

Facing **FORWARD**

2011 Annual Report

RESPONSIBILITY



HOPE



COMMUNITY



COMPASSION



Meet the people in our community who play a critical role in helping Blood Bank of Hawaii saves lives. Their faces tell the story.

www.BBH.org



**Blood Bank
of Hawaii**

Give Blood. It's Safe. It's Simple. It Saves Lives.



Face of **LOVE**



Face of **GRATITUDE**



Caroline Uluave

Musical mother of five.
Daughter of blood recipient.
Teacher.
Blood donor.

In a display of true altruism, **25,370 donors** contributed **58,181 pints of blood** in 2011, which translated into over **90,336 blood products** for Hawaii's patients. Blood Bank of Hawaii donors save lives and give others a chance to face a future of possibilities.

Sandy Armstrong

Blood recipient at age five.
Special education preschool teacher.
Passionate writer.
Blood donor advocate.



Semisi Uluave

Father of five.
Teenage counselor.
Role model.
Blood donor.



Eric Abbott

World champion paddle boarder.
High school paddling coach.
Former backyard beekeeper.
Donor since high school.

President & Chairman's Message

Each year, we are struck by the spirit and allegiance of Blood Bank of Hawaii's (BBH) volunteers who give selflessly to make a difference. From our everyday heroes who take an hour from their busy days to Lifesaver Club members who galvanize goodwill within their companies and organizations, all come together to accomplish a common goal of saving lives.

This year's annual report, "Facing Forward," testifies to the power of thousands of volunteer blood donors and supporters who enable BBH to continue its important lifesaving mission by donating blood, hosting a drive or helping with daily blood bank operations. The pages that follow highlight the faces of people who make possible everyday realities. They offer a small glimpse into the unheralded world of selfless individuals who invest their energy and lives pursuing something better for us all.

We sincerely thank those who have supported BBH in the past and welcome those yet to walk through our doors. Together, we will continue to face forward and make a difference.

Sincerely,



Robyn Yim
President & Medical Director



Kent Tsukamoto
Chairman of the Board



Cami Adams

Devoted family member.
Mother Teresa admirer.
Lifesaver Club coordinator.
Donor.



Rachel Kamita

High school senior.
Second generation blood donor.
Committed to a life of donating.
Four pints and going strong!



Facing **INSIDE**

Cynthia Shimizu

Cooking aficionado.

Laughter generator.

Mother of three.

Laboratory director.

Regulatory Excellence

Blood Bank of Hawaii prides itself on regulatory excellence and compliance. With more than 70 years of serving Hawaii's community, BBH has consistently met regulatory and licensure criteria set by leading national and local regulatory agencies. In the past year and a half alone, BBH has undergone four inspections and upheld its seamless accreditation standing.



In August 2010, **Federal Drug Administration** (FDA), an agency responsible for monitoring trading and safety regulations in the food and drug industries, visited BBH to evaluate its manufacturing practices and regulatory compliance to federal law.



Three months later, **AABB**, an organization dedicated to the education, formulation of standards, policy and other facets of transfusion medicine, and of which BBH is a member, conducted an unscheduled inspection to ensure the blood center's quality and operation system complied with federal regulations and guidance documentation.



As AABB's inspections also encompass **Clinical Laboratories Improvement Amendments** (CLIA) to guarantee the highest quality laboratory testing, Hawaii State Department of Health performed an audit of BBH in January 2011 to verify adherence to Hawaii CLIA regulations.



Another laboratory visit came in February 2011 when **Octapharma**, a company which collects human plasma for further manufacture into life-saving drugs for human use, performed a thorough inspection of the blood center to ensure BBH conformed to strict manufacturing practice standards related to plasma products. Again, BBH impressed its peer assessors with an outstanding qualification audit, and will seek its European Union certification in 2012.

BBH is proud of its continued record of excellence, thanks in large part to its employees who hold themselves daily to the highest standards set by these leading regulatory organizations.

Facing the **FUTURE**

Kenn Andrade

Graduate school student aspirant.

Financial wizard.

Imaginative problem solver.

Dedicated donor.

Disaster Preparedness

Our unique location as an island in the Pacific makes disaster preparedness a priority in Hawaii. The new Young Street Donor Center, slated to open on April 10, 2012, will signal a milestone in disaster planning for the State of Hawaii. Located on the corner of Young and Artesian Streets, the facility will provide an alternate blood inventory and distribution site in times of disaster or should Dillingham Donor Center become inoperable.

In addition, Young Street Donor Center will house a donor collection area, furthering BBH's growth as the sole supplier of blood products and expanding its mission to include collection and distribution of cellular products and therapies. Donors commuting to and from East Honolulu communities and the university and downtown areas will also benefit from this convenient collection center location.

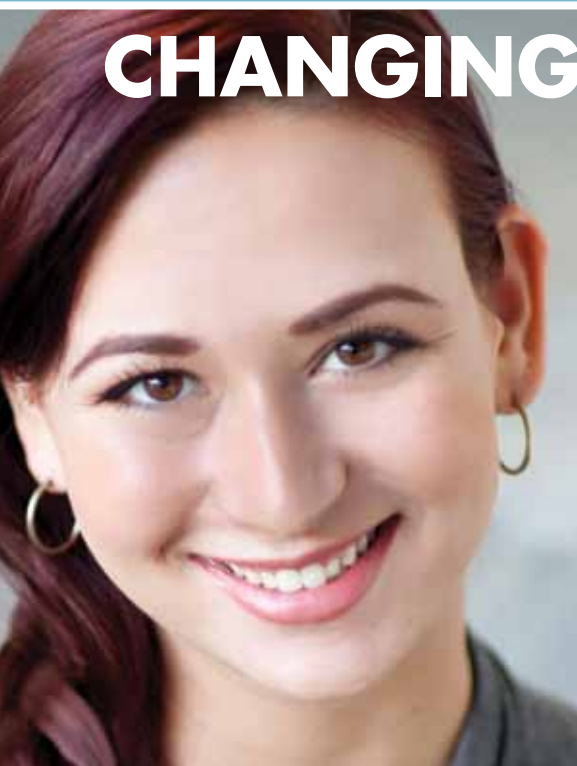
BBH is excited to continue its legacy of donor services and blood provider excellence during this extraordinary time, while remaining rooted in a long tradition of serving Hawaii's patient communities.

Check out Kenn's story on page 5.



Young Street Donor Center *Opening April 10, 2012*

CHANGING Faces



The Gomes family, Waianae Coast Comprehensive Health Center avid blood donors.

Voices of the Next Generation

How do you teach someone to care? To do good? To give back to the community?

It's been said each generation stands on the shoulders of those who came before. This holds true for BBH donors. From the voices of our rising generation of blood donors, learn how relatives and blood donors have passed on the important tradition of giving blood and saving lives.

Blame It on Mom

The glance gave it away. When asked why they started donating, Brittany Gomes, 21, and brother Devin, 27, looked at each other, pointed lovingly to their mom, Gail, and let out a laugh.

As a young, single nursing student on the East Coast, Gail first gave blood and worked at the blood bank for her clinical studies. She hasn't stopped donating since. "Anyone who knows me knows I believe in giving back to the community. My kids have always come along and done their part," she said proudly.

Through the years, the Gomes's have come to epitomize "the family that plays together stays together." "When the Blood Bank staff sees my family coming, they say, 'Oh, here come the racers!'" says Devin with characteristic enthusiasm. "They sit me, my mom and my sister side-by-side and we race each other to see who can fill up the bag first. I hold the family record at four minutes and seven seconds!"

Faces of TOMORROW

FORTY-ONE HIGH SCHOOLS. Ninety-six blood drives. Roughly 4,844 pints of blood collected. That's what Hawaii's students, with guidance from their faculty advisors, contributed to the state's blood supply through their outstanding recruiting efforts in 2011. Blood Bank of Hawaii celebrates and thanks its young donors for their voluntary and lifesaving efforts!

Aiea High School
Campbell High School
Castle High 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

Brittany's first donation came as soon as she turned 18. She took a good friend with her, starting a long-standing joke that a blood drive was a heck of a place to go on a first date. Having walked away with the feeling she made a difference in people's lives, she is committed to donating regularly with her mother and brother. "It's a fun family thing we do."

With hectic schedules, finding a time to donate together isn't always easy. "But we find a way to make it happen," Devin says. "Hey, I even take a day off from work if that's what it takes to donate with my family."



Filling Dad's Shoes

Kekoa Beaupre, 38, remembers as a young child seeing his dad come home with a bandage on his arm. He'd ask, "What happened?" His father would

respond, "Oh, I gave blood today." Several years later, he asked the same question when he no longer saw his father coming home with the bandage. Dad explained he couldn't give blood any more. That was all Kekoa needed to hear. Inspired by his father's life-giving service, he continues in Dad's footsteps, committed to donating blood for as long as he is able.



Keeping up the Tradition

As a national team athlete training at the Olympic Training Center in California, Eric Abbott, 24, wasn't able to give blood regularly. Now that he is home, he has

resumed his 56-day donation schedule. For Eric, giving blood comes second nature. "As long as I can remember my parents were always giving blood," he recalls. "In fact, my father is a century donor. My brother and sister chaired blood drives in high school. I couldn't help but keep the tradition going. I guess you can say, 'It's just what we do!'"



Making Mom Proud

Reid Saito, 39, first donated blood in college. "My mother, who has passed on, always told me to think of others and to try

to give back," Reid recalled. When his mother needed blood later in life, he saw first-hand the true importance of blood donations. "When I give blood, I keep Mom in mind. It's a way for me to show her I remember what she taught me."



Catalyst for Giving

Kenn Andrade, 24, started giving in high school but credits his father, also a blood donor, for being the catalyst for his ongoing commitment. "My

dad would say, 'Blood Bank of Hawaii wouldn't be calling if they didn't need the blood.' I didn't fully understand what he meant until, one day, I was donating blood and I saw a photo of my junior high school classmate on a poster that said he needed daily blood transfusions. I never knew there were conditions like that and realized my father was right. I need to keep giving."



Saving Babies

For her 17th birthday, Rachel Kamita decided to celebrate in a special way. She invited her friends to donate with her at Dillingham Donor Center. Why

is blood donation important to Rachel? "I come from a family of blood donors," she said. "Both my father and uncle donate. Every so often, my dad gets a call from the Blood Bank because he has special blood for babies. It's pretty cool because not everyone has the special blood type to save a baby's life. That inspires me to do my part to save lives too."

Rachel recalls her first visit to Dillingham Donor Center when she and her friends gathered in the lobby, pointed to the top blood donors on the wall and exclaimed, "We're going to be there one day!"

Hawaii's patients are fortunate to have an enthusiastic, committed new generation of donors to continue the important tradition of giving blood.

Kailua High School
Kaimuki High School
Kaiser High School
Kalaheo High School
Kalani High School
Kamehameha Schools-Kapalama Campus
Kamehameha Schools-Maui Campus
Kapaa High School
Kapolei High School
King Kekaulike High School
Le Jardin Academy

Leilehua High School
Lutheran High School of Hawaii
Maryknoll School
Mid-Pacific Institute
Mililani High School
Moanalua High School
Nanakuli High & Intermediate School
Pearl City High School
President William McKinley 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





Face of **GENEROSITY**

Loreto Garo

269 pint apheresis donor.
57 pint whole blood donor.
And proud father of two blood donors.



Face of **APPRECIATION**

Chelsea Noda

Fashionista.
Multimedia techie.
Daughter of avid blood donor.
Blood recipient at age two.
Young lady living life to its fullest.

Leading the Way

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

We extend a special mahalo to the 2011 Board of Trustees:

OFFICERS

Kent Tsukamoto, Chairman
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Jill F. Shimokawa Higa, Vice President
John T. Komeiji, Vice President
Lori L. McCarney, Vice President
Gary A. Okamoto, M.D., Vice President
Robert S. Harrison, Vice President/Treasurer
Lynn Kinney, Secretary

PRESIDENT EMERITUS

Julia Frohlich, M.D.

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Walter A. Dods, Jr.
Warren H. Haruki

INCUMBENT PRESIDENTS

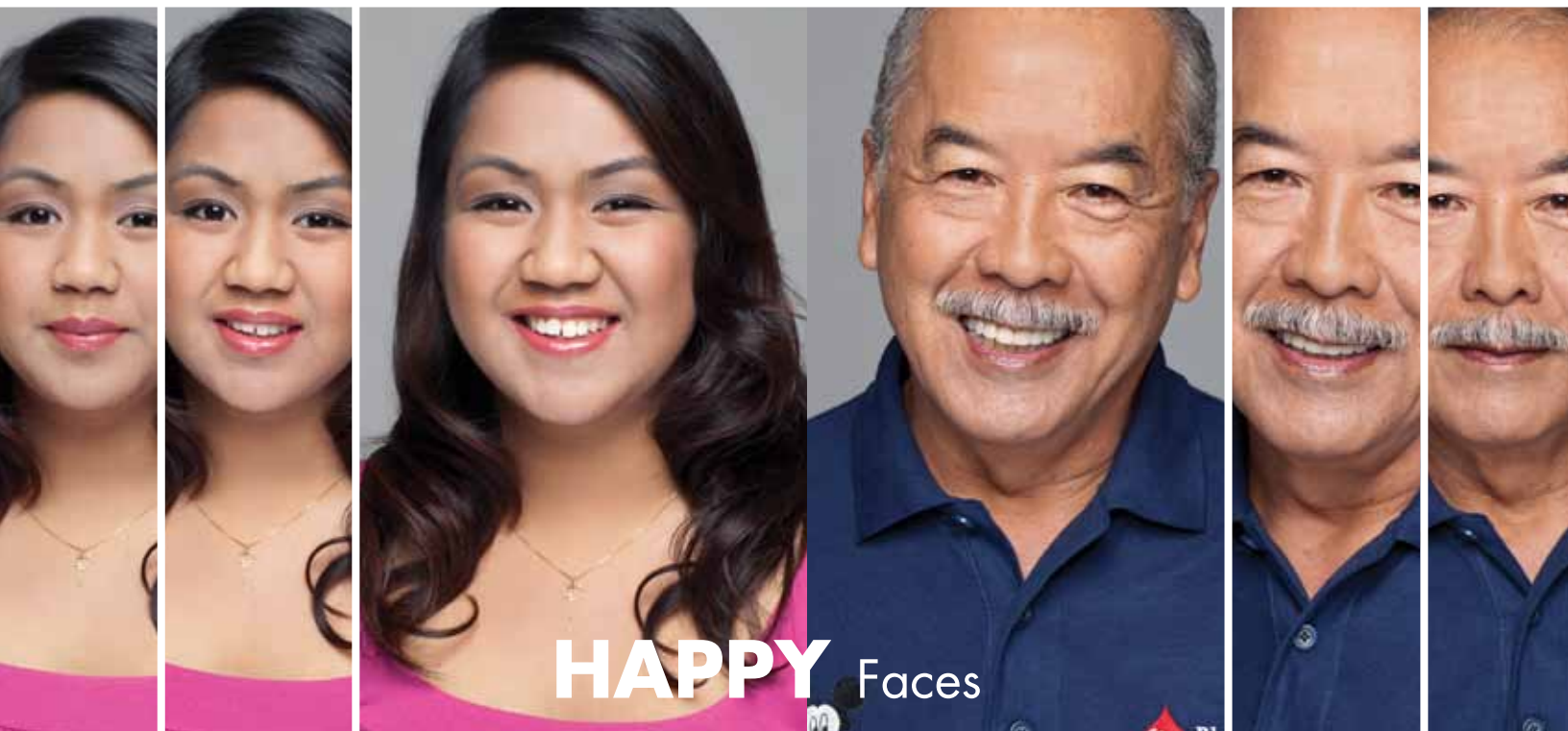
Hawaii Medical Association
Honolulu County Medical Society

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Russell K. Okata
Roger J. Wall
Keith Vieira

Blood Bank of Hawaii Annual Report - Audited Financial Statements FY 2011

	FY10	FY11
Operating Revenue		
Blood Processing	14,820,114	16,546,750
Plasma for Fractionation	510,325	608,060
Laboratory Reference	330,710	334,699
Total	15,661,149	17,489,509
Operating Expenses		
Administration	3,567,791	3,595,739
Blood Processing	5,441,154	6,188,305
Blood Collection	4,834,427	4,637,418
Donor Recruitment	1,169,060	1,227,324
Facility	689,231	742,658
Total	15,701,663	16,391,444
Operating Income		
Total Revenue	15,661,149	17,489,509
Total Expense	15,701,663	16,391,444
Net Operating Income	(40,514)	1,098,065
Non-Operating Revenues		
Investment Gains (loss)	115,702	54,597
Interest and Dividends	175,524	83,144
Other	74,309	91,124
Pension Liability Adjustment	(377,563)	(371,953)
Total Non-Operating Revenues	(12,028)	(143,088)
Net Income (Loss)	(52,542)	954,977



Volunteers and Employees

When you think of volunteers and Blood Bank of Hawaii, friendly, happy faces behind the refreshment counter may pop to mind. In fact, support from volunteers come from every corner of the blood center. From high school student to retiree, many helping hands contribute to the efforts that make BBH viable, including delivering blood to hospitals, making reminder calls to donors and helping prepare for events and mailings.

Working closely with these volunteers are over 130 Blood Bank of Hawaii staff. Be it a registrar, nurse or telerecruiter who work directly with donors, or a “behind the scenes” employee who services the laboratory or administrative area, all staff are united in their commitment to maintain an effective blood donation system for Hawaii.

BBH’s family of volunteers and staff are true stewards of our community, exemplifying the best in teamwork and support.

Annalei Alcaide

- Budding songstress.
- High school student with a heart.
- Health Occupation Students of America member.
- BBH volunteer four days a week, four hours a day.

Francis Infante

- Japanese topiary designer.
- Blood deliverer.
- Canteen cookie collector.
- Volunteer extraordinaire.
- Double-century donor.



ABOUT Face

Life Blood of the Community

Lifesaver Clubs—companies and organizations that host and sponsor blood drives—have, since 1978, played a key role in helping BBH meet its daily blood goals. While the sizes and missions of these businesses, schools, churches and civic clubs varied, they each shared a common accomplishment in 2011—they contributed to roughly 60 percent of the state’s blood supply. Lifesaver Clubs are the face for blood drives in the community.

Jay Kemmler

Honolulu Fire Department training officer.

Kristen Scholly

University of Hawaii health professor.

Paul Hoe

Manager of Bank of Hawaii’s Employee Volunteer Program.

Lifesaver Clubs

100th Infantry Battalion Veterans
 AECOM
 Accuity, LLP
 Alexander & Baldwin, Inc.
 Alii Beach Medical Group
 Alpha Phi Omega Alumni Association
 American Red Cross
 American Savings Bank
 Anthology Marketing
 Architects Hawaii, Ltd.
 Ashford & Wriston, LLP
 Atlas Insurance Agency, Inc.
 AT&T
 BAE Systems
 BMW of Honolulu
 Bank of Hawaii
 Blood Bank of Hawaii
 Brigham Young University - Hawaii
 C&S Wholesale Grocers, Inc.

Calvary Chapel of Honolulu at Komo Mai
 Calvary Chapel Pearl Harbor
 Castle Medical Center
 Castle Resorts & Hotels
 Central Pacific Bank
 Certified Hawaii
 Chaminade University
 City & County of Honolulu
 Coca-Cola Bottling Co. Consolidated
 County of Hawaii
 County of Kauai
 County of Maui
 Cutter Chevrolet
 D & D Furniture
 Dr. K.B. Chun & Sons
 Farmers Insurance Hawaii, Inc.
 FCH Enterprises, Inc. (dba Zippy’s)
 FedEx Express
 First Hawaiian Bank

First Presbyterian Church of Honolulu at Koolau
 Foodland Super Market, Ltd.
 GEICO Direct
 Goodsill Anderson Quinn Stifel, LLP
 Grace Redemption Ministries Hawaii
 Grand Hyatt Kauai Resort & Spa
 Halekulani Hotel
 Hawaii County Police Department
 Hawaii Medical Center - West
 Hawai’i Pacific Health
 - Pali Momi Medical Center
 - Kapi’olani Medical Center for
 Women & Children
 - Straub Clinic & Hospital
 Hawaii Pacific University
 Hawaii Prince Hotel
 Hawaii State Federal Credit Union
 Hawaii Youth Conservation Corps
 Hawaiian Airlines, Inc.

Hawaiian Dredging Construction Company, Inc.
Hawaiian Electric Industries, Inc.
- Hawaii Electric Light Company, Inc.
- Hawaiian Electric Company, Inc.
- Maui Electric Company, Limited
Hawaiian South Shore
Hawaiian Telcom
HawaiiUSA Federal Credit Union
Heald College
HMSA
Holy Family Catholic Academy
HonBlue Inc.
Honolulu Association of Insurance Professionals
Honolulu Central Seventh-Day Adventist Church
Honolulu Fire Department
Honolulu Japanese Junior Chamber of Commerce
Honolulu Police Department
Hope Chapel Kahala
Hope Chapel Kaneohe Bay
Hope Chapel Kapolei
Hope Chapel Olomana
Hope Chapel West Oahu
HWMG Hawaii- Western Management Group
Hyatt Regency Waikiki Beach Resort & Spa
Iglesia Ni Cristo
Independent Order Odd Fellows
Johnson Controls, Inc.
JW Marriott Ihilani Resort & Spa at Ko Olina
Kailua Community Church
Kailua United Methodist Church
Kaimuki Christian Church
Kaiser Permanente
- Honolulu Clinic
- Mapunapuna Clinic
- Moanalua Medical Center and Clinic
- Waipio Clinic
Kalaeloa Tennis Association
Kalihi Union Church
Kaneohe Yacht Club
Kauai Marriott Resort
Keiki O Ka Aina Family Learning Centers
Kuakini Health System
Kualoa Ranch
McCorriston Miller Mukai MacKinnon LLP
Merrill Lynch & Co., Inc.
Moanalua Gardens Missionary Church
Monsanto Hawaii
Miss Vamp Hawaii Pageant
New Hope Diamond Head
New Hope Kapolei
New Hope Oahu at Honolulu
New Hope Windward
Nordic PCL Construction, Inc.
North Shore Christian Fellowship
Oahu Transit Services, Inc. (TheBus)
Oceanic Time Warner Cable, Inc.
Omega Psi Phi Fraternity, Inc.
ONO Construction, LLC
One Love Ministries
Outrigger Enterprises Group
- Embassy Suites Waikiki Beach Walk
- Ohana Waikiki East
Pacific Resources for Education & Learning
PB Americas, Inc.
Pearl Harbor Naval Shipyard
Prudential Locations LLC
Remington College
Resurrection of the Lord Catholic Church
Roberts Hawaii, Inc.

Servco Pacific Inc.
Shriners Hospital for Children
Solid Rock Ministries - Kona
Sopogy Inc.
St. John Vianney Parish
St. Joseph Church Waipahu
St. Joseph School
Starwood Hotels & Resorts
State Farm Insurance
State of Hawaii
SVC Management Hawaii LLC
Tesoro Hawaii Corporation
The Church of Jesus Christ of Latter-Day Saints
- Honolulu Hawaii West Stake
- Kalaeloa Chapel
- Kaneohe 1st Ward
- Makakilo Hawaii Stake
- Waianae Chapel
Transportation Security Administration
- Kahului Airport
The Bridge Church of the Nazarene
The Kahala Hotel & Resort
The Plaza Club
The Queen's Health Systems
Times Super Market
Tony Group Autoplex
Turtle Bay Resort
UHA
United States Government
University of Hawaii Systems
- Honolulu Community College
- John A. Burns School of Medicine
- Kapiolani Community College
- Kauai Community College
- Leeward Community College
- University of Hawaii at Hilo
- University of Hawaii at Manoa
- Windward Community College
Wahiawa General Hospital
Waianae Coast Comprehensive Health Center
Waikiki Beach Marriott Resort & Spa

Supporters

AIPA Properties, LLC
- Airport Industrial Park
American Assets Trust
- Waikele Center
Aunty Sally Kaleohano's Luau Hale
Ben Parker Elementary School
Cane Haul Road
Castle & Cooke, Inc.
- The Shops at Dole Cannery
Cathedral of Our Lady of Peace
CBRE Group, Inc.
- Ewa Town Center
- Kaneohe Bay Shopping Center
- The Avenue Shops at Safeway Center
- Waianae Mall Shopping Center
Church of the Holy Cross
Central Union Church
Colliers Monroe Friedlander, Inc.
- Town Center of Mililani
- Waipio Shopping Center
Cookie Corner Hawaii, Inc.
Douglas Emmett, Inc.
- 1132 Bishop
- American Savings Bank Tower
Eagle Scout Jarem Tano

Eagle Scout Mackenzie Goya
Ewa Beach Elementary School
Farrington High School's Health Occupation
Students of America
First Hawaiian International Auto Show
Hale Mahaolu
Hawaii Kai Library
Harold K.L. Castle Foundation / Kaneohe Ranch
Management Limited
- Kailua Town Center
- Kailua Farmer's Market
Hawaii Fire Fighters Association
Hawaii Pacific Health
- Wilcox Memorial Hospital
Hawaii Pastors Roundtable
Hawaii Reserves, Inc.
- Laie Shopping Center
Honpa Hongwanji Hilo Betsuin
HSTA Retirees
Hui Okinawa
Kailua District Park
Kalihi Business Association
Kauai War Memorial Convention Hall
Kaunoa Senior Center
Kiwanis Clubs
- East Hawaii
- Kauai
- Maui
- Pearl Harbor
KONG Radio
LesConcierges, Inc.
- Pacific Guardian Center
Lions Clubs
- Akaka Falls
- Ala Moana
- Kohala
- Pearl City
Manoa Marketplace LLC
Maui Economic Opportunity, Inc.
MMI Realty Services, Inc.
- Hawaii Kai Towne Center
- Kahala Mall
- Kapolei Shopping Center
- Pearlridge Center
Our Savior Lutheran Church
Pacific Office Properties Trust, Inc.
- Davies Pacific Center
- Waterfront Plaza
PM Realty Group
- Alii Place
- Pacific Guardian Center
Retired & Senior Volunteer Program (RSVP)
Scholarship Gabrielle Kahalelio
Scholarship Zachary Acker & Eric Weinhardt
St. Ann's Church
The Church of Jesus Christ of Latter-Day Saints
- Kahului Stake Center
- Kona Stake Center
- Newtown 1st Ward
- Waimea Hawaii Ward
Unico Properties LLC
- Pacific Park Plaza
Wilson Elementary School

Lifesaver
CLUB



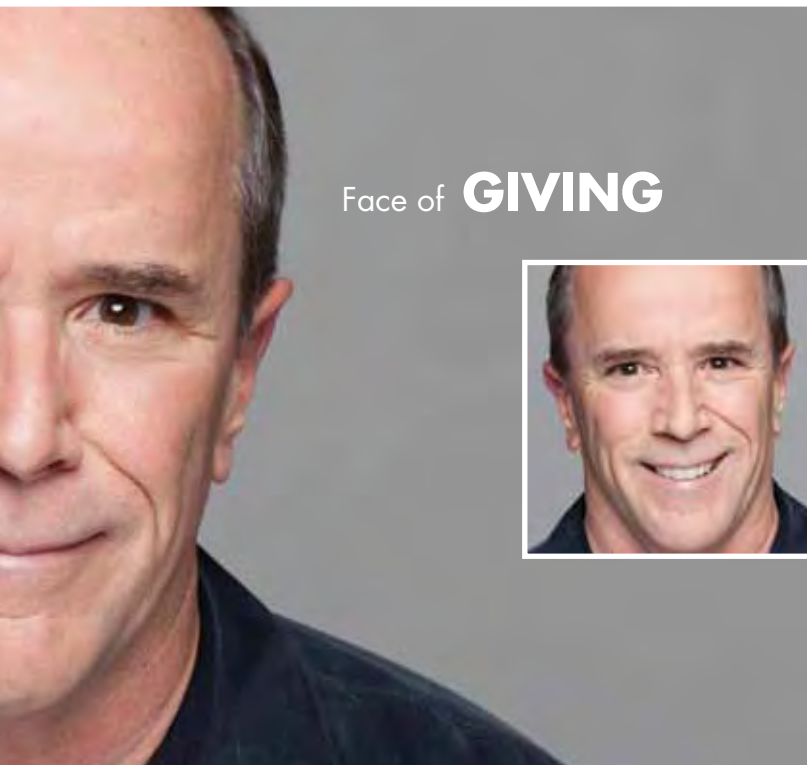
**Blood Bank
of Hawaii**

Give Blood. It's Safe. It's Simple. It Saves Lives.

2043 Dillingham Boulevard
Honolulu, HI 96819-4024

www.BBH.org

Non-Profit
Organization
U.S. Postage
PAID
Honolulu, HI
Permit No. 350



Face of **GIVING**



Face of **RECEIVING**

Mike O'Malley

Donor duets with wife.
Corporate attorney by day.
Dad and Papa by night.
Jokester all the time.
Donor and Lifesaver Club enthusiast.

Eric Kawamoto

Private pilot.
Do-it-yourselfer.
Husband of blood drive coordinator.
Gunshot victim.
Grateful blood recipient.

Dillingham Donor Center

2043 Dillingham Boulevard, Honolulu, HI 96819

Mon, Tues, Wed, Fri 6:30 a.m. to 4:30 p.m.
Thursday 9:00 a.m. to 7:00 p.m.
Saturday 6:30 a.m. to 2:30 p.m.
Sunday Apheresis only
Apheresis by appointment daily.

Young Street Donor Center

Opening April 10, 2012

1907 Young Street, Honolulu, HI 96822

Tuesday 11:30 a.m. to 7:00 p.m.
Wednesday - Saturday 6:30 a.m. to 2:00 p.m.

Downtown Donor Center

Closing April 5, 2012

126 Queen Street, Honolulu, HI 96813

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

For information call: 808-845-9966