





YEAR IN REVIEW

The Carol Milgard Breast Center is proud to contribute to the health of women and men in our community. We are especially proud of our mission and commitment to providing potentially life-saving care for underserved patients—regardless of their ability to pay for services.

In addition to providing excellent care, our mission is to provide sustainable breast health services to all women in our community in a caring environment that fosters confidence, comfort, peace and dignity for each individual.

This report highlights achievements in 2015 in three areas: 1-patient-centered care, 2-education and outreach, and 3-breast health services for all women. Breast health services included financial and in-kind donations and compassionate care services to patients who could not afford them.

You can learn about two of our most significant accomplishments on the next few pages. The first was the launching of a Bridging Care Program for post-biopsy patients and women with breast health concerns. Second was an increased emphasis in our Spiritual Care Program to comfort our patients and their loved ones as they receive care in the breast center.

THANKS TO OUR LEADERS

Thank you to our dedicated leaders, donors, physicians and staff, volunteers, health care partners CHI Franciscan Health, MultiCare Health System and TRA Medical Imaging, as well as the Gary E. Milgard Family Foundation and other community partners for their continued support and commitment to help the breast center maintain its reputation as the leading-edge provider of breast health services in the South Puget Sound.

2015 Board Members

Ex Officio Board Members

William "Bill" Robertson CEO, MultiCare Health System

Ketul Patel CEO, CHI Franciscan Health

Jacquelyn Ostrom Executive Director, Carol Milgard Breast Center

Board Members

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2015 ACCOMPLISHMENTS & HIGHLIGHTS

Patient-Centered Care

- Breast Imaging Center of Excellence: Maintained prestigious designation as a Breast Imaging Center of Excellence, awarded to the top 2% of breast centers in the U.S. by the American College of Radiology
- **Bridging Care Program:** Launched program that served 447 post-biopsy patients and women with breast health concerns to speed the delivery of their diagnosis (Learn more on page 5)
- **Spiritual Care Program:** Provided spiritual care encounters to 775 patients and their families (Learn more on page 6)
- Patient Satisfaction Rating: A leading provider of patient experience measurement conducted a study in which the breast center had an overall patient satisfaction rating in the 93rd percentile for breast centers in the U.S. for 2015
- **Mammography Accreditation:** Received mammography accreditation renewal by the American College of Radiology
- **Perfect Score:** Earned a perfect score on our 6th annual FDA inspection
- **New Patient Rooms:** Created two new patient rooms with 3D mammography technology to meet patient demand: 1) a screening mammogram room for all patients and 2) a diagnostic room for additional exams on patients whose screening mammograms showed unusual or abnormal features

Education and Outreach

Leaders in Women's Health (LIWH): Continued our partnership with this group of more than 50 women of color who are passionate about addressing breast cancer disparities. Collaborated with the LIWH to conduct a health asset mapping process that was grant-funded through MultiCare and CHI Franciscan Health Systems.

Health Equity Summit: Co-sponsored a community-wide summit on health equity with Leaders in Women's Health that engaged more than 250 people. Featured speakers were Drs. Teresa Cutts and Gary Gunderson who created the "Memphis Model" of congregational health networks that significantly decreased the incidence and death from breast cancer in that community.

Community Health Fairs & Events:

- Provided 15 breast health and wellness education programs for the community
- Sponsored 10 community events and programs
- Participated in more than 15 events providing breast health education to groups representing Latina, LGBTQ, African-American, Russian, Korean, Cambodian, Native American and Vietnamese community members

Breast Health Services for All Women

Cared for All: Cared for all patients, regardless of their ability to pay. Served a total of 43,074 patients, providing 57,543 exams and procedures.

Funds for Underserved: Raised \$10.031 from Pink at the Park with the Tacoma Rainiers to support screening mammography for patients who are underinsured, have no insurance, or have problems getting access to care.

Screening Events: Conducted screening mammogram events for 128 underserved women who could not afford needed services.





The breast center hired **Jennifer Witte** (left), an advanced registered nurse practitioner, to develop a new program to provide patients with their breast cancer diagnosis on site, reduce their worries, and ensure they reach their optimal level of health and well-being as quickly as possible. In the past, biopsy results were sent to referring providers who informed patients of their diagnosis. The program for post-biopsy patients gives them fast results (typically within 24 hours of the breast center receiving the results) and an individual consultation with our Bridging Care Nurse Practitioner to discuss next steps.

This program not only addresses newly diagnosed patients' immediate concerns and information needs, but also ensures a seamless continuity from diagnosis to treatment. Women with breast health concerns can also be referred to the nurse practitioner for a clinical breast exam and/or diagnostic imaging to quickly evaluate the abnormal area.

What the medical community is saying about the Bridging Care Program

"It's a paradigm shift, but a shift that's going in the right direction to decrease time to diagnosis, decrease time to treatment, and decrease time to get information to the patient." — Clyde Addison, M.D., MultiCare Family Medicine

"My mother had breast cancer and I know the anxiety that she went through when she was waiting for those results. This process is quick and there are experts to talk with the patient about what the diagnosis is and what the next steps are in the treatment."

— Kim Moore, M.D., CHI Franciscan Health Vice President for Quality & Assoc. Chief Medical Officer

"I really like the idea of patients getting follow-up visits that are already scheduled where they know they're going to get their results."

—Theresa Froelich, D.O., FACOG, CHI Franciscan Health Gynecology & Obstetrics

"Jennifer is an angel—an angel of caring, compassion and knowledge. She has an incredibly hard job and she handles it with such grace—it's amazing." — Barb, Survivor

SPIRITUAL CARE PROGRAM

Spiritual Care

Carol Milgard Breast Center

We believe that providing good health care includes caring for the spirit, as well as for the body. Our Spiritual Care Coordinator serves patients and their families by providing spiritual and emotional support in their time of need.

Our Spiritual Care Program has grown over the past two years and encountered 775 patients in 2015. As part of integrating whole-person health, the breast center offers emotional support groups for cancer survivors and their caregivers or loved ones. Called "Tea for the Soul," these quarterly events support the post-diagnostic journey of patients who are trying to find meaning in their experience.

> "To be able to share my story and to hear the stories of other survivors is such a blessing. It's not a group that anyone aspires to be a part of, but is a vital group to be in. We are a group of women from all different backgrounds, but will forever be sisters in our hearts." - Mary Jane, Survivor

"Rev. Barbara McHenry had invited me several times to be a part of the services that she provides." Every time I run into her, she gives me encouraging words and always wants to know how I am doing which is wonderful and comforting." — Tracie, Survivor



2015 DONORS

Donors Make a Difference

that make charitable contributions to the breast center. Our deepest thanks go to these selfless donors.

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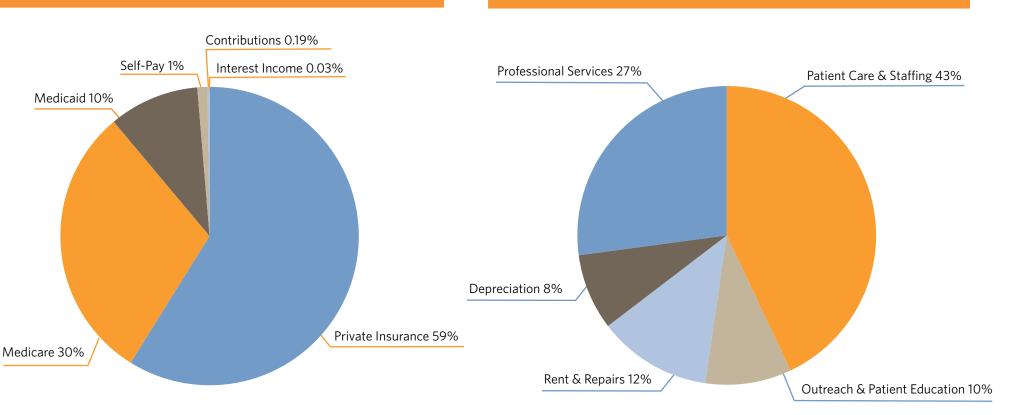
2015 FINANCIALS

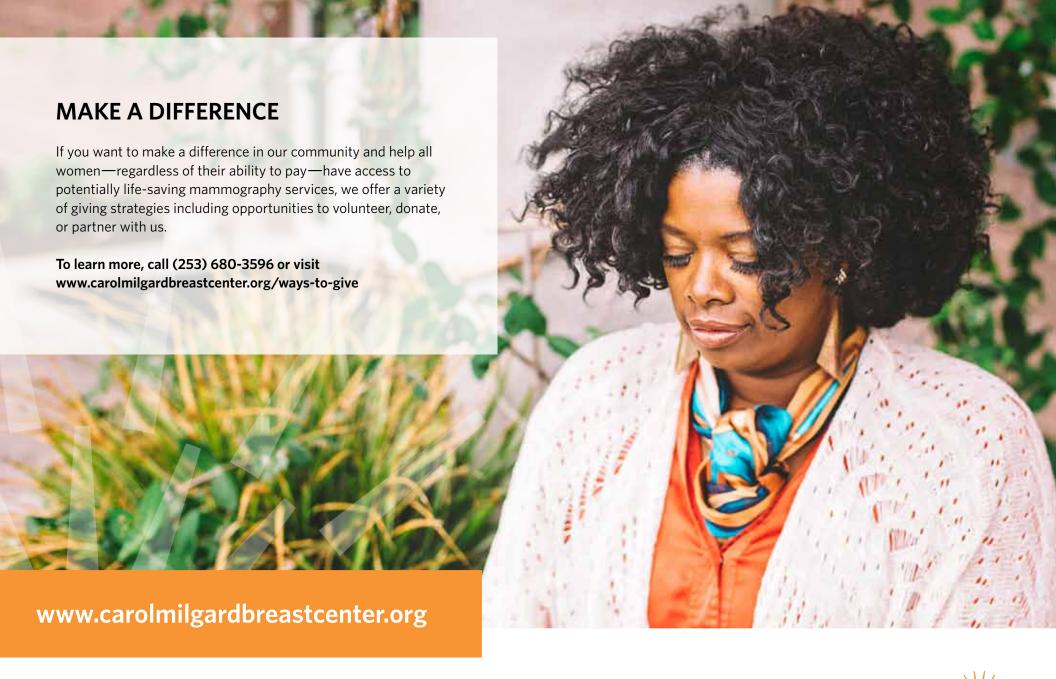
Funding Breast Health Programs and Services

As a non-profit, the Carol Milgard Breast Center reinvests earnings back into local communities to support and fund a variety of breast health programs and services. During 2015, we provided \$762,776 in compassionate and charity care to patients who could not afford needed services. Our supporters know that every dollar they commit to the breast center is well spent. The end result is high quality, patient-centered care in which every patient is treated with great compassion, respect and dignity.



EXPENSES—\$14,060,568





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