Our goal is always patient focused. Everything we do centers on the desire to save and enhance life.

Our services are diverse and unique in our industry. South Texas Blood & Tissue Center (STBTC) continues as the lifeline to the community, providing blood components throughout South Texas to an ever-growing state population.

GenCure services (tissue, cord blood, cellular therapies and marrow) continue their message of encouraging life-saving donations, as well as branching out into new research developments.

Whatever happens nationally or internationally affects us. Economic news, health care changes, and employment rates all create challenges for us and for our customers. Being able to quickly and creatively respond to these challenges is essential to our organization’s growth and well being.

Throughout 2012, we have strengthened ties with our existing partners and created new cords of alliance with others. Together, as a medical community, we will accomplish our long-range strategies.

Our staff is the backbone of the organization. As the workers on the frontline, their commitment, dedication and loyalty to the medical needs of the community remains a source of inspiration to all of us on the Board of Directors.
The year 2012 has been full of challenges and rewards. QualTex Laboratories continues to expand its services and seek new opportunities for growth.

The boundaries of distance grow smaller. Our collaborations extend not only across Texas and the United States, but also to Europe and the Far East. QualTex Laboratories performs testing for companies in multiple countries, giving our staff international recognition for the work they perform. Millions of samples are shipped to our laboratories for infectious disease testing.

QualTex has established a reputation for quality throughout the blood and plasma industries. Our customers depend on our ability to quickly and accurately provide the services they need.

Quality is paramount: management and staff diligently maintain high standards and carefully monitor all aspects of the numerous accreditations and standards required in every aspect of a laboratory.

QualTex staff has an on-going sense of commitment to the work we do. The employees demonstrate dedication, perseverance and a deep desire to help others.

It has been my great pleasure to work with such a loyal and enthusiastic workforce. Together, we face the future with confidence.
As the health care industry reacts to the Affordable Care Act, the nation’s blood centers are challenged to provide blood components and services as price and cost pressures continue. In 2012, STBTC implemented processes to improve efficiencies without affecting the availability of components. In addition, STBTC helped other blood centers that were having difficulty meeting the demand for blood in their area.

The Donor Recruitment Department held 3,353 blood drives in South Texas averaging 29 red blood cell collections per drive, an increased production rate from 2011. Telerecruiters decreased the total number of hours worked by 1.86% and increased production by 12.26%.

In Donor Services, improvements were also made in the use of automated collection of platelets; therefore, more donors were able to help more patients. As the result, close to twice as many platelet products were sent out in 2012 than in 2011.

Hospital Services concentrated on STAT (emergency) delivery times and surpassed their goal month after month. They also focused on developing new customer accounts.

Client Services provided over 35 educational opportunities to our hospital customer employees as well as providing immediate notifications of regulatory and industry changes affecting their operations.

Looking forward into 2013, Blood Services will continue to focus even more on efficiencies, quality, and productivity to ensure that STBTC is a partner with our hospitals to control cost and improve patient outcomes.
In Component Manufacturing, new quality control technology was implemented that provided rapid platelet count testing. As a result, STBTC increased production of random donor platelets.

Meg Castellanos received several rounds of chemotherapy to help her fight cancer. Meg, like most cancer patients, needed blood transfusions following her treatments. Her family is grateful for all those who selflessly donate blood.

Meg’s mother, Brandi, asked her daughter what she would say to people who were afraid to donate blood. Meg replied, “I get stuck with needles all the time. If I can do it, so can you.”

In 2012, South Texas Blood & Tissue Center collected 128,399 red cell units, a slight increase over 2011, and 27,765 units of platelets. The inventory is monitored constantly to ensure that the right component is available at the right time.

Mobile blood drives are held throughout our 43 counties. Mobile drives account for 68% of blood donations.
As regenerative medicine continues to grow in possibilities, life-saving research in cellular therapy will be the key to saving and improving lives.

GenCure consists of three business units, which include a cord blood bank, a peripheral blood stem cell program, and a full-service tissue bank.

The Texas Cord Blood Bank continues to collect and store life-saving umbilical cord blood stem cells that reflect the ethnically diverse population of Texas.

GenCure has established research agreements with several companies that are developing therapies to treat strokes, Alzheimer’s disease, and type I diabetes.

Our local Be The Match program (National Marrow Donor Program of Central and South Texas) continues to receive national recognition for both quantity and quality of the work done. Our team is number one in the nation for recruiting in the 18 – 44 age group. For their efforts, they received an honor at the National Recruitment Meeting for Outstanding Achievement for “Highest Overall Tier Performance.”

In 2012, Be The Match coordinated 81 collections of marrow, peripheral blood stem cells (PBSC) and T-cells for patients around the world. They also added 16,983 people to the national registry; 78% of those were minority registrants.

Tissue Services raised awareness of tissue donation through recognition of hospitals who have worked diligently to educate the community. In 2012, hospitals in Laredo and San Antonio were recognized for their efforts to promote tissue donation among patients and employees. These hospitals helped families understand the importance of talking to loved ones about the desire to be a donor.
TCBB banked 1,520 cord blood units and sent 46 units out for transplant. At the end of 2012, there were 15 hospitals in Texas contracted with TCBB to collect cord blood.

In 2012, our on-site peripheral blood stem cell center (PBSC) collected 51 units, 24% more than 2011.

Esther Reyes registered as a donor at CAMCO (Cancer Advocacy Movement for Colleges and Outreach). In March, 2012, she donated PBSC for a man with leukemia.

To help those who have lost a loved one, the tissue bereavement program offered three workshops during the year for people dealing with grief.

Be The Match maintains a registry of cord blood units. This chart shows the racial/ethnic breakdown of available cord blood units nationwide and highlights the need for more minority families to donate their baby’s cord blood.
QualTex Laboratories, which is currently the nation’s largest, independent donor screening laboratory for whole blood and source plasma products, continues to expand its services nationally and globally.

While source plasma testing remains the largest sector of QualTex business, QualTex is steadily diversifying into other areas.

Whole blood testing grew in prominence in 2012. In October, Kentucky Blood Center selected QualTex to perform its infectious disease testing for whole blood and platelet components. QualTex’s facility in Norcross, Georgia, analyzes these samples.

Cadaveric and organ procurement testing services are another important section of the overall business. Both San Antonio and Norcross started testing samples for organ procurement organizations in 2011.

QualTex tests over 8 million samples annually to determine if an organ, a tissue sample, or a blood component is safe for someone to receive.

On a typical day, 50,000 samples of plasma, serum and whole blood arrive at QualTex Laboratories for testing.

A new department of Scientific Affairs was created, led by Dr. Scott Jones, to manage and coordinate all scientific duties, including research, specialty testing and clinical studies. The goal is to enhance the important operation of clinical research studies.

QualTex is actively working toward a Baldrige certification, a national quality award.
QualTex Laboratories increased viral marker testing by 100,000 samples in 2012. A total of 8.2 million source plasma samples were tested.

Whole blood testing samples increased 11.5% from 2011 to 2012.

QualTex implemented the Roche cobas s201 system for NAT testing of source plasma. The system automates every step of the real-time PCR-based blood screening assay. As a closed tube format, it helps reduce the risk of sample contamination and makes the workflow smoother.

QualTex specializes in customized, competitive testing solutions based on a client’s unique needs and requirements. It provides service to national and international clients around the world.

This chart shows the growth of QualTex’s source plasma testing services. Samples tested:

- 2008: 5.4 million
- 2010: 7.5 million
- 2012: 8.2 million
Employees not only serve the community through their regular jobs, but also take on many worthwhile causes throughout the year.

Employees participated in Light the Night, Hope, Steps and a Cure, Relay for Life, Lone Star Circle of Life Bike Tour, and many other awareness and charity events.

In June, employees took part in the first ever San Antonio Corporate Cup. They earned team points by donating blood, and contributing items to the San Antonio Food Bank and Haven for Hope.

Recycling has always been an important aspect of the company’s culture with recycling containers located throughout our facilities. In the past two years, the Company has recycled over 79 tons of cardboard, thereby conserving 37,000 gallons of oil, 1,920 gallons of gasoline, 560,000 gallons of water, as well as saving 1,360 mature trees.

All these activities demonstrate commitment to our core values: Teamwork, Quality, Customer Service, Integrity, Saving Lives, Excellence, Continuous Improvement, Respect, Open Communication, Environment and Community.

David James Trujillo, Clinton Stark and his son Dean and Jon Hudson took part in St. Baldrick, a cancer awareness event.

Pulling for a stronger community.
To our board and committee members, donors, volunteers, city and state officials, contributors, and partners - thank you! Your involvement in time, energy, donations, financial contributions and dedication has made a world of difference in the lives of many patients.
Don’t call Jon Ugarte’s life a challenge, his mother Lisa says. “We consider it more of a journey.” She adds, “Jon’s character has made us stronger.”

Jon, who is also living with Down syndrome, was diagnosed with lymphoblastic leukemia at the age of 10. “We were devastated when we found out, not really knowing what leukemia was,” Lisa recalls. Fortunately, Jon received a life-saving cord blood transplant in January 2011.

Lisa continues to learn about Jon’s disease and the need for marrow and cord blood donors. “I am Jon’s advocate. I try to educate myself as much as I can,” says Lisa. “As minorities we need to get educated about this because children need marrow and cord blood transplants.”

Helping people like Jon is the reason The Blood & Tissue Center Foundation was created.

The Foundation depends on support from the community, corporations and grant opportunities. The Red and White Ball is the major fundraiser with proceeds benefitting the Texas Cord Blood Bank. Other contributions are received through The Ruskin C. Norman Founders’ Circle, the Marrow Ambassadors Annual Golf Tournament, as well as memoriam and honorarium.

The Foundation serves as an advocate to increase community awareness and develop financial and other resources in support exclusively of South Texas Blood & Tissue Center and its affiliates.

Foundation members extend gratitude to all who support this endeavor.
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NDMP = National Marrow Donor Program, RWB = Red and White Ball