“To help member blood centers serve their communities.”

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(As of April 1, 2006)

- **President:** Merlyn H. Sayers, MBBCh, PhD
- **President-elect:** Donald Doddridge, MT (ASCP)
- **Vice President:** Thomas A. Schallert
- **Secretary:** Dan A. Waxman, MD
- **Treasurer:** Anne K. Chinoda, MBA
- **Chief Executive Officer:** Jim MacPherson

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(As of April 1, 2006)

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  Blood Bank of San Bernardino and Riverside Counties
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  Community Blood Center
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- **Jeanne Dariotis, ex officio**
  Southeastern Community Blood Center
  Tallahassee, FL

- **Francine Décary, MD, PhD, MBA**
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- **Phyllis Ericson, MT (ASCP)SC**
  Community Blood Bank
  Lincoln, NE

- **Marge Gandolfi**
  New York Blood Center
  New York, NY

- **Martin Gorham, EBA Liaison**
  National Blood Service
  Watford, HERTS (England)

- **David Green, MSA**
  Mississippi Valley Regional Blood Center
  Davenport, IA

- **John T. Guthrie, ex officio**
  Terumo Medical Corporation
  Somerset, NJ

- **Lynn N. Hipp**
  Coastal Bend Blood Center
  Corpus Christi, TX

- **David R. Parsons**
  Central Illinois Community Blood Center
  Springfield, IL

- **Jan Twalt, MS, MT (ASCP)**
  Siouxland Community Blood Bank
  Sioux City, IA
ABC Staff Directory

Jim MacPherson  
Chief Executive Officer

Celso Bianco, MD  
Executive Vice President

William M. Coenen  
Chief Operating Officer

Lori Beaston  
Manager, Conferences & Executive Services

Tammy Burkhardt  
Manager, Network Systems

Scott L. Caswell  
Chief Marketing Officer

Matt J. Granato, LLM, MBA  
Director, National Programs & Marketing

Mary Isabel  
Coordinator, SM TQ & Regulatory Services

Robert Kapler  
Director, Government & Public Relations

Leslie Norwood  
Coordinator, Accounting & Office Services

Lolita Norwood  
Manager, Office Administration

Sharon Pavlovsky  
Manager, Government & Public Relations

Natasha Ragoo, MBA  
Coordinator, Government & Public Relations

S. Karimah Stallworth  
Coordinator, Marketing & Data Analysis

Jane Starkey  
Senior Director, Scientific & Technical Services

Ruth Sylvester  
Director, Regulatory Services

Trudy Thompson  
Manager, General Accounting

Foundation for America’s Blood Centers

Leslie E. Hill  
Executive Director

Mack Benton, MJ  
Development Assistant

Group Services for America’s Blood Centers

Jerry Haarmann  
President

Rhonda R. Carter  
Coordinator, Business Programs

Susan K. Claffey  
Director, Contracting

Jennifer Ficenec  
Director, Plasma & Resource Sharing

Mike Smith  
Director, Contracting

Tiffany Zitzewitz  
Director, Member Services

Contents

Letter from the CEO and President .......................... 4
ABC Happenings ........................................... 6
Scientific, Medical, Technical & Quality ..................... 7
Legislative Affairs .......................................... 10
Group Services ............................................. 12
Public Relations & Marketing ................................ 13
Membership Map ........................................... 18
Awards of Excellence ....................................... 20
The Foundation ............................................ 21
Financials .................................................... 22
Members ...................................................... 24
America's Blood Centers is all about strategic partnerships.

ABC relies heavily on the volunteer power of its members and on collaboration with well over 60 national, North American, and global organizations. These relationships foster the goal of a safe and adequate blood supply for more than three million patients at over 3,000 hospitals served by ABC's 77 members in the United States and Canada.

These partnerships have come a long way. In the early days of the organization's existence, ABC's partnerships were primarily with the AABB, the Red Cross, and other blood organizations. But in the last 10 years, as our members' services have extended to nearly all 50 states and across borders and oceans, these partnerships have expanded to include the American Hospital Association, the National Marrow Donor Program, AdvaMed, major suppliers, the Food and Drug Administration, the European Blood Alliance, the International Society of Blood Transfusion, Octapharma and other plasma fractionators, the U.S. Chamber of Commerce, and the Ad Council.

ABC is now recognized as a world leader in blood banking. This is no boast, but rather the fulfillment of a long-term strategy to position ABC as a premier organization. The mission of saving lives by working closely with those who can and want to help has been part of ABC's purpose for well over a decade. Furthermore, ABC has been able to develop a Foundation which in its short existence has raised more than $5 million to promote blood donation.

What does this mean for ABC members? The fine reputation of local community blood centers is spreading. Our members serve more and more hospitals every year, and some of the blood they collect is used to make products that save lives around the globe. Representatives from scores of countries visit ABC centers every year to study best practices, and many members volunteer in developing countries and speak at international meetings.

Over the last year and a half, ABC became an active member of an emerging international organization, the Alliance of Blood Operators (ABO), which is dedicated to leveraging partnerships, sharing best practices, and improving the effectiveness and efficiency of blood transfusion. In partnership with the European Blood Alliance, ABC member Canadian Blood Services, and Red Cross blood programs in the U.S. and Australia, the ABO is seeking to promote regulatory harmonization in order to achieve faster access to both improved technology and state-of-the-art computer systems.

The ABO is also looking to share best practices in hospital services, and to improve its members' operations through the most far-reaching benchmarking in blood banking history. The organization recently launched an international effort for disaster planning. Countries are not only learning from each other, but also helping each other with blood supplies during national catastrophes.
During 2005 and early 2006, ABC took IMPAQ, its successful 12-year-old Good Manufacturing Practices training program, global. This was accomplished in partnership with ABC members, regulators on both sides of the Atlantic, and multinational vendors.

After nearly a year of study, ABC’s model group services program, with contracts worth $350 million a year, has been reorganized into its own corporation governed by its own board of directors. Now called Group Services for America’s Blood Centers (GSABC), the program remains linked to ABC for important supply-chain functions, such as needs identification, product testing, development, rollout, and after-marketing problem solving. These supply-chain functions make ABC invaluable to its members, especially when it comes to the management of such challenges as nucleic acid technology (NAT) implementation, white particulate matter, leukoreduction filter problems, and compliance with European Union regulations. Indeed, through ABC efforts in last year, 26 ABC members became EU certified.

Significantly, Congress passed a resolution recognizing ABC members for their lifesaving work, noting their role in collecting and distributing blood during local and national disasters and in providing blood to the military in times of conflict.

As Merlyn completes his first year as ABC’s elected president and Jim his 20th as CEO, together we celebrate the creative staff and volunteer partnership that have helped ABC members flourish and ABC grow in influence and success. This year promises new opportunities and challenges—especially in helping ABC members and their partner hospitals emphasize quality while lowering transfusion-related costs. We are excited about the creativity that ABC represents, a quality which, thanks to the strengths of our members, the organization expresses locally, nationally, and internationally.

— Merlyn Sayers
Executive Management Changes

Former Chief Operating Officer Mike Fitzpatrick, PhD, left ABC in January to head a start-up research company that is developing lyophilized platelets. He was instrumental in developing and supporting this product while in the military.

With Dr. Fitzpatrick's departure, former ABC President William Coenen agreed to serve as interim chief operating officer until September 2006. Mr. Coenen has more than 30 years experience in blood banking, 25 of them at the Community Blood Center (Kansas City, MO), where he retired as chief operating officer in 2001. Since 2001, Mr. Coenen has been working with several hospital consortiums, helping them understand the complexities and costs of operating a community blood center. Over the last three years, Mr. Coenen has also volunteered his services as ABC's chief financial officer.

Staff Anniversaries

Several members of the ABC staff celebrated noteworthy anniversaries over the last year. Without the contributions made by these talented and highly-motivated individuals, the organization would not be what it is today.

25 Years
Jane Starkey
Senior Director, Scientific & Technical Services

20 Years
Jim MacPherson
Chief Executive Officer

10 Years
Tammy Burkhardt
Manager, Network Systems

5 Years
Leslie E. Hill
Executive Director, FABC

New Hires

Mack Benton, MJ
Mack Benton joined the Foundation for America's Blood Centers in October 2005 as development assistant. Mr. Benton has excellent written and interpersonal communications skills, as well as a strong work ethic. Prior to joining ABC, Mr. Benton worked for the Capital News Service as a news reporter and anchor. He also wrote articles for The Prince Georges County Post.

Mary Isabel
Mary Isabel joined ABC in January as the new coordinator of SM TQ and Regulatory Services. In this position, Mary coordinates all activities for the department's staff. Ms. Isabel recently moved to the Washington area from Minneapolis, where she had worked for the American Lung Association of the Upper Midwest.
On behalf of its members, ABC played a leadership role in addressing blood safety issues and developing fair, science-based regulations and standards. ABC testified before several federal regulatory boards, staffed committees and task forces, and submitted comments to federal agencies on a variety of issues.

**FDA Draft Apheresis Platelet Guidance**

ABC’s Scientific, Medical & Technical (SMT) Committee, with significant input from ABC’s Quality Committee, submitted comments to the Food and Drug Administration (FDA) questioning several proposed changes that could have significantly decreased the availability of platelets. FDA’s Blood Products Advisory Committee recommended that the agency reconsider its proposals.

**West Nile Virus**

ABC’s SMT Committee sponsored a member survey on the West Nile virus (WNV) that provided valuable data to the FDA. As a result, the FDA concluded that deferring donors with WNV symptoms was scientifically unjustified because it prevented people who were not at risk of transmitting WNV from donating blood while at the same time doing nothing to contribute to the safety of the blood supply.

ABC was also an active participant in the AABB West Nile Interorganizational Task Force. The Task Force provided valuable input to the FDA and the Centers for Disease Control and Prevention on monitoring the WNV epidemic and on the implementation of public health policies to monitor the spread of the disease.

**Seven-Day Platelets**

ABC worked with the FDA and equipment manufacturers to facilitate the development of a post-licensure program that extended platelet expiration dates to seven days, provided that the products have been tested for bacterial contamination.
Quality

ABC blood centers are committed to providing safe and effective blood components and services, and to continually improving their procedures. Their quality programs also assure that ABC blood centers are in compliance with FDA regulatory standards and guidelines, along with those of other U.S. and European regulatory authorities.

Quality Committee Projects

ABC’s Quality Committee continued to sponsor valuable educational teleconferences for quality professionals. Topics included organizational performance indicators, error management, and donor ID security.

The second Quality Workshop was held at the ABC Interim Meeting in Québec City in August 2005.

IMPAQ II Training

A team of ABC quality professionals has developed a comprehensive 2-½ day quality assurance program that has been presented at ABC-member host sites across the country. The program, currently in version II for 2006-2007, offers guidance on a multi-dimensional approach to quality assurance. It gives participants the tools necessary to tackle problem areas identified before or during an EU inspection, implement any needed changes, and create a “culture of quality” that will bring blood center operations to a new level of excellence.

Donor Privacy Initiative

One of ABC’s major functions is to facilitate networking among members in order to identify best practices that can be transferred to other members to enhance compliance with donor privacy requirements. ABC’s Quality Committee wrestled with the difficult issue of donor privacy. The discussion prompted members to identify the most effective approaches for protecting donor privacy during medical history.

Networking and Problem Solving

ABC’s bimonthly Quality Forum conference calls offer quality professionals valuable networking and problem solving opportunities. ABC also launched a new electronic bulletin board, Quality Bytes, in 2005 in order to facilitate more immediate networking and problem solving among ABC members.

Finally, the Quality Committee began a benchmarking process to share best practices that is expected to be rolled out to members next year.

Disaster Preparedness & Pandemic Flu

ABC is a member of the AABB Interorganizational Task Force on Domestic Disasters and Acts of Terrorism. As a part of this task force, ABC works with representatives from a variety of blood services and associations, governmental agencies, and commercial entities to plan for and respond to any event that may impact the nation’s blood supply. These events include natural disasters (i.e., hurricanes) and man-made ones (i.e., 9/11).
Emergency Planning Group, an international pandemic flu/disaster planning committee.

Finally, ABC President, Merlyn Sayers, MBBCh, PhD, established a task force of executives experienced in disaster planning in an effort to collate and synthesize the activities of all the disaster and pandemic flu initiatives currently underway. Dr. Sayers charged this group with identifying and addressing any gaps in disaster planning unique to ABC’s membership.

ABC is also a member of the newly formed AABB Interorganizational Task Force on Pandemic Influenza and the Blood Supply. The task force was created to initiate pandemic planning activity. The task force will provide blood centers and transfusion services with detailed guidance regarding the issues they should address and the range of options available to respond to the threat of pandemic influenza.

ABC is also participating in the International Blood

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**Behavioral-Based Donor Deferrals**

In March, America’s Blood Centers, AABB, and the American Red Cross (ARC) urged the Food and Drug Administration’s Blood Products Advisory Committee (BPAC) to modify the deferral period for men who have sex with other men (MSM) to be consistent with the deferral period for the risk of sexual transmission of viruses via heterosexual routes. The current criteria bans men who have had sex with other men at any time since 1977 – even if just once – from ever donating blood, while banning individuals who have had sex with high risk groups, such as prostitutes, for only one year.

The day before the BPAC meeting, FDA sponsored a workshop on Behavioral-Based Donor Deferrals in the Era of NAT. The presentations at the workshop primarily focused on the current risk of transmission of HIV and other infectious diseases in men who have sex with other men.

ABC Executive Vice President Celso Bianco, M.D., presented a blueprint for decreased reliance on behavior-based deferrals. Based on a major update of a 2002 study by Héma-Québec researchers on the risks and benefits of accepting men who have sex with other men as blood donors, Dr. Bianco predicted that a limited MSM deferral would result in at most one transfusion-transmitted HIV case every 32 years.

Also in March, ABC was notified that a college-based, gay-advocacy group planned a one-day “Fight to Give Life” mobilization on April 5 to highlight its concerns about the current blood donor deferral criteria. At the time, the group was encouraging gay men to show up at college blood drives, go through the medical history process, and say YES to the question about MSM.

On behalf of all U.S. blood organizations, ABC reached out to the group and coordinated a conference call in which “Fight to Give Life” organizers participated along with ABC, AABB, and ARC. They agreed to shift their approach to ask supporters to bring a letter or ribbon to blood drives to express their concern with the FDA’s current donor criteria. ABC agreed to facilitate a meeting, scheduled for May 2006, between the “Fight to Give Life” leaders and the FDA.
Legislative Affairs

America’s Blood Centers played an important role over the last year in keeping the federal excise tax exemption and reimbursement issues on the minds of congressional leaders. The past year also saw the unanimous adoption of House Resolution 220 honoring ABC and its membership for being the suppliers of half of the nation’s blood supply.

Legislative Highlights

House Resolution 220

On October 25, 2005, the U.S. House of Representatives adopted House Resolution 220, which honors ABC and its members for their commitment to ensuring the adequacy and safety of half of the nation’s blood supply, as well as for the critical roles they play in disaster response and preparedness and infectious disease research.

Since the 9/11 World Trade Center and Pentagon tragedies, ABC members have worked with the Departments of Homeland Security and Health and Human Services to develop proposals to ensure rapid response and adequate blood support in the case of a natural disaster or act of terrorism. Among other initiatives, ABC has developed and prepared for deployment a “Hub & Spoke” support system to rapidly respond to any military requirement for blood.

Federal Excise Tax Exemption for Independent, Community-Based Blood Centers

Community blood centers play a critical role in our nation’s public health infrastructure, yet the two crucial activities conducted by these blood centers – mobile blood collections and telerecruiting of donors – are subject to federal excise taxes.

ABC has urged Congress to exempt blood centers from paying excise taxes. The additional estimated $20,000 - $30,000 in financial resources that would be made available to each blood center would allow these centers to increase lifesaving blood donation and collection efforts and better meet the blood supply needs of our communities.

Healthcare Liability Reform Legislation

To stem the tidal wave of litigation against doctors, hospitals, corporations, and non-profit organizations that in recent years have driven up healthcare costs, legislatures across the nation have passed healthcare liability reform measures. The House of Representatives has also passed legislation designed to curb out-of-control litigation abuses by capping jury awards. The problem for blood centers is that much of the legislation does not explicitly include them in the definition of a healthcare provider.

ABC supports the passage of healthcare liability reform legislation, and has been working to ensure that committee documents and any bill adopted by the House and Senate include express healthcare liability reform protections for blood centers.

Recognizing America’s Blood Centers and its member organizations for their commitment to providing over half the Nation with a safe and adequate volunteer donor blood supply, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

April 19, 2005

Mr. Boustany (for himself, Mr. Blunt, Ms. Eshoo, Mr. Boyd, Mr. Kildee, Mr. Young of Florida, Mr. Hinchey, Mr. Towns, and Mr. Radanovich) submitted the following resolution; which was referred to the Committee on Energy and Commerce.

RESOLUTION

Recognizing America’s Blood Centers and its member organizations for their commitment to providing over half the Nation with a safe and adequate volunteer donor blood supply, and for other purposes.

Whereas each year more than 4,500,000 Americans need a blood transfusion, and for over half the need is urgent and lifesaving; Whereas one out of three people need donated blood in their lifetime, and one out of seven hospital patients need a blood transfusion; Whereas it is the blood available on a daily basis that saves lives, and volunteer blood donors are required every day to meet patient needs and to be immediately available in times of disaster; Whereas community blood centers strive year-round to maintain a sufficient blood supply, an urgent task because blood components must be constantly rotated as a result of blood’s short 42-day shelf life; Whereas America’s Blood Centers was founded in 1962 and is North America’s largest network of community-based, federally licensed, not-for-profit blood centers; Whereas America’s Blood Centers supports member blood centers in conducting donor awareness programs and in addressing blood center quality programs; Whereas America’s Blood Centers has been a national leader in meeting increased national blood supply needs, developing new donor recruitment tools, and making blood donation a societal priority; Whereas members of America’s Blood Centers help each other to avoid blood shortages by sharing of resources and best practices; Whereas members of America’s Blood Centers are currently engaged in developing new tests and new technologies to further assure the safety of the Nation’s blood supply and are actively engaged in biomedical research in the area of transfusion medicine; Whereas member blood centers collect nearly half of the United States blood supply, more than that of any other organization; Whereas members of America’s Blood Centers serve more than 150,000,000 people and operate more than 600 collection sites; Whereas America’s Blood Centers assists its members and other blood organizations in assuring adequate blood supplies for patients in times of disasters; Whereas America’s Blood Centers has developed a “hub-and-spoke” system to rapidly respond to any military requirement for blood to support our troops; Whereas members of America’s Blood Centers provide blood products and services to more than 3,300 United States hospitals; Whereas members of America’s Blood Centers were the first to respond to the Oklahoma City bombing, the Columbine shootings, and the 9/11 World Trade Center tragedy and since 9/11 have supported and developed with the Departments of Homeland Security and Health and Human Services proposals to ensure rapid response and adequate blood support in the case of a national disaster or act of terrorism; and Whereas members of America’s Blood Centers support military operations around the globe: Now, therefore, be it Resolved, That the House of Representatives--

(1) recognizes the unique role of America’s Blood Centers and its members in--

(A) providing life saving blood to patients, including the military in times of war and the Nation in times of disaster;

(B) ensuring the safety of that blood supply; and

(C) promoting essential blood donor initiatives;

(2) acknowledges the efforts made by member community blood centers to promote and protect the safety and adequacy of blood components provided to patients; and

(3) recognizes the need to promote a stable blood supply and increase volunteer participation of blood donors.
America’s Blood Centers’ board of directors, with the support of the membership, in September 2005 approved the creation of Group Services for America’s Blood Centers (GSABC). GSABC is a cooperative wholly owned by ABC.

The new group purchasing organization was established to provide members with group purchasing enterprise expertise and resource-sharing services. In addition, the new structure allows both ABC and GSABC to focus on core competencies while capitalizing on the special synergies generated by the two groups.

**GSABC’s mission is:**
“To create a stakeholder driven group purchasing enterprise that more effectively serves the members of America’s Blood Centers.”

While America’s Blood Centers’ group purchasing program had experienced phenomenal growth over the last several years, the size and complexity of group purchasing/services demanded focused, full-time management, and a better alignment of positions and strategic goals.

The new organization moved quickly to establish itself prior to its official April 1 launch. GSABC’s board approved a strategic plan that includes goals in the following key areas:
- to increase gross contract revenue
- to increase plasma volumes
- to improve resource sharing
- to secure more of members’ core purchasing portfolios
- to create a more effective group services infrastructure
- to better engage both members and vendors

“Since its inception in 1983, America’s Blood Centers’ group purchasing program has grown into a more than $300 million operation by serving the needs of its members,” said Dr. Sayers. “By establishing GSABC, we have an opportunity to increase member value through focused management and increased investment in the program.”

**GSABC’s Leadership**

Eight blood center executives were elected to serve on the first GSABC board of directors. They are:

- **Jeanne Dariotis, Chair**
  Southeastern Community Blood Center, Tallahassee, FL
- **Robert Gleason, CPA, Secretary/Treasurer**
  Puget Sound Blood Center, Seattle, WA
- **Byron Buhrner**
  Indiana Blood Center, Indianapolis, IN
- **Robert Carden, MBA, PhD**
  Virginia Blood Services, Richmond, VA
- **Linda Gerber, MT(ASCP), MBA**
  Rock River Valley Blood Center, Rockford, IL
- **Lawrence Hannigan**
  New York Blood Center, New York, NY
- **Patrick McEvoy**
  Blood Systems, Inc., Scottsdale, AZ
- **Donna Respondek, CPA**
  South Texas Blood and Tissue Center, San Antonio, TX

ABC President Merlyn Sayers, MBBCh, PhD, CEO and president of Carter BloodCare, serves as a voting member representing ABC.
Throughout 2005, ABC facilitated and participated in numerous communications outreach efforts on behalf of its members. These activities support the goal of the organization to provide members and the public with timely and accurate information and to develop programs that help members meet their goals for educating and recruiting donors.

Public Relations

From media outreach efforts to managing emerging communications issues, 2005 afforded multiple opportunities to promote the importance of blood donation and the ABC network.

Media Relations

ABC distributed nine press releases over the course of the year and coordinated a National Blood Donor Month radio media tour featuring ABC President Merlyn Sayers, MBCh, PhD, Louis Katz, MD, and blood recipient Paul DiLorenzo. Interviews aired in 15 markets, including New York and Spokane.

Issues Management

ABC worked with the AABB Interorganizational Task Force on Disasters and Acts of Terrorism to review and distribute news releases on Hurricanes Katrina and Rita.

Communications Workshop

ABC held a communications workshop at the March 2006 Annual Meeting in Houston. Public relations and marketing directors from across the membership participated in sessions dealing with issues ranging from communicating in times of disaster to marketing and recruiting young donors.
Ad Council Campaign “Bloodsaves”

The Bloodsaves campaign began to have a positive impact on blood donation by September 2005, one year after it was launched. The campaign consists of a series of TV and radio public service announcements, as well as outdoor advertising and an anchor Web site. The objective of the campaign is to increase awareness of blood donation among 17- to 24-year-olds.

Donated Media Results

The campaign was well-supported by the media and placed in programming relevant to the young-adult target audience. A year after the launch of the campaign, donated media totaled $41,894,800, surpassing the Ad Council yearly average of $28 million. Key TV programming included The Tonight Show with Jay Leno, Late Show with David Letterman, Last Call with Carson Daly, Late Night with Conan O’Brien, Late Late Show with Craig Ferguson, Jimmy Kimmel Live, Saturday Night Live, College and NBA Basketball, 24, The Bachelorette, CSI: Miami, Malcolm in the Middle, Cops, 8 Simple Rules, and Lost.

Fulfillment Results

Strong donated media has resulted in high traffic to the campaign Web site, bloodsaves.com, signifying an interest by viewers in the issue. The Web site attracted over 100,000 unique visitors in August 2005 alone.

Tracking Results

Tracking study results indicate that not only are viewers visiting the Web site, but that the campaign is memorable and the blood donation message is resonating with the target audience. Even more promising is the fact that recent donors were significantly more likely to donate again than they were before the campaign was launched.

Message is having an impact

- Interest in donating blood increased significantly
  - Wave 1 Wave 2
    - Definitely would donate 13% 17%
    - Recent donors – definitely would donate 81% 91%

- Those who saw the PSAs were significantly more likely to have donated blood – 52% ad aware versus 41% not aware

This campaign was made possible by funds raised by the Foundation for America’s Blood Centers.
Marketing

National Programs
The following programs are made possible by funds raised by the Foundation for America's Blood Centers.

Nuclear Energy Institute’s “Energy for Life”
The nuclear industry and its employees contributed a different kind of energy to their communities for the sixth consecutive year during the Energy for Life National Blood Drive. The Nuclear Energy Institute, in conjunction with America's Blood Centers and the American Red Cross, sponsored Energy for Life blood drives during the summer months at nuclear-related organizations across the nation. These blood drives collected 5,900 units of blood. ABC member sites that participated in this initiative collected nearly 2,500 pints at an average of 74 units per drive.

Saturn National Donor Day
The Saturn Corporation and the United Auto Workers held the ninth National Donor Day on and around February 14, 2006. Saturn/UAW and more than 450 Saturn retail facilities partnered with the leading national non-profit donor organizations to encourage Americans to donate or pledge to donate the Five Points of Life: blood, platelets, cord blood, bone marrow, and organs and tissue.

This year’s program established a new record, yielding nearly 72,000 pints of blood. Two ABC members, Oklahoma Blood Institute and Carter BloodCare, collected 33,000 and 28,000 pints of blood respectively in local month-long events.

The National Blood Donor Registry
After the tragic events of September 11, 2001, ABC launched the National Blood Donor Registry on www.AmericasBlood.org. The Registry allows Web site visitors to notify community blood centers of their interest in becoming volunteer blood donors by filling out a form with their contact information. Since 2002, 4,700 donors have registered online, 2,200 of them in fiscal year 2005/06. This represents a 268-percent increase over the previous year and the largest number of new volunteers since the Registry was launched. September 2005 saw the largest number of registrations (814), a response to the devastation caused by hurricanes in the Gulf Coast region.

World Blood Donor Day 2005
In celebration of World Blood Donor Day on June 14, ABC and other leading blood collection organizations and advocacy groups joined with America Online (AOL) to raise awareness about the critical need for blood donations. The partnership with AOL launched an online public awareness initiative aimed at encouraging young people in America to donate blood. This unique Web-based initiative reached millions of online consumers, providing them with information about blood, donation opportunities, and information on how individuals can help to make a difference in their communities. This information was promoted for three weeks on AOL’s CityGuide, a major local online entertainment guide which includes local Web sites covering more than 300 U.S. cities.

Multicultural Donor Recruitment Initiative
Following eight months of research, ABC released Blood Donation Among African-Americans and Hispanics: Multicultural Donor Recruitment and Marketing Plan – Phase I.1 Secondary Research Report in January 2006. The report is part of an effort to supply member centers with a market-entry plan to further ABC members' objectives related to increasing blood donations from minority populations. The report was prepared by The Blackstone Group.

Despite some successes, recruiting African-American and Hispanic blood donors remains a challenge. The report notes that barriers to recruitment include: alienation from the healthcare system, fostered by lower rates of healthcare coverage among minorities; language barriers; and issues of time and convenience.

Although Hispanics and African-Americans currently contribute a small portion of the blood supply, retaining and growing this donor base is important to reducing the risk of a decline in the overall blood supply. According to the report, “Continuing population...
growth, the aging baby boomers’ increasing medical needs, the declining incidence of blood donors in the U.S. adult population, ever more stringent eligibility criteria for donation, and other factors mean that, near term, the U.S. blood supply system is likely to experience more shortages as the margin between supply and usage continues to shrink.”

The new diversity report suggests that understanding and building relationships with African-American and Hispanic donors may play a key role in retaining them. Phase II of ABC’s multicultural initiative will explore whether the donor experience differs across racial and ethnic groups.

**My Blood, Your Blood**

The *My Blood, Your Blood* program has been widely adopted by ABC members since its launch six years ago. In 2005, 63 ABC members distributed nearly 2,000 programs in their communities to an average of 16 elementary schools and 13 middle/high schools per member. Hospitals, corporations, schools, parents, the American Red Cross, and foreign blood services acquired an additional 245 programs directly from ABC.

A Spanish-language version of the popular science program, *Mi Sangre, Tu Sangre*, successfully premiered at the ABC Vendor Appreciation Reception in Seattle, Washington, in October 2005. The program was released in both VHS and DVD formats. The DVD version includes subtitles in English and Spanish. Additional teaching tools and a dedicated Web site, [www.MiSangreTuSangre.org](http://www.MiSangreTuSangre.org), have been developed to accompany the program. Since the launch, 8 percent of ABC members have begun using it. An additional 29 percent of ABC members have stated that they plan to use the program in the future.

**Donor Recruitment and Marketing Workshop**

Over 80 participants gathered in Québec City, Canada to attend the ABC Donor Recruitment (DR) and Marketing Workshop in August 2005. The record number of participants reflected the hard work of the ABC DR and Marketing Committee in selecting relevant topics and planning for a comprehensive and educational agenda. Blood center staff, whose responsibilities ranged from marketing-communications, donor recruitment and education to public relations, event planning, and human resources, benefited from the experience of speakers of similar backgrounds.

**Market Research**

**Blood Donor Loyalty Study**

ABC joined the Alliance of Blood Operators (ABO) in 2004. The alliance was formed by the American Red Cross, the Australian Red Cross Blood Services, Canadian Blood Services (an ABC member), and the English National Blood Service (now represented by the European Blood Alliance) for the primary purposes of harmonizing the regulatory environment and identifying and sharing best practices in blood banking.

ABO’s Performance Improvement Advisory Group (PIAG) focuses on six strategic areas: patients, hospitals, donors, organizational/operations, organizational/strategic, and the public. PIAG’s Donor Loyalty Subgroup focuses on donor satisfaction and retention. The group developed a survey to collect donor satisfaction measures and compare them across blood programs.
ABC members began implementing the donor satisfaction survey in September 2005. Seventeen ABC members participated in the study, which was conducted over the Internet among donors who had donated at least once in the previous 12 months. Nearly 10,000 donors participated. The study found that of the 11 customer service attributes evaluated, needle insertion emerged as the strongest driver of both first-time donors’ and repeat donors’ propensity to give blood again. Wait times came in second. Other customer service attributes addressed by the survey include cleanliness, friendliness of the staff, and sensitivity of the health history questionnaire.

**Hospital Customer Satisfaction**

America’s Blood Centers, in cooperation with the Clinical Laboratory Management Association, administered a survey in April 2006 to measure hospitals’ satisfaction with their primary blood suppliers. The report will be released at the interim meeting in July 2006.

The medical subgroup has developed several metrics to assess trends in blood component distribution. While much of the data needed to complete the metrics was obtained from surveys members previously completed, a small amount of additional data about components distributed was collected by survey. A short survey was distributed in early July 2006 to capture this remaining data.

In addition, the subgroup is continuing to refine benchmarking metrics and establish baseline data from which to move forward.

**Organizational Efficiency**

The PIAG’s Organizational Efficiency Subgroup launched a survey in September 2005 to measure a variety of operational and organizational issues. Twenty-four ABC members participated in the inaugural effort. PIAG members reviewed the survey and are in the process of developing an efficiency yield model to look at blood drive, processing and production efficiency. The survey will contain financial and human resource questions as well. A second survey will be administered in September 2006 and will not be substantially different from the first.
This year, America’s Blood Centers honored the nation’s top organizations and individuals for promoting volunteer blood donation and awareness of the everyday need for blood. Corporations, civic groups, media, and individuals received acclaim for saving lives through blood donation and for supporting non-profit, community-based blood programs at the Awards of Excellence ceremony that took place at the ABC Annual Meeting in Houston, March 2006.

Blood Drive Platinum Awards (Employer)
Naval Station Ingleside
Coastal Bend Blood Center
Henrico County
Virginia Blood Services
Commerce Bank/Commerce Tower
Community Blood Center (Kansas City, MO)

Blood Drive Platinum Awards (Community)
Padre Staples Mall
Coastal Bend Blood Center
Clovis Rodeo Association
Central California Blood Center
Sunrise Mall
BloodSource

ABC - Saturn Retailer’s Challenge Award
Most Creative Campaign
Bob Moore Saturn of Oklahoma City
Oklahoma Blood Institute

Media of the Year Awards
Print
Pensacola News Journal/Gannett
Northwest Florida Blood Center

Radio
Clear Channel Radio
LifeSource, Chicagoland’s Blood Center

Television
UNIVISION
New York Blood Center
13 WREX, Quincy Newspapers, Inc.
Rock River Valley Blood Center

Corporation of the Year Award
CenterPoint Energy
Gulf Coast Regional Blood Center

National Humanitarian Service Award
Dr. Don Rhinehart (Deceased)
Oklahoma Blood Institute

Larry Frederick Award
Jim Gilligan
The Blood Center of New Jersey

Thomas F. Zuck Lifetime Achievement Award
Bill T. Teague
Gulf Coast Regional Blood Center

President’s Award
William M. Coenen
The Foundation

The Foundation for America’s Blood Centers (FABC) recorded gifts and pledges totaling over $1.8 million in 2005, including support for the Katrina Fund ($220,000), the Endowment Fund ($1 million), and the Corporate Campaign ($500,000).

National Education/Awareness Initiatives

The Foundation awarded grants totaling over $800,000 in 2005 in support of 14 educational and outreach programs conducted by ABC and its members. These include ABC’s participation in the Ad Council Campaign, 1-888-USBLOOD, ABC’s national toll-free number, national blood drives, the Multicultural Donor Recruitment Initiative, the My Blood, Your Blood program, Community Blood Center’s (Dayton) “Educating the Next Generation of Blood Donors,” and United Blood Services’ (New Mexico) “Putting the Community in Our Community.”

Operations Research Program

The Foundation expanded its mission and Member Grant Program to include support for operations research and demonstration projects. FABC established a standing committee to develop policies and provide requests for proposals in this area. The Foundation is seeking submissions from ABC members for original programs that have the potential to be implemented within the local community and replicated on a national level in the U.S. and Canada. Applications and proposals will be accepted beginning Summer 2006.

Katrina Fund

In the aftermath of Hurricane Katrina, the Foundation started a relief fund for The Blood Center in New Orleans. The Katrina Fund raised over $220,000 thanks to the overwhelming generosity of 35 member centers, their employees, 10 corporate partners, and 400 individuals, as many made multiple donations. One hundred percent of all funds went towards employee relief.

Endowment Fund

FABC launched a million-dollar fundraising effort in 2005 to support the operation of the Foundation. Seventy members have pledged over $1,000,000 in support. These funds will not be used for Foundation grants; rather, income from the endowment fund will pay a share of the Foundation’s operating and overhead expenses so that FABC can focus more successfully on raising money for impactful, important projects that help assure a safe and reliable blood supply. The campaign is ongoing as FABC seeks 100-percent participation from ABC members.
Income Summary
April 2005 through March 2006

<table>
<thead>
<tr>
<th>Department</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>ABC SUPPORT</td>
<td>34%</td>
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<tr>
<td>COMMUNICATIONS</td>
<td>9%</td>
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<tr>
<td>FOUNDATION</td>
<td>3%</td>
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<tr>
<td>GOVERNMENT RELATIONS</td>
<td>0%</td>
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<tr>
<td>GROUP PURCHASING</td>
<td>45%</td>
</tr>
<tr>
<td>MEETINGS</td>
<td>8%</td>
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<tr>
<td>SCIENTIFIC, MEDICAL &amp; TECHNICAL</td>
<td>1%</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$5,970,118</strong></td>
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Expense Summary
April 2005 through March 2006

ABC SUPPORT 24%
COMMUNICATIONS 15%
FOUNDATION 2%
GOVERNMENT RELATIONS 7%
GROUP PURCHASING 39%
MEETINGS 7%
SCIENTIFIC, MEDICAL & TECHNICAL 6%

TOTAL $5,956,745
List of Members

Canada

Canadian Blood Services
1800 Alta Vista Dr
Ottawa, Ontario K1G 4J5
Tel: (613) 739-2300
Fax: (613) 731-1411
www.bloodservices.ca

Héma-Québec
4045 Côte Vertu Blvd
Saint-Laurent, Québec H4R 2W7
Tel: (514) 832-5000
Fax: (514) 832-1025
hema-quebec.qc.ca

United States

Alaska
Blood Bank of Alaska
4000 Laurel St
Anchorage, AK 99508-6312
Tel: (907) 222-5600
Fax: (907) 563-1371
www.bloodbankofalaska.org

Arizona
Blood Systems, Inc.
6210 E Oak St [85257-1104]
PO Box 1867
Scottsdale, AZ 85252-1867
Tel: (480) 946-4201
Fax: (480) 675-5767
www.bloodsystems.org

California
Blood Bank of San Bernardino and Riverside Counties
384 W Orange Show Rd [92408-2028]
PO Box 5729
San Bernardino, CA 92412-5729
Tel: (909) 885-6503
www.bbsbrc.org

Blood Bank of the Redwoods
2324 Bethards Dr
Santa Rosa, CA 95405-8537
Tel: (707) 545-1222
Fax: (707) 575-8178
www.bbr.org

Blood Centers of the Pacific
270 Mosaic Ave
San Francisco, CA 94118-4496
Tel: (415) 567-6400
Fax: (415) 921-6430
www.bloodcenters.org

BloodSource
1625 Stockton Blvd
Sacramento, CA 95816-7089
Tel: (916) 456-1500
Fax: (916) 739-8219
www.BloodSource.org

Central California Blood Center
3445 N First St
Fresno, CA 93726-6868
Tel: (559) 224-2900
Fax: (559) 225-1602
www.cencalblood.org

Delta Blood Bank
65 N Commerce St [95202-2371]
PO Box 800
Stockton, CA 95201-0800
Tel: (209) 943-3830
Fax: (209) 462-0221
www.deltabloodbank.org

Houchin Community Blood Bank
2600 G St
Bakersfield, CA 93301-2814
Tel: (661) 327-8541
Fax: (661) 327-8242
www.hcbcb.com

Northern California Community Blood Bank
2524 Harrison Ave
Eureka, CA 95501-3280
Tel: (707) 443-8004
Fax: (707) 443-8007
www.nccbb.org

San Diego Blood Bank
440 Upas St
San Diego, CA 92103-4900
Tel: (619) 296-6393
Fax: (619) 296-0126
www.sandiegobloodbank.org

Colorado
Bonfils Blood Center
717 Yosemite St
Denver, CO 80230-6918
Tel: (303) 341-4000
Fax: (303) 340-2751
www.bonfils.org

Delaware
Blood Bank of Delmarva
100 Hygeia Dr
Newark, DE 19713-2085
Tel: (302) 737-8400
Fax: (302) 737-8233
www.delmarvablood.org

Florida
Community Blood Centers of South Florida
1700 N State Road 7
Lauderhill, FL 33313-5006
Tel: (954) 735-9600
Fax: (954) 735-2839
www.cbcbsf.org

Florida Blood Services
10100 MLK Jr. St N [33716-3806]
PO Box 22500
Saint Petersburg, FL 33742-2500
Tel: (727) 568-5433
Fax: (727) 568-1177
www.fbsblood.org

Florida Georgia Blood Alliance
536 W 10th St
Jacksonville, FL 32206-3526
Tel: (904) 353-8263
Fax: (904) 358-7111
www.igiveblood.org

Florida's Blood Centers, Inc.
8669 Commodity Circle
Orlando, FL 32819
Tel: (407) 248-5000
Fax: (407) 248-5095
www.floridasbloodcenters.org
LifeSouth Community Blood Centers
4039 Newberry Rd
Gainesville, FL 32607-2342
Tel: (352) 224-1600
Fax: (352) 334-1066
www.lifesouth.org

Northwest Florida Blood Center
2201 N 9th Ave
Pensacola, FL 32503-3999
Tel: (850) 434-2535
Fax: (850) 469-9514
www.nfbcblood.org

Southeastern Community Blood Center
1731 Riggins Rd
Tallahassee, FL 32308-5317
Tel: (850) 877-7181
Fax: (850) 877-7435
www.scbcinfo.org

Suncoast Communities Blood Bank
1760 Mound St
Sarasota, FL 34236-7761
Tel: (941) 954-1600
Fax: (941) 951-2629
www.scbb.org

Georgia
Shepeard Community Blood Center
1533 Wrightsboro Rd
Augusta, GA 30904-4078
Tel: (706) 737-4551
Fax: (706) 733-5214
www.shepeardblood.org

Hawaii
Blood Bank of Hawaii
2043 Dillingham Blvd
Honolulu, HI 96819-4024
Tel: (808) 845-9966
Fax: (808) 848-4737
www.bbh.org

Illinois
Central Illinois Community Blood Center
1134 S 7th St
Springfield, IL 62703-2493
Tel: (217) 753-1530
Fax: (217) 753-0689
www.cicbc.org

Community Blood Services of Illinois
1408 W University Ave
Urbana, IL 61801-2398
Tel: (217) 367-2202
Fax: (217) 367-6403
www.bloodservices.org

Heartland Blood Centers
1200 N Highland Ave
Aurora, IL 60506-1498
Tel: (630) 892-7055
Fax: (630) 892-4590
www.heartlandbc.org

LifeSource, Chicagoland’s Blood Center
1205 N Milwaukee Ave
Glencoe, IL 60025-2498
Tel: (847) 298-9660
Fax: (847) 803-7685
www.lifesource.org

Rock River Valley Blood Center
419 N 6th St
Rockford, IL 61107-4148
Tel: (815) 965-8751
Fax: (815) 965-8756
www.rrvbc.org

Indiana
Indiana Blood Center
3450 N Meridian St [46208-6499]
PO Box 88206
Indianapolis, IN 46208-0206
Tel: (317) 916-5150
Fax: (317) 916-5005
www.cirb.org

South Bend Medical Foundation
530 N Lafayette Blvd
South Bend, IN 46601-1098
Tel: (574) 234-4176
Fax: (574) 234-1561
www.sbmflab.org

Iowa
The Blood Center of Iowa
431 E Locust St
Des Moines, IA 50309-1930
Tel: (515) 288-0276
Fax: (515) 288-0833
www.bloodonor.org

Mississippi Valley Regional Blood Center
5500 Lakeview Pkwy
Davenport, IA 52807-3481
Tel: (563) 359-5401
Fax: (563) 359-8603
www.bloodcenter.org

Siouxland Community Blood Bank
1019 Jones St [51105-1751]
PO Box 1566
Sioux City, IA 51102-1566
Tel: (712) 252-4208
Fax: (712) 252-1013
www.siouxlandbloodbank.org

Kentucky
Central Kentucky Blood Center
330 Waller Ave
Lexington, KY 40504-2989
Tel: (859) 276-2534
Fax: (859) 233-4166
www.ckbc.org

Western Kentucky Regional Blood Center
3015 Old Hartford Rd
Owensboro, KY 42303-1349
Tel: (270) 684-9296
Fax: (270) 684-4901
www.wkrbc.org

Louisiana
The Blood Center
315 S Johnson St
New Orleans, LA 70112-2211
Tel: (504) 524-1322
Fax: (504) 592-1580
www.thebloodcenter.org

LifeShare Blood Centers
8910 Linwood Ave
Shreveport, LA 71106-6508
Tel: (318) 222-7770
Fax: (318) 222-8886
www.lifeshare.org
<table>
<thead>
<tr>
<th>State</th>
<th>Blood Center Name</th>
<th>Address</th>
<th>City, State Zip</th>
<th>Tel:</th>
<th>Fax:</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minnesota</td>
<td>Memorial Blood Centers</td>
<td>2304 Park Ave</td>
<td>Minneapolis, MN 55404-3789</td>
<td>(612) 871-3300</td>
<td>(612) 871-1359</td>
<td><a href="http://www.memorialbloodcenters.org">www.memorialbloodcenters.org</a></td>
</tr>
<tr>
<td>Mississippi</td>
<td>Mississippi Blood Services</td>
<td>1995 Lakeland Dr</td>
<td>Jackson, MS 39216-5095</td>
<td>(601) 981-3232</td>
<td>(601) 984-3783</td>
<td><a href="http://www.msblood.com">www.msblood.com</a></td>
</tr>
<tr>
<td>Missouri</td>
<td>Community Blood Center (Kansas City)</td>
<td>4040 Main St</td>
<td>Kansas City, MO 64111-2390</td>
<td>(816) 753-4040</td>
<td>(816) 968-4047</td>
<td><a href="http://www.bloodislife.org">www.bloodislife.org</a></td>
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<tr>
<td></td>
<td>Community Blood Center of the Ozarks</td>
<td>2230 S Glenstone Ave</td>
<td>Springfield, MO 65804-3255</td>
<td>(417) 227-5000</td>
<td>(417) 227-5415</td>
<td><a href="http://www.cbco.org">www.cbco.org</a></td>
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<tr>
<td>Nebraska</td>
<td>Community Blood Bank</td>
<td>100 N 84th St Ste 200</td>
<td>Lincoln, NE 68505-3101</td>
<td>(402) 486-9400</td>
<td>(402) 486-9429</td>
<td><a href="http://www.don8bld.org">www.don8bld.org</a></td>
</tr>
<tr>
<td>New Jersey</td>
<td>The Blood Center of New Jersey</td>
<td>45 S Grove St</td>
<td>East Orange, NJ 07018-4198</td>
<td>(973) 676-4700</td>
<td>(973) 676-4933</td>
<td><a href="http://www.bloodnj.org">www.bloodnj.org</a></td>
</tr>
<tr>
<td></td>
<td>Central Jersey Blood Center</td>
<td>494 Sycamore Ave</td>
<td>Shrewsbury, NJ 07702-4205</td>
<td>(732) 842-5750</td>
<td>(732) 842-1617</td>
<td><a href="http://www.cbcblood.org">www.cbcblood.org</a></td>
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<tr>
<td></td>
<td>Community Blood Services</td>
<td>970 Linwood Ave W</td>
<td>Paramus, NJ 07652-2399</td>
<td>(201) 444-3900</td>
<td>(201) 444-3906</td>
<td><a href="http://www.communitybloodservices.org">www.communitybloodservices.org</a></td>
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<tr>
<td>New York</td>
<td>New York Blood Center</td>
<td>310 E 67th St</td>
<td>New York, NY 10021-6273</td>
<td>(212) 570-3000</td>
<td>(212) 570-3195</td>
<td><a href="http://www.nybloodcenter.org">www.nybloodcenter.org</a></td>
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<tr>
<td>North Carolina</td>
<td>Community Blood Center of the Carolinas</td>
<td>4447 South Blvd</td>
<td>Charlotte, NC 28209-2674</td>
<td>(704) 972-4700</td>
<td>(704) 972-4699</td>
<td><a href="http://www.cbcc.us">www.cbcc.us</a></td>
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<tr>
<td>Ohio</td>
<td>Community Blood Center (Dayton)</td>
<td>349 S Main St</td>
<td>Dayton, OH 45402-2736</td>
<td>(937) 461-3450</td>
<td>(937) 461-9217</td>
<td><a href="http://www.cbccts.org">www.cbccts.org</a></td>
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<tr>
<td></td>
<td>Hoxworth Blood Center</td>
<td>3130 Highland Ave [45219-2333]</td>
<td>Cincinnati, OH 45267-0055</td>
<td>(513) 558-1200</td>
<td>(513) 558-1300</td>
<td><a href="http://www.hoxworth.org">www.hoxworth.org</a></td>
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<tr>
<td></td>
<td>LifeShare Community Blood Services</td>
<td>105 Cleveland St</td>
<td>Elyria, OH 44035-6166</td>
<td>(440) 322-5700</td>
<td>(440) 322-6240</td>
<td><a href="http://www.lifeshare.cc">www.lifeshare.cc</a></td>
</tr>
<tr>
<td>Oklahoma</td>
<td>Oklahoma Blood Institute</td>
<td>1001 N Lincoln Blvd</td>
<td>Oklahoma City, OK 73104-3299</td>
<td>(405) 297-5700</td>
<td>(405) 297-5513</td>
<td><a href="http://www.obi.org">www.obi.org</a></td>
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<tr>
<td>Oregon</td>
<td>Lane Memorial Blood Bank</td>
<td>2211 Willamette St</td>
<td>Eugene, OR 97405-2800</td>
<td>(541) 484-9111</td>
<td>(541) 484-6976</td>
<td><a href="http://www.lmmb.org">www.lmmb.org</a></td>
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<tr>
<td>Pennsylvania</td>
<td>Central Blood Bank</td>
<td>875 Greentree Rd</td>
<td>Pittsburgh, PA 15220-3508</td>
<td>(412) 209-7000; Fax: (412) 209-7175</td>
<td><a href="http://www.centralbloodbank.org">www.centralbloodbank.org</a></td>
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<tr>
<td></td>
<td>Central Pennsylvania Blood Bank</td>
<td>5670 Adams Dr</td>
<td>Hummelstown, PA 17036-8625</td>
<td>(717) 566-6161</td>
<td>(717) 566-7850</td>
<td><a href="http://www.cpbb.org">www.cpbb.org</a></td>
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<tr>
<td></td>
<td>Community Blood Bank of Northwest Pennsylvania</td>
<td>2646 Peach St</td>
<td>Erie, PA 16508-1895</td>
<td>(814) 456-4206</td>
<td>(814) 452-3966</td>
<td><a href="http://www.fourhearts.org">www.fourhearts.org</a></td>
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<tr>
<td></td>
<td>Miller-Keystone Blood Center</td>
<td>1465 Valley Center Pkwy</td>
<td>Bethlehem, PA 18017-2292</td>
<td>(610) 691-5850</td>
<td>(610) 691-5423</td>
<td><a href="http://www.giveapint.org">www.giveapint.org</a></td>
</tr>
</tbody>
</table>
Rhode Island
Rhode Island Blood Center
405 Promenade St
Providence, RI 02908-4823
Tel: (401) 453-8360
Fax: (401) 453-8557
www.ribc.org

South Carolina
The Blood Connection, Inc.
515 Grove Rd
Greenville, SC 29605-4282
Tel: (864) 255-5000
Fax: (864) 242-4824
www.thebloodconnection.org

Tennessee
Blood Assurance, Inc.
700 E 4th St
Chattanooga, TN 37403-1916
Tel: (423) 756-0966
Fax: (423) 752-8460
www.bloodassurance.org

Lifeblood, Mid-South Regional Blood Center
1040 Madison Ave
Memphis, TN 38104-2198
Tel: (901) 522-8585
Fax: (901) 523-8671
www.lifeblood.org

Lifeline Blood Services/ West Tennessee Regional Blood Center
828 N Parkway
Jackson, TN 38305-3000
Tel: (731) 427-4431
Fax: (731) 422-4712
www.lifelinebloodserv.org

Texas
The Blood and Tissue Center of Central Texas
4300 N Lamar Blvd [78756-3421]
PO Drawer 4679
Austin, TX 78765-4679
Tel: (512) 206-1266
Fax: (512) 458-3859
www.bloodandtissue.org

Carter BloodCare
2205 Highway 121
Bedford, TX 76021-5950
Tel: (817) 412-5000
Fax: (817) 412-5991
www.carterbloodcare.org

Coastal Bend Blood Center
209 N Padre Island Dr
Corpus Christi, TX 78406-2002
Tel: (361) 855-4943
Fax: (361) 855-2641
www.coastalbendbloodcenter.org

Coffee Memorial Blood Center
1915 Coulter Dr
Amarillo, TX 79106-1780
Tel: (806) 358-4563
Fax: (806) 358-2982
www.thegiftoflife.org

Gulf Coast Regional Blood Center
1400 La Concha Ln
Houston, TX 77054-1887
Tel: (713) 790-1200
Fax: (713) 790-1007
www.giveblood.org

South Texas Blood and Tissue Center
6211 W IH-10
San Antonio, TX 78201-2023
Tel: (210) 731-5555
Fax: (210) 731-5505
www.bloodntissue.org

Stewart Regional Blood Center
815 S Baxter Ave
Tyler, TX 75701-2205
Tel: (903) 535-5400
Fax: (903) 535-5450
www.stewartblood.org

Texoma Regional Blood Center
3911 N Texoma Pkwy
Sherman, TX 75090-1925
Tel: (903) 893-4314
Fax: (903) 893-8628

Virginia
Virginia Blood Services/Astraea
2201 Westwood Ave
Richmond, VA 23230-4009
Tel: (804) 359-5100
Fax: (804) 359-5379
www.vablood.org

Washington
Cascade Regional Blood Services
220 S “I” St [98405-4221]
PO Box 2113
Tacoma, WA 98401-2113
Tel: (253) 383-2553
Fax: (253) 572-6340
www.cascadebloodcenters.org

Inland Northwest Blood Center
210 W Cataldo Ave
Spokane, WA 99201-2217
Tel: (509) 624-0151
Fax: (509) 232-4527
www.inbc2.org

Puget Sound Blood Center
921 Terry Ave
Seattle, WA 98104-1256
Tel: (206) 292-6500
Fax: (206) 292-8030
www.psbc.org

Wisconsin
Blood Center of Northcentral Wisconsin
211 Forest St
Wausau, WI 54403-5516
Tel: (715) 842-0761
Fax: (715) 845-6429

BloodCenter of Wisconsin
638 N 18th St [53233-2194]
PO Box 2178
Milwaukee, WI 53201-2178
Tel: (414) 933-5000
Fax: (414) 933-6803
www.bloodcenter.com

Community Blood Center
4406 W Spencer St
Appleton, WI 54914-9106
Tel: (920) 738-3131
Fax: (920) 738-3124
www.communityblood.org