



# 2010 ANNUAL REPORT



SOUTH TEXAS BLOOD & TISSUE CENTER  
QUALTEX LABORATORIES

SAVING LIVES IN A GLOBAL COMMUNITY

# Message from the CHAIRMAN OF THE BOARD

Throughout 2010, South Texas Blood & Tissue Center continued to be a lifeline to patients and a vital health care partner in the community.

One of our biggest challenges was to maintain our high quality of service during a difficult economy. Cost reduction and productivity improvements played a major role in our business decisions and will continue to do so in 2011. The STBTC/QualTex staff has participated wholeheartedly by suggesting changes in products and procedures that have reduced expenditures by thousands of dollars.

We are both humbled and honored by the trust you have placed in us. We are grateful to our countless faithful blood donors who regularly take time to donate. We appreciate the many volunteers – from high schools, colleges, and the community at large – who donated over 9,000 hours of community service, saving the Center over \$87,000.

We are blessed with an active, generous group of volunteers that serve on the Foundation Board, as well as other notable volunteers serving on various committees: Investment, Budget & Finance, Research, Medical Advisory, Bereavement Education and Support Taskforce, and Human Resources. Each of these committees is comprised of staff members, board members and other civic-minded individuals who lend their expertise and professionalism to the Center.

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We are also grateful to the entire health care community in which we operate. We have formed meaningful relationships with our partners throughout the region and look forward to the future development of our alliances.

As a board member, I am excited to be working with such an energetic group of people, who are committed to this wonderful life saving mission. As you review this annual report, you'll see many examples of their dedication, innovation and faithfulness.

## DENNIS STAHL

Chair, Board of Directors  
South Texas Blood & Tissue Center





## SENIOR MANAGEMENT



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*Interim President &*  
*Chief Operating Officer*



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*and Communications*



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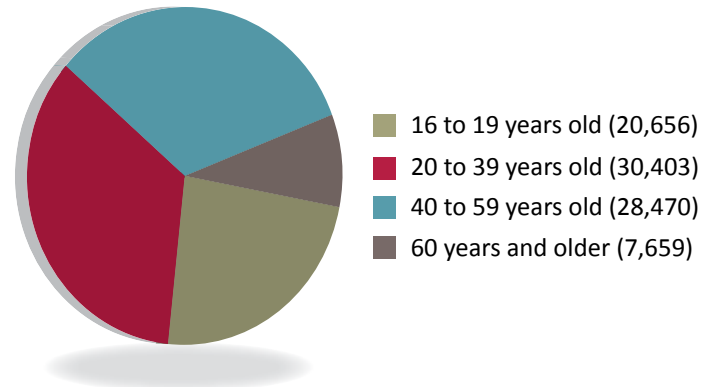
**Mission Statement:** STBTC's staff and volunteers are committed to serving the blood, tissue and related needs of the South Texas community in a cost-effective manner by utilizing state-of-the-art facilities and equipment and to enhance those services through education and research.

# BLOOD SERVICES

As hospital customers respond to the challenges of health care reform and cost containment, STBTC is helping them reassess their current blood utilization practices in a partnership to become better stewards of the blood supply. We are working with all of our customers to better understand their needs and to maximize efficiencies in blood collection and distribution. Appropriate Inventory Management (AIM) is a new system that will allow STBTC to better forecast demand for blood products to help us ensure an adequate blood supply, reduce waste, and ultimately help reduce costs.

Donors are embracing the new strategy of type specific donations, because they are becoming better educated as to how their donation can make a greater impact on saving patients' lives with each donation. The strategy, which takes into account the blood types needed, allows the Center to collect the right product from the right donor.

2010 Blood Donations by Age Group



Donors of all ages answer the call to support hospital patients. STBTC is grateful for each donor for their generous and selfless spirit.

To celebrate World Blood Donor Day, STBTC and 408 friends gathered to form a giant human blood drop. This event and others across the nation created awareness of the worldwide need for blood.

Alyssa was one of 27,932 high school students who donated blood in 2010. There were 5,283 donations from 16-year-olds.



In 2010, STBTC donors gave 141,882 red cells, 28,824 platelets and 1,042 plasma units.



STBTC continues its minority outreach with “We are the Answer” and “Donar Sangre es Donar Vida.” Since we started these campaigns in 2008, minority donations have increased by more than 4%.

Blood drives were held at schools, health fairs, businesses and religious gatherings. In 2010, mobile blood drives collected 102,275 donations.



*Breanna relies on blood donations, family and friends to help her fight sickle cell disease. One in five hundred African-American children are born with sickle cell.*

# REGENERATIVE MEDICINE

## Texas Cord Blood Bank

In 2010, the Texas Cord Blood Bank (TCBB) reached a major milestone –transplanting the 100th unit of lifesaving umbilical cord blood. Cord blood, which formerly was considered medical waste, is donated by mothers after the birth of healthy babies. TCBB has banked nearly 8,500 units with a goal of 25,000 units.

With 14 hospitals on board, the TCBB is developing strategies to continue expanding the program, with a focus on high volume birthing centers with ethnically diverse populations.

The Texas Cord Blood Bank is collaborating with experts around the world who are developing clinical trials that hold promise for patients affected by strokes, Alzheimer’s, cardiovascular disease and other conditions not previously associated with cord blood as a treatment protocol.



## Marrow Donor Program of South and Central Texas

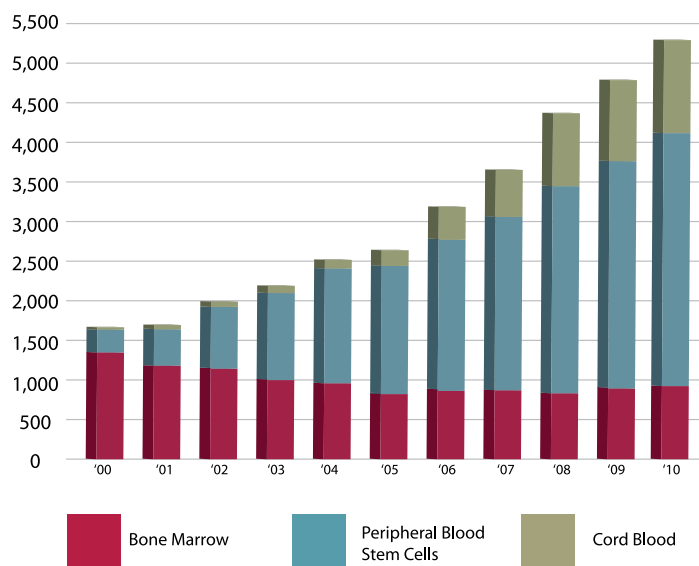
As one of the largest registries of Hispanic donors in the National Marrow Donor Program (NMDP), the Center actively recruits potential donors in South and Central Texas for the Be The Match Registry.

In 2010, STBTC registered over 16,000 in the program – an outpouring of generosity that could save precious lives for those who find a match. STBTC donors participated in 70 transplants last year.

Be the Match has joined in the partnership to collaborate with leading researchers in the field of regenerative medicine and determine new protocols for peripheral blood stem cells (PBSC) and bone marrow.



NMDP Transplants by Cell Source



Source: National Marrow Donor Program FY 2010

Nationwide, cord blood and peripheral blood stem cells are being used more and more as alternatives to traditional bone marrow to meet the needs of patients. STBTC assists in the search for all three life saving resources for patients, to include registering of donors, as well as collecting and processing both peripheral blood and cord blood stem cells.

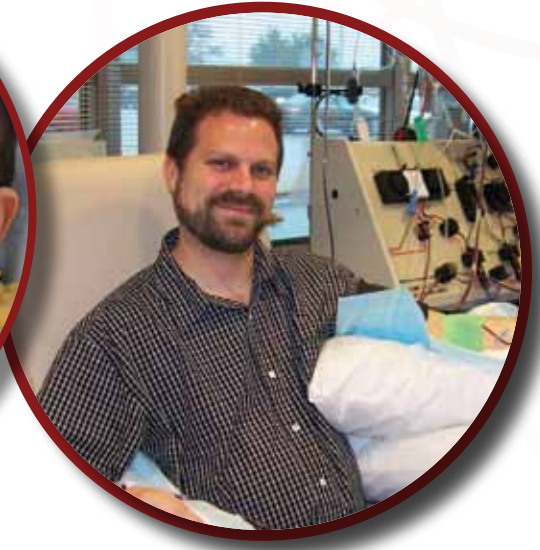
## Tissue Services

On behalf of the patients we serve nationwide, we extend deep gratitude for the selfless and generous sacrifice that individuals and families made in deciding to donate tissue.

Due to these donor families, numerous medical advancements have been made possible. Tissue Services has been able to collaborate with research and development experts to create and manufacture new components for innovative orthopedic procedures. Clinical studies are in progress to develop products in diverse shapes and sizes to restore function in patients.

## GenCure

GenCure was established in 2010 to build the regenerative medicine aspects of the Texas Cord Blood Bank, Tissue Services and the Marrow Donor Program of South and Central Texas. These three entities will continue in their traditional life saving modes, while at the same time moving towards the next level of scientific advancements in the field of regenerative medicine.



Tissue Services manufactures over 350 different types of tissue components, which were used to enhance life and function for over 5,200 patients in the US and in countries across the globe in 2010.

Medical research continually discovers new ways to use cord blood stem cells in transplant and regenerative medicine. The gift of cord blood offers hope to countless families.

Dusty Burcham (shown above) was one of 46 people who donated peripheral blood stem cells in 2010 on behalf of patients all over the world.



*To treat his lymphoma, Colonel Raymond Holmes received two units of umbilical cord blood. This miraculous gift of stem cells gave him a new lease on life.*

## Message from the President

# QUALTEX LABORATORIES

This has been a year of transition and promise for QualTex Laboratories — a period of investment in the future for this STBTC business unit that performs screening tests for blood, tissue and plasma centers to safeguard lives. Critical testing services performed by QualTex improve the safety of biological products for release to hospitals and manufacturing to help protect public health.

In 2010, QualTex Laboratories began construction of a new, state-of-the-art facility in Norcross, GA, that will replicate all processes available to customers through its San Antonio counterpart, while adhering to the same high quality standards and services.

As 2010 came to a close, the new laboratory was well on its way to becoming operational. Construction to transform 57,000 square feet of an existing facility into modern laboratory and office space is on schedule for a May 2011 opening. Equipment is being installed, calibrated and validated.

Modern communication technology is contributing to an efficient transition. Through video conferencing, San Antonio and Norcross staff engage in face-to-face planning and coordinating that ensures uniformity of operations in both facilities. Ongoing training of new employees by experienced professionals from San Antonio provides further assurance that this new laboratory will provide full replication of services and insure redundancy in the event of an interruption of services at either location.

QualTex has built a reputation in the international blood and plasma industries that has led to extraordinary annual growth in new customers and expansion of services with existing customers. Millions of samples are shipped from all parts of the USA for infectious disease testing prior to the release of blood, tissue and plasma components for further processing.

QualTex is in a growth mode. Testing services have continued to flourish, evidence that this expansion is due and timely. This expansion is an investment in the future of QualTex and will allow for continued growth for many years to come.

Georgia's welcome to us has been auspicious. The Georgia Department of Economic Development, Emory University and the state's biomedical industry have embraced the addition of QualTex to its scientific family and helped raise our visibility in the region.

Overseeing QualTex Laboratories' operations, I regularly travel to San Antonio and enjoy maintaining contact with the friends and colleagues with whom I've worked over the years and hold in the highest regard.

## NORMAN D. KALMIN, MD

President/CEO and Medical Director  
QualTex Laboratories



In 2010, QualTex Laboratories tested approximately 7.5 million samples for 275 customers in 33 states and worldwide.



Ongoing research and development projects in 2010 included a new specialty assay for tetanus antibodies and participation in two IND (investigation on new drug) protocols with vendors. This research further enhanced the image of QualTex as a premier research facility.

To improve efficiency, the San Antonio laboratories completed remodeling of the Processing Laboratory, Immunohematology Reference Laboratory, and Microbiology Departments in 2010.

QualTex Laboratories is currently one of the largest independent testing laboratories for screening blood and plasma products in the USA.

## SENIOR MANAGEMENT



*Kelli Riggins, Irma Villarreal, Scott Jones, PhD; Norman Kalmin, MD; Linda Myers, Kim Ratliff, Gary Griffin, Amy Ryall  
Not shown: Jose Garcia, Wylene Won*

# COMMUNITY CONNECTIONS

As part of our Center's core values we committed to improve the community in which we work and live. We connect with our neighbors through educational conferences, involvement with other non-profits, and individual volunteer work with civic and religious groups.

Employees donated to the United Way, San Antonio Food Bank, Haven for Hope and other charitable organizations.

CAMCO: Cancer Advocacy Movement for Colleges and Outreach invited young people to join the lifesaving mission of the National Marrow Donor Program. This increased awareness on college campuses resulted in nearly 5,000 students, faculty and staff registering in 2010 as potential Be The Match donors.

Over 150 volunteers donated 9,380 hours of their time to STBTC activities.

Community education included 49 professional audio conferences and webinars to benefit medical and scientific personnel. Over 1,300 people of all ages participated in guided tours of our facility. Four Distinguished Speaker programs covered such diverse topics as "Pediatric Blood Transfusion" and "Case Studies in Tissue Recovery."



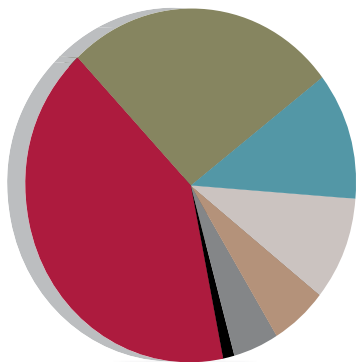
With the help of media partners, STBTC was able to educate the South Texas community about the need for specific blood donations, enabling us to collect the right component for the right patient.

STBTC/QualTex personnel participated in Light the Night (shown here), Tour de Cure, Vital Alliance Run/Walk, Walk MS, and numerous other community activities.

Even children grew in their understanding of caring for others through the Picassos Under the Pavilion Chalk Art Festival.

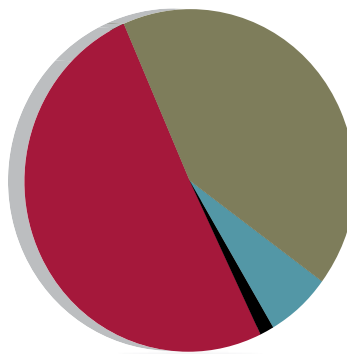


*Expenses (in millions)*  
\$129.6



- Testing \$53.6
- Wages \$34.3
- Purchased Services & Other \$15.2
- Supplies \$12.3
- Benefits \$7.2
- Depreciation \$5.8
- Interest Expenses \$1.2

*Revenues (in millions)*  
\$140.1



- Client Testing \$70.9
- Blood & Tissue Processing \$58.6
- Other Revenues \$9.0
- Investment Income \$1.6

## COMMITTEES

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Donna Respondek, CPA  
Dennis Stahl  
Darryl Waldron, PhD

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Blanca C. Molina, MD  
Linda Myers, MT, SBB, CQA  
Margaret Peters, MD  
Emily E. Volk, MD

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Paula Loring, LMSW-ACP  
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Donna Respondek, CPA

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Scott Jones, PhD  
Norman D. Kalmin, MD  
Robert Lanford, PhD  
Philip LoVerde, PhD  
Linda Myers, MT, SBB, CQA



*When asked why he donates blood, Leo Moreno simply said, "I want to help people. We all need to give to the community. Giving blood is an easy way to do that."*

# FOUNDATION

Since its inception, The Blood & Tissue Center Foundation has relied on its Board of Directors – a group of extraordinary volunteers who are deeply committed to advancing the work of the Center. Despite the challenging economic times, the Board continued its fine work in 2010 under the leadership of Board Chairs Nancy and Vernon Torgerson, Jr. With the creative energy of Red and White Ball Co-Chairs Kim and Dr. Michael Fischer and Beverly Purcell-Guerra and Dr. Fernando A. Guerra, the Ball netted \$229,000 in support of the Texas Cord Blood Bank. The Blood & Tissue Center Foundation is grateful to the foundations, corporations and individuals who continue to support the Texas Cord Blood Bank.

2010 Red and White Ball Chairs  
Dr. Michael and Kim Fischer



2010 Red and White Ball Chairs  
Beverly Purcell-Guerra and  
Dr. Fernando A. Guerra



2010 The Blood & Tissue Center  
Foundation Chairmen  
Vernon and Nancy Torgerson, Jr.

## FOUNDATION SUPPORT

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Cowden Charitable Foundation  
Kittie Nelson Ferguson Foundation  
Goldsmith Family Charitable Fund  
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Golf San Antonio  
The Gorman Foundation  
G.A.C. Halff Foundation  
Helen Freeborn Kerr Foundation  
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Shelby Rae Tengg Foundation  
The USAA Foundation



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Lori and Mark Wright  
Anna and Thad C. Ziegler



2010 Chairman's Circle Award recipients  
Mike and Louise Beldon

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Mr. Mike Zayas  
Mr. Steele and Dr. Beverly Zinser  
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Lori and Mark Wright  
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 Anderson Marketing Group  
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 BRATH, Inc.  
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 South Texas Pathology Associates  
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 UT Health Science Center at  
 San Antonio  
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 Valero Energy Foundation  
 Wag-a-Bag  
 Wealth Strategies  
 Wortham Insurance & Risk Mgt.  
 Zachry Corporation

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 In honor of Louise and Mike Beldon  
 In honor of Mrs. Yona McNish  
 In honor of Mr. and Mrs. Mark Wright  
 Ms. Joan Borden  
 In memory of Dr. Paul McCurdy  
 Mr. and Mrs. Wayman Buchanan  
 In honor of Mr. and Mrs. Charlie Pannill  
 In honor of Mr. and Mrs. Cecil Rhodes  
 In honor of Mr. and Mrs. Vernon Torgerson, Jr.  
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 In honor of Chairman Elizabeth Ames Jones  
 Mr. and Mrs. Paul Cross  
 In memory of Ms. Sherry Shipp Penry  
 Dr. and Mrs. Steven Davis  
 In honor of Louise and Mike Beldon  
 Mr. and Mrs. Jerry Dover  
 In memory of Ms. Sherry Shipp Penry  
 Ms. Mary Beth Fisk and Mr. Danny Miller  
 In honor of Mr. and Mrs. Vernon Torgerson, Jr.  
 In honor of Mr. and Mrs. Mark Wright  
 In memory of Mr. Gary Wood  
 Goldsmith Family Charitable Fund of SAAF  
 In memory of Mr. Phil Heintz  
 Mr. Don Harkey  
 In memory of Mrs. Jackie Loring  
 Mrs. Karen Heintz  
 In honor of Dr. Jules Lane  
 In honor of Mrs. Linda Lane  
 In honor of Dr. Don Novick  
 In honor of Mrs. Yona McNish  
 In honor of Mr. and Mrs. Mark Wright  
 In memory of Mr. Herb Novick

Dr. and Mrs. Norman D. Kalmin  
 In honor of Ms. Mary Beth Fisk  
 Dr. and Mrs. Tom McNish  
 In honor of Ms. Mary Beth Fisk  
 In honor of Mr. and Mrs. Mark Wright  
 In memory of Mr. Gary Wood  
 Mr. Jerry Moran  
 In memory of Ms. Sherry Shipp Penry  
 Mr. Earl Noble, Jr.  
 In honor of Mrs. Dawn Arnold  
 Mr. and Mrs. Charles B. Owens  
 In honor of Mr. and Mrs. Mark Wright  
 In memory of Mr. Phil Heintz  
 In memory of Mr. Gary Wood  
 Dr. Michael Ozer  
 In honor of Dr. and Mrs. Michael Fischer  
 In honor of Dr. and Mrs. Fernando A. Guerra  
 In honor of Dr. and Mrs. Norman D. Kalmin  
 Ms. Sarah Kay Stowell  
 In honor of Mr. Fred Kanter  
 Mr. and Mrs. Vernon Torgerson, Jr.  
 In memory of Mr. Phil Heintz  
 Ms. Lauren Walthour  
 In memory of Mr. Phil Heintz  
 Mrs. Karen Lee Zachry  
 In honor of Louise and Mike Beldon



Veronica and Dr. John Boldt  
 Foundation Board

## South Texas Blood & Tissue Center

[southtexasblood.org](http://southtexasblood.org)

### Headquarters

6211 IH 10 West at First Park Ten  
San Antonio, TX 78201  
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### Methodist Healthcare Donor Room

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## QualTex Laboratories

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