

Blood Bank of Hawaii 2009 ANNUAL REPORT



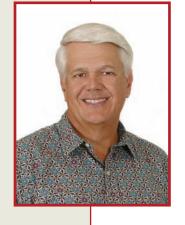
PRESIDENT & CHAIRMAN'S **MESSAGE**





Every day, people from all walks of life make the Blood Bank of Hawaii a part of their lives. Despite the many demands on their precious time, they donate blood so others' lives may be saved or improved. Amid life's complexities, their simple act of kindness means hope for Hawaii's patients.

"The Many Faces of Me," the theme of this annual report, salutes our donors and supporters. While our donors each have varying roles and responsibilities, they all share one common element: their unselfish and generous commitment to the Blood Bank of Hawaii's mission. This is the "face" that the Blood Bank of Hawaii honors and appreciates in its donors, Lifesaver Club coordinators, volunteers and supporters.



We thank you for making a difference in the lives of Hawaii's patients who require blood for their survival. With your support, we face the future with confidence that we will meet our state's ongoing need for blood.

Sincerely,

President & Medical Director

Robert Planon

Robert P. Hiam Chairman of the Board

On The Cover



Michele Loudermilk

SUPER DONOR

Despite the many demands on her time as wife, mother of two and working professional, Michele Loudermilk finds time to donate blood. From her office at Alexander & Baldwin, Inc., where she is the firm's associate general counsel, Michele takes a short walk to the Downtown Donor Center about every eight weeks to give her O-positive blood. She gave her first pint as

a student at Punahou School and, 78 pints later, continues to give because "it's easy, convenient, and something I can do for the community that's more than just writing a check," she says. The importance of blood donations struck close to home within the past year when her grandfather needed blood. "But whether he needed it or not, it hasn't changed my commitment at all," she says. "To me, the importance of donating blood is that

there's no substitute for it."

MEETING THE NEEDS OF HAWAII'S PATIENTS

In 2009, roughly 27,000 donors contributed 59,500 pints of blood, resulting in over 111,000 blood components for Hawaii's patients. To meet the ongoing need for blood, donors continue to display their aloha spirit through their generous donations.

Why is Blood Needed Now More Than Ever?

New Technology Helps More People

Advancements in medical technology have led to increasingly diverse medical procedures and treatment options that can save more lives and improve the quality of life for many people. Operations such as transplants and open heart surgeries, once considered rare or high risk, are becoming more common and are frequently performed in Hawaii's hospitals. Many of these life-saving procedures require large amounts of blood.

"Too Busy to Donate"

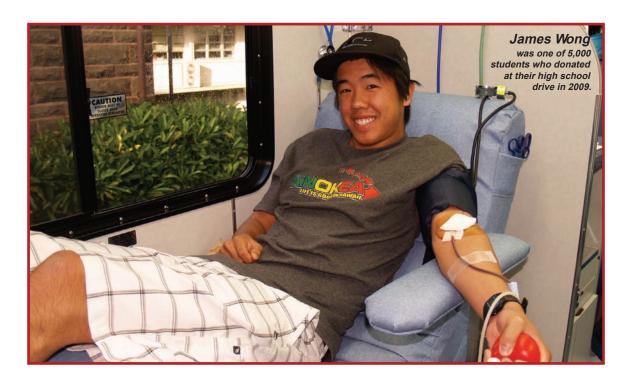
More than 200 donors are needed every day to meet the needs of Hawaii's patients. According to national surveys, the reason that most people don't give blood is that they're too busy. To make donating more convenient, the Blood Bank of Hawaii's two bloodmobiles are on the move daily, setting up collection sites within companies, churches and community centers throughout the state.





An Aging Population

As the Blood Bank of Hawaii's most loyal donors age, many are leaving the donor pool. Continually educating and encouraging young people to adopt a lifelong tradition of giving is an ongoing challenge.





Bill ShanksPATIENT RECIPIENT

Bill Shanks vividly recalls the day he lay in a hospital bed, watching blood drip through an intravenous tube into his body.

"I remember thinking that I was being kept alive by people I didn't know," he said, his voice filled with emotion. "These were people who cared enough to give of themselves so others, like me, could live." In 2006, Shanks was diagnosed with aplastic anemia after experiencing symptoms of severe fatigue that he thought were "just a lingering virus." Aplastic anemia is a rare auto-immune condition where the bone marrow does not produce sufficient new cells to replenish blood cells.

Test results showed that Shanks's blood lines were severely depressed and at life-threatening levels. His bone marrow was almost "empty," with less than 10 percent of the normal amount of bloodforming stem cells. He required two units of red blood cells every two weeks and one unit of platelets every week, for four months.

"I received over 30 units of red blood and 30 units of platelets over the last three years," recalls Shanks. "Without the selfless giving of all of those donors, I would not be here right now, my wife would be a widow and my 14-year-old son would be without a father. I am truly grateful to them all."



Participating Schools

Aiea High School

Anuenue School

Campbell High School

Castle High School

Damien Memorial School

H. P. Baldwin High School

Hawaii Baptist Academy

Hawaii Preparatory Academy

Hawaii Youth Challenge Academy

Hilo High School

Iolani School

Island Pacific Academy

Kahuku High School

Kailua High School

Kaimuki High School

Kaiser High School

Kalaheo High School

Kalani High School

Kamehameha Schools

- Kapalama Campus
- Maui Campus

Kapaa High School

Kapolei High School

Kealakehe High School

King Kekaulike High School

Le Jardin Academy

Leilehua High School

Lutheran High School of Hawaii

Maryknoll School

McKinley High School

Mid-Pacific Institute

Mililani High School

Moanalua High School

Nanakuli High & Intermediate School

Pearl City High School

Punahou School

Radford High School

Roosevelt High School

Sacred Hearts Academy

Saint Louis School

W. R. Farrington High School

Waiakea High School

Waialua High & Intermediate School

Waianae High School

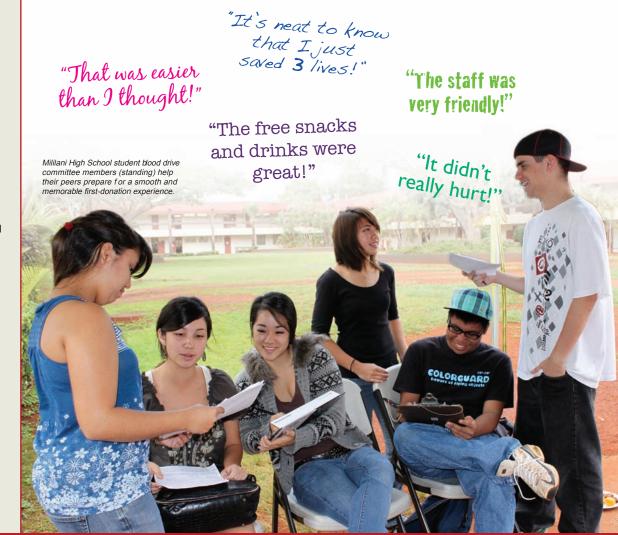
Waipahu High School

THE NEXT GENERATION

High school students play a crucial role in helping to maintain an adequate blood supply for Hawaii. With many Junior and Senior students reaching the donor qualification age of 18 years (17 years with parental or legal guardian consent), they are the largest group of first-time donors. Each of these new lifesavers has the potential to become a regular donor in the future.

In 2009, 44 schools participated in the Blood Bank of Hawaii's High School Donor Program. Students contributed more than 5,000 pints of blood, despite several furlough days in the fall. High school blood drives are open to students, families, faculty, alumni and the surrounding community.

The Blood Bank of Hawaii thanks this up-and-coming generation of blood donors for their lifesaving efforts!







From ona eli

One Donation Can Save os we comer we

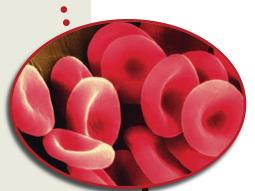
It Begins with Giving...

Donors must be in good health, be 18 years of age or older (17 with signed Blood Bank of Hawaii parental/legal guardian consent form), weigh 110 pounds and have a valid photo ID. After completing a health questionnaire and mini-physical, one pint of blood is collected. Collection supplies are new, sterile and used only once. The entire process takes about an hour, but the actual collection of blood takes just five to eight minutes.



Separating & Preparing...

In the Dillingham Donor Center laboratory, the whole blood is processed into three different components — red blood cells, platelets and plasma. These components are stored and monitored.



Red Blood Cells...

Red blood cells carry oxygen and nourishment from the lungs to every part of your body. Refrigerated, they expire in 35 to 42 days.



Platelets...

% Banl Platelets are needed to stop bleeding and must be kept in constant motion at room temperature. They expire in just five days.

Plasma...

Plasma is a liquid that contains proteins that help blood to clot. It can be frozen for up to one year.



tion _{To} lvery Up to Three Lives!



Helping Someone in Need...

Manned 24 hours a day and seven days a week, the Blood Bank of Hawaii's laboratory receives blood orders around the clock. Deliveries are immediate. After performing additional compatibility tests, hospitals transfuse patients undergoing surgeries and treatment, including cancer patients, mothers and babies during childbirth, and accident and trauma victims.



Ready for Delivery...

The tested blood is moved to a storage area sorted by blood type, soon to be transported to Hawaii's 19 civilian hospitals.



12 Different Tests...

Components are stored while 12 different tests are performed. Laboratory technicians determine if the blood is type A, B, AB or O, and Rh positive or negative. Blood samples are mixed with antibodies and other ingredients to test for HIV, hepatitis B, hepatitis C and HTLV virus. Sophisticated nucleic acid testing, or NAT, identifies viral genetic material.



Safer than Ever...

With advances in medical technology and continuous updating of standards for collection and processing, the blood supply is safer than ever. State-of-the-art testing is performed on each unit to ensure safety. Testing is just one of several layers of safety built into the blood donation process, which also includes a vital signs check, a confidential interview and anonymous self-exclusion.





Active Lifesaver Clubs & Blood Drive Sponsors

Since 1978, local companies and organizations have played a key role in ensuring that patient blood needs are met every day in Hawaii. These Lifesaver Clubs—organizations that make a commitment to host and coordinate regularly scheduled blood drives or sponsorships drives— have saved thousands of lives. While donations clearly benefit blood recipients, Lifesaver Clubs also have a positive effect on company employees, who receive support and encouragement "from the top" to donate 60 percent of the state's blood supply.

The organizations listed on this page comprise large and small businesses, churches, schools and civic organizations. All of them demonstrate their commitment to our island community's well-being by providing an 'on the job' lifesaving experience for their employees and members.

We are grateful to each of our Lifesaver Clubs & Sponsors and extend to them our warmest MAHALO!

LIFESAVER CLUBS

Accuity, LLP

Alexander & Baldwin, Inc.

Ali'i Beach Medical Group

Aloha United Way

Alpha Phi Omega Alumni Association

American Red Cross

AON Corporation

Architects Hawaii, Ltd.

Ashford & Wriston, LLP

Aston Kauai Beach at Makaiwa

Atlas Insurance Agency, Inc.

Austin Tsutsumi & Associates. Inc.

BAE Systems

Bank of Hawaii

Bays Deaver Lung Rose & Holma

Blood Bank of Hawaii

Boy Scouts

- Christian Putegnat
- Troop 35
- Troop 75

Brigham Young University - Hawaii

C&S Wholesale Grocers, Inc.

Cades Schutte, LLP

Calvary Chapel Aiea

Calvary Chapel Pearl Harbor

Castle Medical Center

Castle Resorts & Hotels

Central Pacific Bank

Central Union Church

Certified Management, Inc.

Chaminade University

City & County of Honolulu

Clear Channel Radio Hawaii

Cooper Center Council

County of Hawaii

County of Kauai

County of Maui

Crazy Shirts

Deloitte, LLP

Diagnostic Laboratory Services, Inc.

Dr. K.B. Chun & Sons

Farmers Insurance Hawaii Inc.

FCH Enterprises, Inc.

FedEx Express

First Assembly of God Red Hill

First Hawaiian Bank

First Presbyterian Church of Honolulu

at Koolau

Foodland Super Market, Ltd.

GEICO Direct

Girl Scouts

- Troop 433

God's Country Waimanalo

Goodsill Anderson Quinn Stifel, LLP

Grace Episcopal Church

Grand Hyatt Kauai Resort & Spa

Halekulani Hotel

Hapuna Beach Prince Hotel

Hawaii County Police Department

Hawaii Home & Remodeling

Hawaii Medical Center

- East
- West

Hawaii Pacific Health

- Kapi`olani Medical Center at Pali Momi
- Kapi`olani Medical Center for Women & Children
- Straub Clinic & Hospital

Hawai'i Pacific University

Hawaii Prince Hotel

Hawaii State Federal Credit Union

Hawaiian Airlines

Hawaiian Dredging Construction Company, Inc. Maui Divers of Hawaii, Ltd.

Hawaiian Electric Industries, Inc.

- American Savings Bank, F.S.B.
- Hawaii Electric Light Company, Inc.
- Hawaiian Electric Company, Inc.
- Maui Electric Company, Limited

Hawaiian Telcom

HawaiiUSA Federal Credit Union

Heald College

Heart of Aloha

Hilton Hawaiian Village Beach Resort & Spa

HMAA

HMSA

Holy Family Catholic Academy

HonBlue, Inc.

Honda Windward

Honolulu Central Seventh-day Adventist Church

Honolulu Fire Department

Honolulu Japanese Junior Chamber of Commerce

Honolulu Police Department

Hope Chapel Kaneohe Bay

Hyatt Regency Waikiki Resort & Spa

Jerusalema Hou

JN Automotive Group

JW Marriott Ihilani Resort & Spa at Ko Olina

Ka Hale Laa - O Jerusalema Hou

Kahalu'u - He'eia Broncos Kailua Community Church

Kailua United Methodist Church

Kaiser Permanente

- Honolulu Clinic
- Koolau Clinic
- Mapunapuna Clinic
- Moanalua Medical Center and Clinic

Kalihi Union Church

Kaneohe Yacht Club

Kauai Marriott Resort

Kmart Iwilei

Kuakini Health System

Liberty Mutual Group

Lions Clubs

- Kohala - Molokai
- Pearl City

Mauna Kea Beach Hotel

McCorriston Miller Mukai MacKinnon, LLP

MetLife Home Loans

Molokai Baptist Church

Molokai General Hospital Molokai High School Leo Club Molokai Police Department

Monsanto Hawaii

Morgan Stanley Smith Barney, LLC New Hope Christian Fellowship

New Hope Mililani

Nordic PCL Construction, Inc.

Nordstrom

Continued....





FINANCIAL REVIEW

Operating Revenue	FY08	FY09
Blood Processing Plasma for Fractionation Laboratory Reference	13,785,705 454,786 259,305	14,665,922 540,872 330,272
Total	14,499,796	15,537,066
Operating Expenses		
Administration Blood Processing Blood Collection Donor Recruitment Facility	2,853,579 2,459,100 5,352,447 4,548,022 1,341,072 641,514 650,226	5,362,920 4,607,989 1,239,445
Total	14,736,635	14,319,680
Operating Income		
Total Revenue Total Expense	14,499,796 14,736,635	15,537,066 14,319,680
Net Operating Income	-236,839	1,217,386
Non-Operating Revenues		
Investment Gains (Loss) Interest & Dividends Other Pension Liability Adjustment	-330,918 163,767 89,972 42,591	-52,612 144,837 61,611 -2,652,001
Total Non-Operating Revenues	-34,588	-2,498,165
Net Income (Loss)	-271,427	-1,280,779

The Blood Bank of Hawaii's financial records for the fiscal year ending September 30, 2009 have been examined by the accounting firm KPMG LLP. A copy of the auditor's report is available for inspection at the Blood Bank of Hawaii, 2043 Dillingham Boulevard, Honolulu, Hawaii 96819.









Continued from page 8

Northwestern Mutual

Oahu Country Club

Oahu Transit Services, Inc. (TheBus)

Oceanic Time Warner Cable

ONO Construction, LLC

Our Lady of Perpetual Help

Outrigger Enterprises, Inc.

- Embassy Suites Waikiki Beachwalk
- Ohana Waikiki East

Pacific Resources for Education & Learning PB Americas Inc.

Pearl Harbor Federal Credit Union

Pearl Harbor Naval Shipyard

Resurrection of the Lord Catholic Church

Ricoh Business Solutions

Roberts Hawaii. Inc.

Scotty D Group, LLC

Servco Pacific, Inc.

SERVPRO

Sheraton Waikiki Hotel

Shriners Hospital for Children

Spirent Communications

St. John Vianney Parish

St. Joseph Church Waipahu

St. Jude Catholic Church

State Farm Insurance

State of Hawaii

Tesoro Hawaii Corporation

The Church of Jesus Christ of

Latter-Day Saints

- Honolulu Hawaii West Stake
- Kaneohe 1st Ward
- Laie Hawaii Stake
- Makakilo Hawaii Stake

The Home Depot, Inc.

- Iwilei
- Kapolei
- Pearl City

The Honolulu Advertiser

The Kahala Hotel & Resort

The Plaza Club

The Queen's Health Systems

This Week Magazines

Times Super Market

Tony Group Autoplex

UHA

United States Government

University of Hawaii Systems

- Honolulu Community College

- Kapi`olani Community College
- Kauai Community College
- Leeward Community College
- University of Hawaii at Hilo
- University of Hawaii at Manoa
- Windward Community College

Volcano Community Association

Wahiawa General Hospital

Waianae Coast Comprehensive Health Center

Waikiki Beach Marriott Resort & Spa

Watanabe Ing, LLP

Weston Solutions, Inc.

SUPPORTERS

Aipa Properties, LLC

- Airport Industrial Park

American Assets Real Estate Group

- Waikele Center

Aunty Sally Kaleohano's Lu`au Hale Bishop Square Management

- American Savings Bank Tower

Buddhist Women's Association of

Honpa Hongwanji Hilo Betsuin Castle & Cooke Commercial, Inc.

- The Shops at Dole Cannery

CB Richard Ellis

- Ewa Town Center
- The Avenue Shops at Safeway Center

Christ Church Kona

Church of the Holy Cross

Colliers Monroe Friedlander Management, Inc.

- Kapolei Shopping Center
- Pacific Park Plaza
- Town Center of Mililani

- Waipio Shopping Center

Cookie Corner Hawaii, Inc. Don Quijote Co., Ltd.

Douglas Emmett Management Hawaii

- 1132 Bishop

Farrington High School's Health Occupation Students of America

General Growth Properties, Inc.

- Prince Kuhio Plaza
- Ward Centers
- Windward Mall

Grubb & Ellis

- Times Royal Kunia
- Waianae Mall Shopping Center

Hale Mahaolu

Harold K.L. Castle Foundation /

Kaneohe Ranch Management, Ltd.

- Kailua Foodland Marketplace
- Kailua Thursday Night Farmers' Market

Hawaii Fire Fighters Association

Hawaii Pacific Health

- Wilcox Memorial Hospital

Hawaii Reserves, Inc.

- Laie Shopping Center

Hawaiiana Management Company, Ltd.

- Alakea Corporate Tower

HSTA Retirees

Hui Okinawa

J. Walter Cameron Center

Kalihi Business Association

Kauai War Memorial Convention Hall

Kaunoa Senior Center

Kiwanis Clubs

- East Hawaii
- Maui
- Pearl Harbor

Kona Daifukuji Soto Mission

Kona Hongwanji Mission

KONG Radio

Les Concierges - Pacific Guardian Center

Lions Clubs

- Akaka Falls
- Ala Moana

Manoa Marketplace, LLC

Mary, Star of the Sea Parish

Maui Economic Opportunity, Inc.

MMI Realty, Inc.

- Hawaii Kai Towne Center
- Kahala Mall
- Pearlridge Center

Naniloa Volcanoes Resort

Our Savior Lutheran Church

Pacific Office Properties

- Davies Pacific Center
- Pan Am Building

Waterfront Plaza

PM Realty Group
- Alii Place

Retired & Senior Volunteer Program (RSVP)

Salt Lake Shopping Center

St. Ann's Church

Walmart Kunia

The Church of Jesus Christ of Latter-Day Saints

- Kona Stake Center

W.M. Keck Observatory

Y's Men & Women's Club Hilo



Betty K. Karratti LIFE SAVER CLUB COORDINATOR

Betty K. Karratti, volunteer coordinator for Hawaii Pacific Health, has served as the organization's Oahu blood drive coordinator for about 20 years.

"Since I can't personally give blood, this is my way of supporting our community and making a difference in someone's life," said Betty, whose blood drive coordination responsibilities include Kapi'olani Medical Center for Women & Children, Kapi'olani Medical Center at Pali Momi, and Straub Clinic & Hospital.

In 2009, she scheduled 10 blood drives and four sponsorships, including a drive on one of the most challenging days of the entire year — New Year's Eve — at Kapi`olani Medical Center for Women & Children.

"I couldn't do these drives without the support of my co-workers and the Blood Bank's field representatives," she said.

She credits the Blood Bank of Hawaii for providing assistance with sign-ups and e-mail blasts, and her company for the great food and door prizes. Both are instrumental in motivating and encouraging both new and regular donors.

THE MANY FACES OF LEADERSHIP

Blood Bank of Hawaii Board of Trustees

The Blood Bank of Hawaii is governed by a volunteer board of trustees who provide guidance on the strategic direction, financial solvency and the continued viability of the organization.

OFFICERS

Robert P. Hiam, Chairman

Robyn Yim, M.D., President & Medical Director

T. Michael May, Vice President

Lori L. McCarney, Vice President

Sheila M. Sumida, Vice President

Kent Tsukamoto, Vice President

Richard C. Keene, Vice President/Treasurer

Lynn Kinney, Secretary

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W. David P. Carey, III

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Michael K. Fujimoto

Darryl Glaser, M.D.

William F. Gleason

Robert S. Katz, Esq.

Roger Kimura, M.D.

Maryanne W. Kusaka

Robert Lee

John Monahan

Nicholas Ng Pack

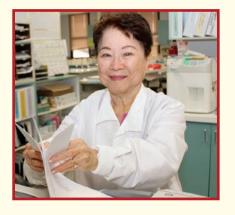
Gary Okamoto, M.D.

Russell K. Okata

Dr. James K. Scott

Roger J. Wall

Julia Frohlich, M.D., President Emeritus Warren H. Haruki, Honorary Trustee



Ruth Mikami

VOLUNTEER

oon Bar

Whether making reminder calls, delivering blood to hospitals, or providing donors with refreshments, volunteers are an integral and appreciated part of the Blood Bank of Hawaii. Ruth Mikami, a retired state public health nurse, exemplifies their "can do" spirit. Every Wednesday, she spends five hours at the Dillingham Donor Center,

where she helps with clerical work, primarily in Laboratory Services. "Ruth's positive attitude, reliability, commitment and dedication to service are invaluable assets to Hawaii's Community Blood Donor Program," says Volunteer/Employee Relations Coordinator Winnie Mokiao. Thanks to Ruth and other volunteers, the Blood Bank provides better service to its donors and patients.



the "Best" part of us!

The Dillingham Donor Center Team

The many faces of the Blood Bank of Hawaii range from registrars, nurses and recruiters, who work directly with donors, to the "behind the scene" employees who service the laboratory, supply and finance. United in their commitment to provide donors with a pleasant, rewarding experience, these professionals strive to make them feel welcomed and appreciated, and to look forward to their next donation.



Dillingham Donor Center

2043 Dillingham Boulevard 808-845-9966 / 1-800-372-9966

Monday	9:00 a.m 5:00 p.m.
Tuesday	6:30 a.m 5:00 p.m.
Wednesday	6:30 a.m 5:00 p.m.
Thursday	9:00 a.m 7:00 p.m.
Friday	6:30 a.m 5:00 p.m.
Saturday	6:30 a.m 2:00 p.m.
Sunday	First Sunday of the month
	9:00 a.m 2:00 p.m.

Downtown Donor Center

126 Queen Street 808-845-9966

Monday - Friday......6:30 a.m. - 2:00 p.m.

www.bbh.org

Blood Bank of Hawaii

2043 Dillingham Boulevard Honolulu, HI 96819-4024



