, Retired
Vice President

Robert S. Katz, Esq.
Vice President

Kim-Anh T. Nguyen, MD, PhD
Vice President

Roger J. Wall
Secretary/ Treasurer

Russell Okata



Rick Ching
Board of Trustees Chair

HAWAII DESERVES A COMMUNITY BLOOD BANK

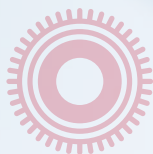
As the sole provider of blood and blood products for all hospitals statewide, Blood Bank of Hawaii (BBH) plays a vital role in our community's public health and disaster preparedness. Hospitals rely on BBH's partnership to support programs and services our community needs, and deserves.

BBH provides the blood which enables the infrastructure to exist for hospital programs such as organ transplants, heart surgeries, trauma centers, neonatal and pediatric intensive care units and oncology centers. Without the blood on the shelves and readily available, these programs would not be possible. In addition to blood products, BBH is home to 50 percent of the

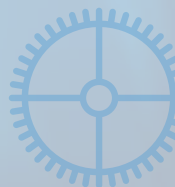
State's transfusion medicine medical expertise and 40 percent of the supporting technical expertise. Hawaii needs the local services and reliability from a community blood program that a mainland organization cannot provide.

As a remote island group, it's essential we all rally together to ensure we have a community blood supply and continue our legacy of saving lives for generations to come.

On behalf of BBH and the Board of Trustees, we thank you for joining us on this journey and partnering with us on the road ahead.



Kim-Anh T. Nguyen, MD, PhD
President and CEO



ROAD TO RESILIENCE

Resilience is defined as the ability to recover from setbacks, adapt well to change, and keep going in the face of adversity. BBH has had a tough road the past several years as we forged ahead with the uncertainties of the rail project, unexpected outbreaks of disease and shifting challenges in the healthcare industry. As blood banking experts, we reimagined our business model and pushed paradigms to successfully fulfill our lifesaving mission.

A Phased Approach

The adage of “go slow to go fast” has been key to strategic planning and our response to the rail project. Initially we focused on relocating the primary donor center, expanding mobile operations and ensuring donors had convenient

donation locations. After two years we have rebounded and proven our ability to meet patient blood needs while being fiscally responsible.

Meanwhile we conducted an exhaustive search for a new suitable location to relocate our headquarters, which includes blood component manufacturing, reference laboratory, hospital services, mobile staging, warehouse and supporting departments. With due diligence and research, we had many false starts, ran into dead-ends and at times, felt lost. With guidance and support from our Board of Trustees, support from the community and State government officials, we persevered.

Technological and medical advances, emergent diseases, national disasters—all impact the blood banking industry. Here in Hawaii, we continue to evolve our operations, adapt to changes in the marketplace, and strive to innovate.

We remain committed to our legacy of saving lives and providing a safe, reliable and uninterrupted blood supply for Hawaii’s patients.

"Festina lente." Make haste slowly.

- Augustus Caesar, First Emperor of the Roman Empire

While the search continued and donor base stabilized, we focused on our other outward facing customers, Hawaii's hospitals. To ensure they have the blood necessary to support their programs with 24/7 service, we are in the process of creating a STAT blood depot on the 3rd floor of the donor center on Young Street. The additional blood distribution center will mitigate the risk for access issues and unexpected rail construction issues impacting blood deliveries.

Go Slow to Go Fast

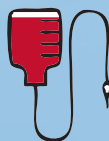
Next step is securing a parcel of land to build the new home safeguarding Hawaii's blood supply for the next decades. Developing a solid

strategic plan, completing phase one, and getting phase two well underway, has taken time. The progress has been slow and proven effective. With all the pre-work done over the last several years and a plot of land selected, BBH is in high gear now, poised to go fast and purposefully into the final phase of the rail response plan.

We've recovered from setbacks, adapted our operations, and persevered through adversity. BBH continues to evolve, embracing change and defining a new culture of resilience. We are agile and flexible, focused not just on surviving, but thriving in the face of change.



HOSPITAL / PATIENTS



DONORS



DIVERSIFICATION

EVOLVE 5 YEARS AGO

- Met basic needs
- Only platelet automated collections strictly in-center
- Required testing

- BBH-centric donor history questionnaire (DHQ)
- Conservative eligibility requirements

- Minimal cellular therapy (collections only)

ADAPT TODAY

- Patient safety initiatives:
 - Bacteria detection
 - Universal leukoreduced blood
 - Universal Zika testing
- Increased efficiency with automated collections:
 - Triple platelets
 - Double red cells
 - Mobile program

- Universal DHQ
- Eligibility requirements loosened to match national standards of practice
- Opened doors to 16-year-old donors

- Focus on building infrastructure for future services

INNOVATE IN THE FUTURE

- Fully implemented automated collections:
 - Platelets, plasma and red cells
 - In donor center and on mobiles
- Pathogen reduction

- Electronic and abbreviated DHQ
- Agile to adapt to changes in national standards as leader in the industry

- Add new business initiatives:
 - Source plasma
 - Bio-sourcing - processing lab
 - Cellular therapy - collections and processing lab

FY17 FINANCIAL HIGHLIGHTS

FINANCIALS (IN 000s)	FY2013	FY2014	FY2015	FY2016	FY2017
OPERATING REVENUE TOTAL	\$17,107	\$17,608	\$16,344	\$16,892	\$17,512
OPERATING EXPENSES TOTAL	(16,478)	(15,918)	(16,676)	(17,643)	(17,012)
NET OPERATING MARGIN	630	1,690	(332)	(751)	500
NON-OPERATING REVENUE TOTAL	1,849	408	125	362	1,263
NON-OPERATING EXPENSE TOTAL	0	(590)	(573)	(327)	0
NET CHANGE IN ASSETS	2,478	1,508	(780)	(716)	1,763

BALANCE SHEET (IN 000s)	FY2013	FY2014	FY2015	FY2016	FY2017
ASSETS	\$18,073	\$19,479	\$19,715	\$19,435	\$20,205
LIABILITIES	(3,330)	(3,228)	(4,244)	(4,680)	(3,687)
NET ASSETS	14,744	16,252	15,471	14,755	16,518



**SPECIAL THANKS TO MATSON
FOR DONATING SHIPPING SERVICES
FOR OUR NEW BLOODMOBILES**



IN-KIND DONATIONS

AIPA Properties, LLC
 Alexander & Baldwin
 American Assets Trust
 Auntie Sally Kaleohano's Luau Hale
 Cameron Center
 Castle & Cooke, Inc.
 Castle Resorts & Hotels
 CBRE Group, Inc.
 Church of the Holy Cross
 Colliers Monroe Friedlander, Inc.
 Dave's Hawaiian Ice Cream

COMMUNITY CONTRIBUTIONS

As the community blood program, BBH relies on the generosity of local businesses & organizations which provide support in a variety of ways. Whether it's an individual, foundation, grant, or commemoration of life, financial donations help us face unexpected changes and navigate challenges. Many businesses and organizations also play a special part in partnering on our life-saving mission and provide cost-free locations for blood drives, donate resources, and offer promotional support or services. **We are grateful for all the community support.**

ORGANIZATION DONATIONS

\$17,271

BOH Live Kokua Giving Foundation

\$10,000

Hawaiian Electric

\$5,000

McDonald's Restaurants of Hawaii

\$3,500

Donate Well General Fund

\$2,500

Fidelity Charitable

\$1,500

Matson Navigation

INDIVIDUAL DONATIONS

\$4,600

In memory of Michael Hong

\$500-\$999

In Memory of Grace Uno
Executive Women International
– Honolulu Chapter
Winifred Harada

\$100-\$499

Aloha United Way
Amazon Smile
Benevity Community Impact Fund
Chevron – Your Cause
Patrick J. Duarte
Desmond Kotake
Morgan Stanely Cyber Grant
Morgan Stanely Employee Donation
In Memory of Wythe Braden

UNDER \$100

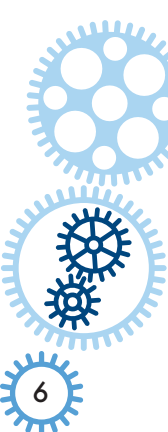
Wesley Fong
Daniel Menda
Network for Good
PayPal Giving Fund
Waialeke Center
In Memory of Ricky Hau
In Memory of Joyce &
Romaine Pinkerton
In Memory of James V. Shilzony
In Memory of Karen Wilkinson



Douglas Emmett, Inc.
Friends for Life Hilo
Grand Naniloa Hotel
Hale Mahaolu
Hale Mahaolu Home Pumehana
Hawaii Pastors Roundtable
Hawaii Reserves, Inc.
Hawaii State Teachers Association
Retirees
Hawaiian Airlines
HMSA
Honpa Hongwanji Hilo Betsuin

Hui Okinawa
Kalihi Business Associations
Kamaka Air
Kamoi Snack-n-Go
Kaunoa Senior Center
Kihei Community Center
Kiwanis Clubs
Lions Clubs International
McDonald's Restaurants of Hawaii
MMI Realty Services, Inc.
Molokai Drugs Inc.
Ohana Broadcast Company

Pacific Ink & Art Expo
Pearlridge Center
PM Realty Group
Pulama Lanai
Puna Hongwanji Mission
Retired & Senior Volunteer Program (RSVP)
Ruby Tuesday's
Shriners Hospitals for Children
Sofos Realty Corporation
US Army Reserves Hilo



LIFESAVER CLUBS

With the relocation of the primary donor center to BBH Young Street facility, we planned for a two-year recovery period to rebuild our donor base. To adapt, we increased mobile blood drives on Oahu with the addition of two new bloodmobiles and several pop-up donation locations. Lifesaver Clubs (LSC) embraced the challenge and partnered with BBH to reach new donors to meet Hawaii's patient needs. LSC are companies and organizations which host, sponsor and recruit for blood drives to help meet the community blood needs of Hawaii's hospitals and patients. **Their commitment, passion and heroic efforts ensured there was enough blood on the shelves for Hawaii's loved ones.**

1132 Bishop
369 Air Force Recruiting Squadron
677 Ala Moana
aio
Alii Place
Aloha Stadium Dental Associates
ALTRES
American Savings Bank, F.S.B.
Anchor Church
Bank of Hawaii
BMW of Honolulu
BYU Hawaii
C4 Christ Centered
Community Church
Calvary by the Sea Lutheran Church
Calvary Chapel
Castle Medical Center
Central Pacific Bank
Chaminade University of Honolulu
Cherry Blossom Festival
Church of the Holy Cross
City & County of Honolulu
County of Hawaii
CrossFit 808
CrossFit HTF
Cycle City, Ltd.
Dauterman Healthcare-Mobility
Delta Airlines
Dr. K.B. Chun & Sons
Enterprise Holdings
Federal Building
First Hawaiian Bank
First Presbyterian Church of
Honolulu at Koolau
Foodland Supermarket Ltd.
Friendship Baptist Church
GEICO Insurance

GP Roadway Solutions
Grand Hyatt Kauai
Group 70 International
Hale Pawa'a
Halekulani Hotel
Hapuna Beach Prince Hotel
Hawaii Coffee Company
Hawaii County
Hawaii County Police Department
Hawaii Egg Company, Inc.
Hawaii Medical Service Association
Hawaii Pacific Health
Hawaii Pacific University
Hawaii Shotokan Karate
Hawaii State Teachers Association
Hawaii USA Federal Credit Union
Hawaiian Electric Company
Hawaiian Telcom Main
Hawthorne Cat
HELCO
HiEmployment
Hilton Worldwide
Holy Family Catholic Academy
Honolulu Fire Department
Honolulu Police Department
Honpa Hongwanji Hawaii Betsuin
Hyatt Centric Waikiki Beach
Iglesia Ni Cristo Waipahu
Impact Fellowship
Islands Hospice
JN Preowned
Kailua Community Church
Kailua Seventh-day Adventist
Kailua United Methodist Church
Kaimuki Christian Church
Kaiser Permanente
Kaneohe Yacht Club

Kapilina Beach Homes
Kapiolani Women's Center
Kauai County
Keller Williams Realty
Ko Olina Beach & Sports Club
Kualoa Ranch
Legal Aid
Locations LLC.
Longs Drugs Hawaii Regional
Business Office
Lutheran Church of Honolulu
Manoa Innovation Center
Marriott
Mary, Star of the Sea Church
Matson Navigation
Matson Terminals
Maui Economic Opportunity
Mauna Kea Beach Hotel
Moanalua Gardens
Missionary Church
Monsanto Company
Nā Lama Kukui
New Hope
Oahu Transit Services, Inc. (TheBus)
Ono Construction
Our Lady of Good Counsel
Our Lady of Sorrows
Pacific Beach Hotel
Pacific Guardian Center
Pacxa
Pepsico
ProService Hawaii
Resurrection of the Lord
Catholic Church
Rising Phoenix Jaycees
Rotary Club
Sea Life Park

Servco Pacific, Inc.
 Shepherd Ohana
 Shriners Hospitals for Children
 Simplex Grinnell
 Spectrum
 St. Ann's Church
 St. Elizabeth Catholic Church
 St. John Lutheran Church
 St. John Vianney Parish
 St. Joseph Church
 St. Stephen Catholic Church
 Starwood Hotels & Resorts
 State of Hawaii
 Taste Tea
 The Arc in Hawaii

The Bridge Church of the Nazarene
 The Church of Jesus Christ
 of Latter-Day Saints
 The Kahala Hotel & Resort
 The Modern Honolulu
 The Queen's Health Systems
 The Ritz-Carlton Residences,
 Waikiki Beach
 The Shops at Dole Cannery
 Title Guaranty
 Tony Group Autoplex
 UFC Gym
 Unity Church of Hawaii
 Universal Protection Service
 University of Hawaii Systems

Wahiawa General Hospital
 Wahiawa Hongwanji Mission
 Wahiawa Seventh-day Adventist
 Waianae Coast Comprehensive
 Health Center
 Waikale Center
 Waimanalo Seventh-day
 Adventist Church
 Ward Village
 Waterfront Plaza
 Wells Fargo
 Wong Ohana
 Word of Life Christian Center
 Wyndham Bali Hai Villas
 Youth Challenge Academy



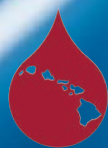
HIGH SCHOOL LIFESAVER CLUBS

In 2017 BBH welcomed 16-year-olds as new blood donors to join their counterparts across the nation. Throughout Hawaii, 41 high schools hosted 91 blood drives and collected 5,873 units of blood. **Student donations contribute 12% of the state's blood supply, a 3% increase over the previous academic year.**

Admiral Arthur W. Radford
 High School
 Aiea High School
 Damien Memorial School
 Farrington High School
 H. P. Baldwin High School
 Henry J. Kaiser High School
 Hilo High School
 Iolani School
 Island Pacific Academy
 James B. Castle High School
 Kahuku High & Intermediate School
 Kailua High School
 Kaimuki High School
 Kalaheo High School

Kalani High School
 Kamehameha Schools
 - Hawaii Campus
 Kamehameha Schools
 - Kapalama Campus
 Kamehameha Schools
 - Maui Campus
 Kapaa High School
 Kapolei High School
 Kauai High School
 King Kekaulike High School
 Lanai High School
 Le Jardin Academy
 Leilehua High School
 Maryknoll High School

Mid-Pacific Institute
 Mililani High School
 Moanalua High School
 Nanakuli High & Intermediate School
 Pearl City High School
 Punahou School
 Roosevelt High School
 Sacred Hearts Academy
 Saint Francis School
 Saint Louis School
 Waiakea High School
 Waialua High & Intermediate School
 Waianae High School
 Waimea High School
 Waipahu High School



Blood Bank of Hawaii

2043 DILLINGHAM BLVD
HONOLULU, HAWAII 96819-4024
BBH.ORG