IN HIGH GEAR
ANNUAL REPORT FY2017
Blood Bank of Hawaii
FY2017 Vital Statistics

46,420 Red Blood Cells
8,914 Single Donor Platelets
46,033 Red Blood Cells
8,450 Single Donor Platelets

24,204 Whole Blood
865 Platelets

2017 Board of Trustees
Hawaii Deserves a Community Blood Bank
Road to Resilience
Community Contributions
Lifesaver Clubs
High School Lifesaver Clubs
Financial Highlights
WE MAKE A LIVING BY WHAT WE GET.
WE MAKE A LIFE BY WHAT WE GIVE.

- Winston Churchill
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Russell Okata
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.
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.

<table>
<thead>
<tr>
<th><strong>HOSPITAL / PATIENTS</strong></th>
<th><strong>DONORS</strong></th>
<th><strong>DIVERSIFICATION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EVLVE 5 YEARS AGO</strong></td>
<td><strong>ADAPT TODAY</strong></td>
<td><strong>INNOVATE IN THE FUTURE</strong></td>
</tr>
<tr>
<td>Met basic needs</td>
<td>BBH-centric donor history questionnaire (DHQ)</td>
<td>Minimal cellular therapy (collections only)</td>
</tr>
<tr>
<td>Only platelet automated collections strictly in-center</td>
<td>Conservative eligibility requirements</td>
<td>Focus on building infrastructure for future services</td>
</tr>
<tr>
<td>Required testing</td>
<td>Universal DHQ</td>
<td></td>
</tr>
<tr>
<td><strong>ADAPT TODAY</strong></td>
<td>Eligibility requirements loosened to match national standards of practice</td>
<td><strong>INNOVATE IN THE FUTURE</strong></td>
</tr>
<tr>
<td>Patient safety initiatives:</td>
<td>* - Bacteria detection * - Universal leukoreduced blood * - Universal Zika testing</td>
<td></td>
</tr>
<tr>
<td>* Increased efficiency with automated collections:</td>
<td>* - Triple platelets * - Double red cells * - Mobile program</td>
<td>* Add new business initiatives:</td>
</tr>
<tr>
<td>- Triple platelets</td>
<td>- Platelets, plasma and red cells</td>
<td>- Source plasma</td>
</tr>
<tr>
<td>- Double red cells</td>
<td>- In donor center and on mobiles</td>
<td>- Bio-sourcing - processing lab</td>
</tr>
<tr>
<td>- Mobile program</td>
<td>- Pathogen reduction</td>
<td>- Cellular therapy - collections and processing lab</td>
</tr>
</tbody>
</table>
## FY17 FINANCIAL HIGHLIGHTS

### FINANCIALS (IN 000s)

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

### BALANCE SHEET (IN 000s)

<table>
<thead>
<tr>
<th></th>
<th>FY2013</th>
<th>FY2014</th>
<th>FY2015</th>
<th>FY2016</th>
<th>FY2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASSETS</td>
<td>$18,073</td>
<td>$19,479</td>
<td>$19,715</td>
<td>$19,435</td>
<td>$20,205</td>
</tr>
<tr>
<td>LIABILITIES</td>
<td>(3,330)</td>
<td>(3,228)</td>
<td>(4,244)</td>
<td>(4,680)</td>
<td>(3,687)</td>
</tr>
<tr>
<td>NET ASSETS</td>
<td>14,744</td>
<td>16,252</td>
<td>15,471</td>
<td>14,755</td>
<td>16,518</td>
</tr>
</tbody>
</table>

### IN-KIND DONATIONS

- AIP Properties, LLC
- Alexander & Baldwin
- American Assets Trust
- Aunty 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

Special thanks to Matson for donating shipping services for our new bloodmobiles.
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
Waieke 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.
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.**