



**Blood Bank of Hawaii**

# TURNING POINT

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• ANNUAL REPORT

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**RUSSELL OKATA**





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# Alone, together.

**Rick Ching**  
**Board of Trustees Chair**



**A**s we prepared individually and collectively during the 2018 record hurricane season, it reinforced our isolation, but equally so our interdependence and connectivity as an island state.

**I**solation. Interdependence. Connectivity. These three factors define the way in which Blood Bank of Hawaii executes its mission to provide a safe and reliable blood supply for all of the state's civilian hospitals.

Due to our geographic isolation, we alone bear the distinguished responsibility of meeting one hundred percent of patient demand. Honoring those patients and the medical professionals who support their transfusion needs in the most efficient way possible has been at the core of every business decision we've made.



Our bloodmobiles played a crucial role in our success this past year.

As a result, Blood Bank of Hawaii and the neighbor island hospitals engage in intricate coordination of delivering and rotating viable red blood cells, plasma and platelets that is only possible through daily air cargo shipments between our islands.

But the business of blood banking is not only about reliable product delivery, it's about making human connections and building a community of 24,000 annual donors throughout the islands. To accomplish this, we hosted blood drives on Oahu, Kauai, Hawaii, Maui, Lanai, and Molokai made possible with the dedication and assistance of our staff working alongside invaluable community sponsors and volunteers, who are the heartbeat of our organization.

This year, the Board approved an important decision that will shape our organization for decades to come. Purchasing the site of our future headquarters in Kapolei represents a bold step in reinforcing our commitment to serve the entire state of Hawaii. Regardless of the challenges that our islands may face, Blood Bank of Hawaii will continue to play a critical role in Hawaii's healthcare delivery on every island. Working together with our many supporters, we'll contribute to a strong health infrastructure and network of resilience, which benefits every Hawaii resident and visitor alike.

As I enter my final year as Board of Trustees Chair, I'd like to thank the many wonderful people I've had the privilege of working with. To serve as a leader for such a noble cause has been among the highlights of my life. I'll always remember this time fondly.



# A state of change.

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



# **H**awaii is getting a modern makeover. Or more specifically, the island of Oahu. It's this shift in direction that thrust us into our own change of course.

In 2016, the planned Honolulu Rail Transit construction route forced us to terminate donor operations at our Kalihi headquarters and relocate to Young Street, shuttering what had been a thriving donor center for 40 years. This closure directly affected both our blood supply and our methods of collecting blood. We lost 30% of our Dillingham donors, were forced to import blood from the mainland, and had to collect the majority of local donations via bloodmobiles.

We needed a new home, but we refused to rush our search. Our approach had to be methodic, strategic, and thorough. So we steadily trekked along the path to a new location, not knowing where it'd lead us, but certain that eventually we'd get there. And, after years of looking, I am more than thrilled to announce that we've found our future headquarters.

## **The West Won Us**

We've purchased the land for our new home in Kapolei. This means that for the first time in our nearly 75-year history, our headquarters will be located outside of Honolulu. This also means that in order to safeguard and secure the State of Hawaii's blood supply, we've had to re-envision our operation.



Heading west towards our new home in Kapolei.

OSCAR VOSS

We plan on relocating our manufacturing plant, testing laboratory, and distribution center to Kapolei, while maintaining the Young Street Donor Center as the main donor center and a second distribution site in town. Over time, we also plan on shifting back to a 50% mobile / 50% donor center blood donation model, which will be more economically sustainable. Kapolei will house our administrative headquarters and mobile collections base of operations.

Despite these changes to our organization, we promise to not lose sight of our mission to be Hawaii's sole, reliable source of blood.

## Safety

Because blood transfusions are the most common medical procedure, we're always looking for ways to make transfusions safer and better tailored for patients' therapeutic needs. For example, all platelets are tested for the presence of contaminating bacteria, but this past year we changed our bacterial detection technology and processes to boost the sensitivity. These enhancements increase the detection of contaminated platelets and prevent their transfusion, further improving their margin of safety.

## Availability

Universal blood types O+ and O- are the highest in demand but not always abundant among the donor population, so we're constantly looking for ways to maintain adequate supplies in an economically sustainable way. That's why this year we introduced "MAX RED," a new automated (apheresis) technology to collect a double dose of red cells from each donation, safely returning platelets and plasma to the donor. For donors with type O or rare type red cells, MAX RED allows us to better match that donor's blood type with current patient needs, maximizing the donor's life saving gift at the point of donation: maximum impact, in real time.

## Our Inflection Point

In business an inflection point is defined as "a time of significant change in a situation; a turning point." This year marks the beginning of a new chapter in our history. It's bright and scary and thrilling to be a part of. Mahalo for all your support.



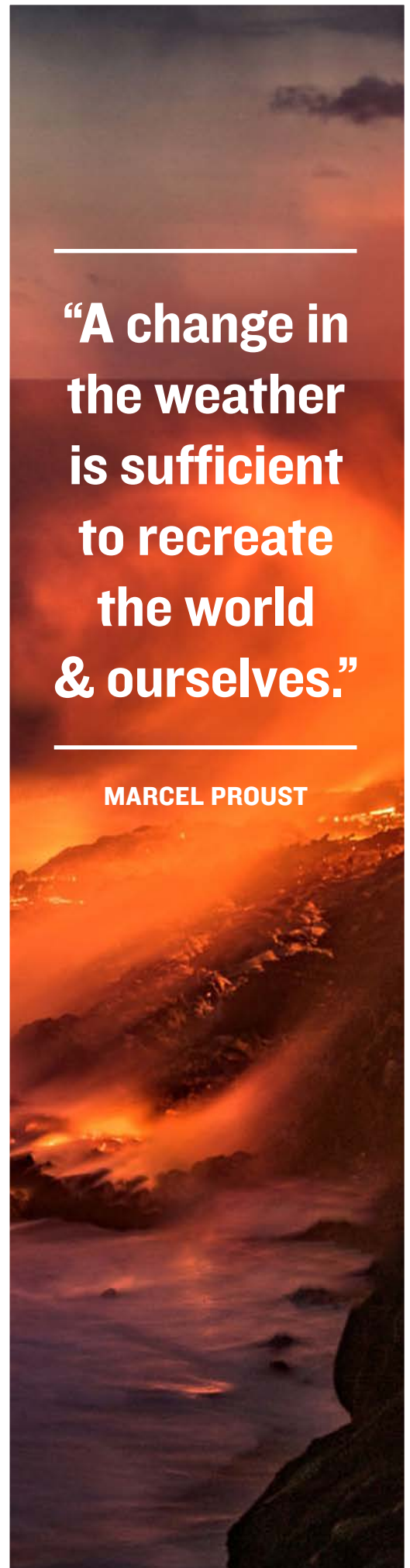
A Damien High School student donates MAX RED in one of our bloodmobiles.

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**“A change in  
the weather  
is sufficient  
to recreate  
the world  
& ourselves.”**

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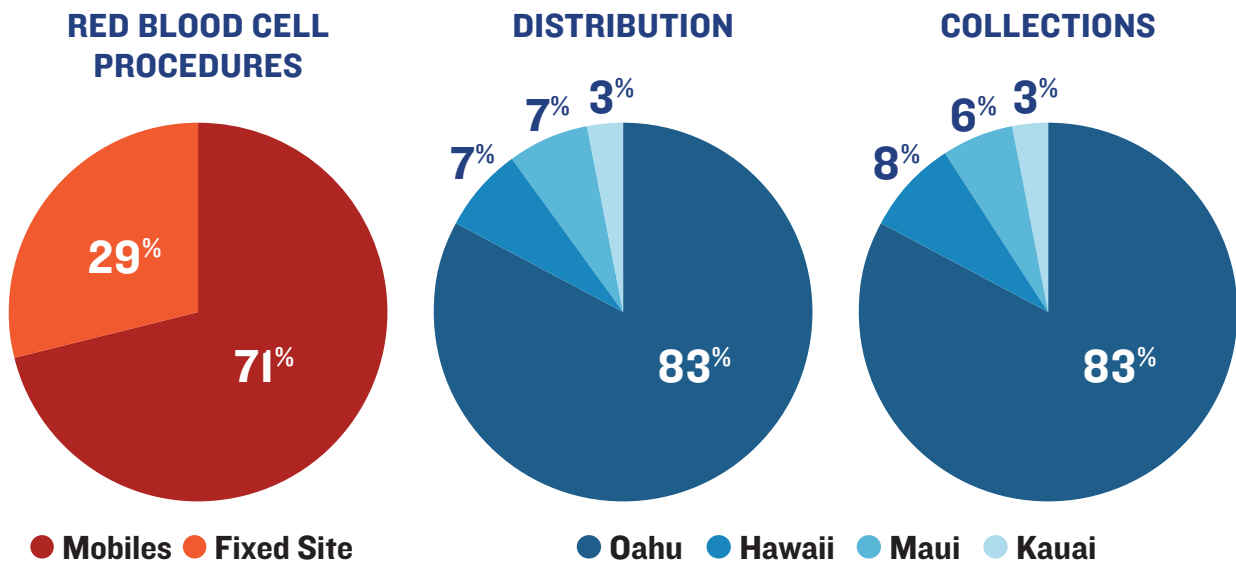
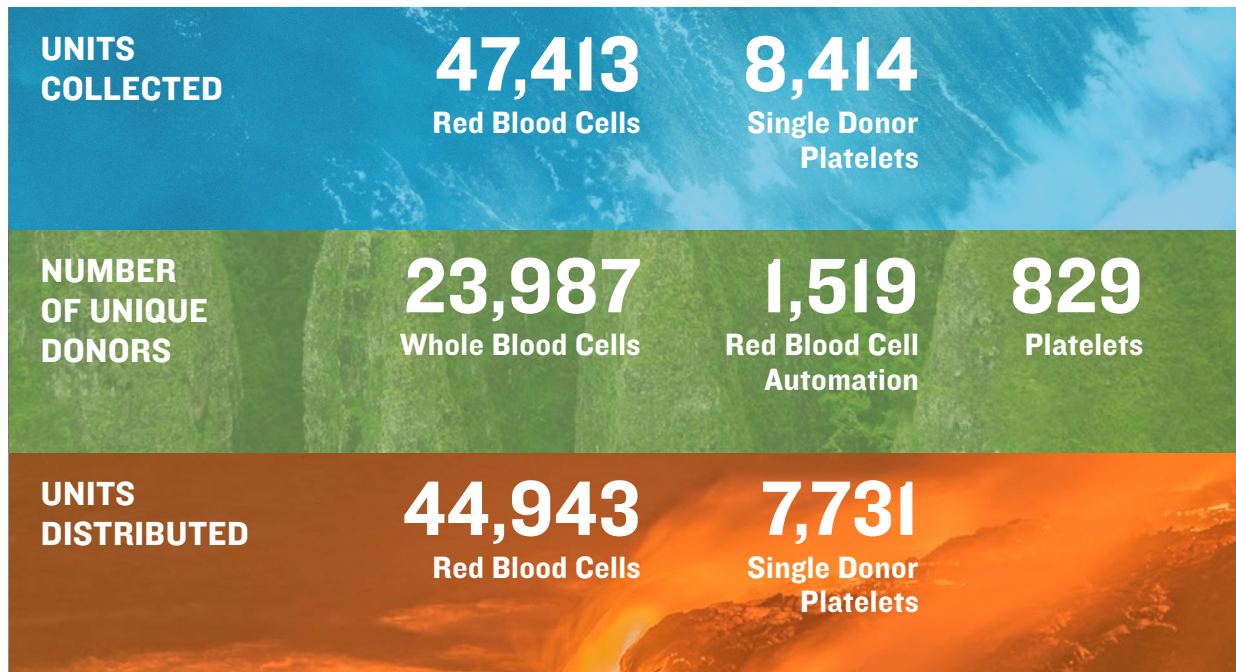
**MARCEL PROUST**



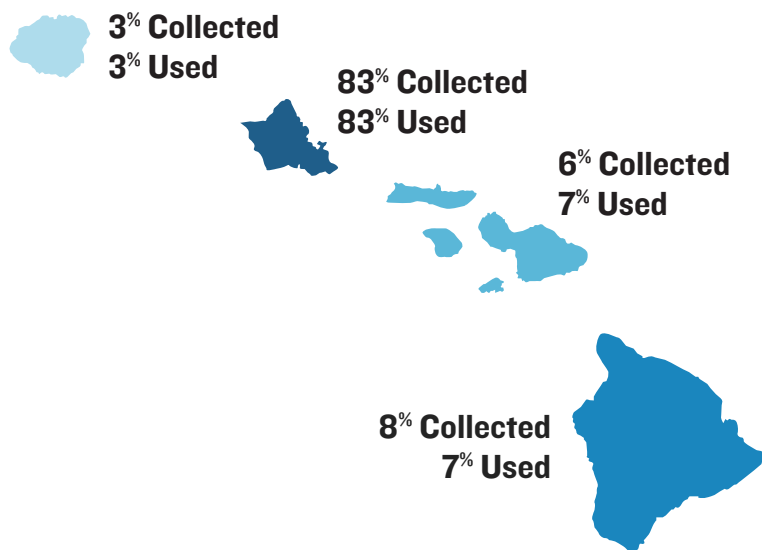


# Vital statistics

FY 2018



## HAWAII BLOOD SUPPLY



## GUAM BLOOD SUPPLY



## Hospital Partners

We've been proudly serving Hawaii's hospitals since 1941. But they have also played a crucial role in serving us — especially when it comes to help with fundraising and meeting our organizational goals. And now that we've expanded to Guam, we've been able to carry out our mission all the way across the Pacific.

### Oahu

Adventist Health Castle  
 Kahuku Medical Center  
 Kaiser Permanente  
 Moanalua Medical Center  
 Kapiolani Medical Center  
 for Women and Children  
 Kuakini Medical Center  
 Pali Momi Medical Center  
 The Queen's Medical Center  
 – Punchbowl  
 The Queen's Medical Center  
 – West Oahu  
 Straub Medical Center  
 Wahiawa General Hospital

### Maui, Molokai & Lanai

Maui Memorial Medical Center  
 Lanai Community Hospital  
 Molokai General Hospital

### Hawaii

Hilo Medical Center  
 Kona Community Hospital  
 North Hawaii Community Hospital

### Kauai

Kauai Veterans Memorial Hospital  
 Wilcox Medical Center

### Guam

Guam Regional Medical City



Kamehameha Schools Hawaii High School students on a Lab Tour learning all about blood banking.



# Financial highlights

FY 2018

FINANCIALS (in 000s)	FY2014	FY2015	FY2016	FY2017	FY2018
Operating Revenue	\$17,608	\$16,344	\$16,892	\$17,512	\$17,147
Operating Expenses	(\$15,918)	(\$16,676)	(\$17,643)	(\$17,012)	(\$16,805)
<b>NET OPERATING MARGIN</b>	<b>\$1,690</b>	<b>(\$332)</b>	<b>(\$751)</b>	<b>\$500</b>	<b>\$342</b>
Non-Operating Revenue	\$408	\$125	\$362	\$1,263	\$842
Non-Operating Expenses	(\$590)	(\$573)	(\$327)	\$0	\$0
<b>NET CHANGE IN ASSETS</b>	<b>\$1,508</b>	<b>(\$780)</b>	<b>(\$716)</b>	<b>\$1,763</b>	<b>\$1,184</b>

BALANCE SHEET (in 000s)	FY2014	FY2015	FY2016	FY2017	FY2018
Assets	\$19,479	\$19,715	\$19,435	\$20,205	\$21,083
Liabilities	(\$3,228)	(\$4,244)	(\$4,680)	(\$3,687)	(\$3,381)
<b>NET ASSETS</b>	<b>\$16,252</b>	<b>\$15,471</b>	<b>\$14,755</b>	<b>\$16,518</b>	<b>\$17,702</b>

# Community

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Our isolation as an island state fosters a uniquely powerful sense of community. We witness this year after year, as local businesses and organizations contribute to our cause in countless ways. Without their support, we would not be able to serve as Hawaii's sole blood source. We're in this together. So thank you, for not only making financial donations but for donating resources, providing blood drive locations, and offering promotional support.

## Donations

### \$40,000

Hawaii Community Foundation -  
Robert Emens Black Funds

### \$18,012

BOH Live Kokua Campaign

### \$10,000

AUW/HEI Charitable Foundation  
Hawaii Community Foundation -  
Kosasa Family Fund  
In Memory of George Newton

### \$5,000

McDonald's Grant

### \$3,998

Aloha United Way

### \$2,750

Donate Well/Donation

### \$2,250

Donate Well General Fund

### \$2,000

Karlton Kam

### \$1,000

American Advertising Federation/Ad Up  
In Memory of Harvey Akaka Hee

### \$500 - \$999

Donate Well/Good Done Great  
In Memory of Yoshiko Takahashi  
Network for Good

### \$100 - \$499

Archie W Blake  
Desmond M Kotake, CPA  
DHL, Mahi Opco, LLC/Mauna Lani  
IBM Employee Campaign/Donation  
In Memory of Michael David Hong  
Imanaka  
Patrick J Duarte  
Pearl City High School  
Popopots, LLC

### Under \$100

Alma & Wendel Matsushima  
Amazon Smile  
In Memory of Dorothy B Karcher  
In Memory of Marigold Kagawa  
In Memory of Masao Inouye  
Linda Menda  
Stephan Nagao

## In-Kind Donations

AIPA Properties LLC  
Alexander & Baldwin  
American Assets Trust  
Aunt Sally Kaleohano's Luau Hale  
Bayer Crop Science Hawaii  
Cameron Center  
Castle & Cooke Inc.  
CBRE Group Inc.  
Church of the Holy Cross  
Colliers Monroe Friedlander Inc.  
Comic Con  
Cookie Corner  
Douglass Emmett Inc.  
Eggs Hawaii Inc.  
Friends for Life Hilo  
Grand Naniloa Hotel  
Hale Mahaolu

Hale Mahaolu Home Pumehana  
Hawaii County  
Hawaii Reserves Inc.  
Hawaii State Teachers Association  
Retirees  
Hawaiian Airlines  
Hilo Hawaiian Hotel  
HMSA  
Honolulu Country Club  
Honpa Hongwanji Hilo Betsuin  
Hui Okinawa  
Kalihi Business Association  
Kamai Snack-n-Go  
Kamaka Air  
Kauai County  
Kaunoa Senior Center  
Kiwanis Clubs  
Lions Club International

Locations Foundation  
McDonald's Restaurants of Hawaii  
MMI Realty Service Inc.  
Molokai Drugs Inc.  
Oahu Veterans Center  
Pacific Ink & Art Expo  
PM Realty Group  
Pulama Lanai  
Puna Hongwanji Mission  
Retired & Senior Volunteer Program  
(RSVP)  
Ruby Tuesday's  
Shriners Hospital for Children  
Sofos Realty Corporation  
The Church of Jesus Christ  
of Latter-Day Saints  
Washington Prime Group





## Lifesaver Clubs

In this time of transition, we've never been more reliant on Lifesaver Clubs to keep our mission alive. These are the special businesses and organizations that go the extra distance to host, sponsor and recruit for blood drives. It's their noble efforts that ensure hospitals get the blood they need to save lives. Year after year, we're awed by their invaluable support.

1132 Bishop  
 15 Craigside  
 Aikahi Shopping Center  
 Airport Industrial Park  
 Akaka Falls Lions Club  
 Alii Place  
 AlohaCare Insurance  
 Alohilani Resort  
 ALTRES  
 American Savings Bank  
 Anchor Church  
 Anuenue Immersion School  
 Bank of Hawaii  
 Bayer U.S. – Crop Science  
 Bishop Museum  
 Blaisdell Farmer's Market  
 Blue Zones Project  
 BMW of Honolulu  
 Brigham Young University Hawaii  
 Buzz's Original Steakhouse  
 C4 Christ Centered Comm Church  
 Calvary Chapel  
 Castle Medical Center  
 Celebrate Wahiawa  
 Central Pacific Bank  
 Central Union Church  
 Chaminade University

Church of the Holy Cross  
 City & County of Honolulu  
 Comprehensive Service Center  
 Cornerstone Fellowship Mililani Mauka  
 CrossFit  
 Cycle City, Ltd.  
 Delta Air Lines  
 Democratic Party of Hawaii  
 Diamond Head - Elk's Lodge  
 Downtown Community - Bishop Square  
 Dr. K.B. Chun & Sons  
 Eagle Scout Kanoa Monlux  
 Eggs Hawaii  
 Elks Lodge Kailua  
 Emmanuel Episcopal Church  
 Ewa Beach Community  
 First Hawaiian Bank  
 First Presbyterian Church  
 of Honolulu - Koolau  
 Foodland Super Market Ltd.  
 Friendship Baptist Church  
 GEICO Insurance  
 Gourmet Events Hawaii  
 Grand Hyatt Kauai  
 Group 70 International & Legal Aid  
 Halawa Park  
 Hale Pawa'a

Halekulani Hotel  
 Hawaii Army National Guard  
 Hawaii Coffee Company  
 Hawaii County Police Department  
 Hawaii Government Employee  
 Association Retirees  
 Hawaii Job Corps  
 Hawaii Kai Community  
 Hawaii Pacific University  
 Hawaii RSVP  
 Hawaii State Teachers Association  
 Hawaii State Teachers Association  
 Retirees Hilo  
 Hawaiian Electric Company  
 Hawaiian Telcom  
 HawaiiUSA Federal Credit Union  
 Hawthorne Cat  
 HiEmployment & KKDLY  
 Hilo Medical Center Retirees  
 Hilton Hawaiian Village Waikiki  
 Beach Resort  
 Hilton Waikiki Beach Hotel  
 HMSA  
 Honda Windward  
 Honolulu Central Seventh-day  
 Adventist Church  
 Honolulu Community College

Honolulu Fire Department  
 Honolulu Police Department  
 Honpa Hongwanji Hawaii Betsuin  
 Honpa Hongwanji Hilo Betsuin  
 Hope Chapel Mililani  
 HouseMart Ben Franklin Crafts  
 Hui Okinawa  
 Hyatt Centric Waikiki Beach  
 Iglesia Ni Cristo Wahiawa  
 Impact Fellowship  
 JN Pre-Owned  
 Ka Makana Alii  
 Kahala Community - Kahala Mall  
 Kailua Community  
 Kailua Elementary School  
 Kailua Seventh-day Adventist Church  
 Kailua United Methodist Church  
 Kaimuki Christian Church  
 Kaiser Permanente  
 Kaneohe Community  
 Kaneohe Yacht Club  
 Kapilina Beach Homes  
 Kapiolani Community College  
 Kapiolani Medical Center for  
   Women & Children  
 Kapolei Community  
 Kapolei Eye Care  
 Kauai Community College  
 KCC Farmers' Market  
 Keller Williams Honolulu  
 Kihei Community  
 Kiwanis of East Hawaii  
 Kuakini Health System  
 Kualoa Ranch  
 Laie Community - Shopping Center  
 Lanai Community  
 Le Jardin Academy  
 Le Progres De L'Oceanie of the Free  
   and Accepted Masons of Hawaii  
 Leeward Community College  
 Legal Aid

Locations LLC  
 Lutheran Church of Honolulu  
 Manoa Innovation Center  
 Marriott International Waikiki  
 Matson Navigation  
 Metro Christian Church  
 Mililani Community  
 Mililani St. John Apostle and Evangelist  
 Moanalua Gardens Missionary Church  
 Moanalua Middle School  
 Molokai Community  
 Na Lama Kukui  
 New Hope  
 Oahu Spine & Rehab  
 Oahu Transit Services  
 Our Lady of Good Counsel  
 Pacific Guardian Center  
 Pacxa-aio  
 Pali Momi Medical Center  
 Pan Am Building  
 Pearl Harbor Kai Elementary School  
 Pearl Harbor Naval Shipyard  
 Pearlridge Community  
 Pepsico  
 Pioneer Plaza  
 ProService Hawaii  
 Puna Hongwanji Mission  
 PVT Land Company Ltd.  
 Resurrection of the Lord  
   Catholic Church  
 Ronald N.S. Ho & Associates Inc.  
 Rotary Club of Hawaii Kai  
 SALT At Our Kakaako Community  
 Salt Lake Elementary School  
 Sea Life Park  
 Servco Pacific Inc.  
 Sheraton Kauai Resort  
 Sheraton Kona Resort & Spa  
   at Keauhou Bay  
 Shops at Dole Cannery  
 Shriners Hospitals for Children

Spectrum  
 St. Ann's Church  
 St. Anthony Church  
 St. Elizabeth Catholic Parish  
 St. John Vianney Parish  
 St. Joseph Church  
 St. Philomena Church  
 Stadium Mall  
 Star of the Sea Church  
 State of Hawaii  
 Straub Medical Center  
 Swinerton Builders  
 Taste Tea  
 The Arc in Hawaii  
 The Bridge  
 The Church of Jesus Christ  
   of Latter-Day Saints  
 The Kahala Hotel & Resort  
 The Plaza Assisted Living  
 The Queen's Medical Center  
 The Ritz Carlton Residences,  
   Waikiki Beach  
 Tony Group Autoplex  
 UFC Gym Waikale  
 UHA Health Insurance  
 U.S. Probation Office  
 University of Hawai at Manoa  
 University of Hawaii West Oahu  
 University of Hawaii at Hilo College  
   of Pharmacy  
 Wahiawa General Hospital  
 Waianae Coast Comprehensive  
   Health Center  
 Waikale Community - Waikale Center  
 Waikiki Beach Marriott  
 Ward Village  
 Waterfront Plaza  
 Wilcox Medical Center  
 Windward Community College  
 Wyndham Bali Hai Villas  
 Youth Challenge Academy





## High School Lifesaver Clubs

We're especially impressed by the many high schools that organize blood drives. These students are our future. And we're happy to say that the future's looking bright. Mahalo to these young fearless volunteers who contributed 13% of the state's blood supply and comprise the largest share of first-time donors. 100 high school blood drives were held across 44 campus sites throughout the islands. To honor the commitment of our high school heroes who donated three times during their high school years, BBH introduced honor cords for seniors to wear at their graduation ceremonies. In addition, three high schools received special accolades for their notable accomplishments:

Aiea High School  
Campbell High School  
Castle High School  
Damien Memorial High School  
Farrington High School  
H. P. Baldwin High School  
Hawaii Baptist Academy  
Hawaii Preparatory Academy  
Henry J. Kaiser High School  
Hilo High School  
Iolani School  
Island Pacific Academy  
Kahuku High School  
Kailua High School  
Kaimuki High School

Kalaheo High School  
Kalani High School  
Kamehameha Schools - Hawaii  
Kamehameha Schools - Kapalama  
Kamehameha Schools - Maui  
Kapaa High School  
**Kapolei High School\*\*\***  
Kauai High School  
King Kekaulike High School  
La Pietra Hawaii School for Girls  
**Le Jardin Academy\*\***  
Leilehua High School  
Maryknoll High School  
McKinley High School  
Mid-Pacific Institute

Mililani High School  
Moanalua High School  
Nanakuli High School  
Pearl City High School  
Punahou School  
Radford High School  
Roosevelt High School  
**St. Louis School\***  
St. Francis School  
Waiakea High School  
Waialua High School  
Waianae High School  
Waimea High School  
Waipahu High School

**\*\*\*Largest High School Blood Drive | \*\*Largest Percentage of Student Participation | \*Most Improved High School Blood Program**





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