

A photograph of two women standing outdoors in front of some greenery. The woman on the left has short brown hair and is wearing a colorful patterned top. The woman on the right has short dark hair with blonde highlights and is wearing a black top with a bright pink scarf. They are both smiling at the camera. In the background, there are plants and a grey wall. Overlaid on the right side of the image are two orange rectangular boxes containing text and a logo.

# 2016 ANNUAL REPORT

The logo for the Carol Milgard Breast Center, featuring a stylized sunburst or starburst design.

Carol Milgard  
Breast Center

# YEAR IN REVIEW

Since 2009, the Carol Milgard Breast Center has offered specialized breast imaging care in a technologically advanced facility. Our radiologists and staff not only specialize in breast imaging, but also enjoy close partnerships with area physicians and our patients’ referring providers. The result is high quality, patient-centered care in which we treat every patient with great compassion, respect, and dignity.

As a non-profit organization, 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. We are particularly proud of our commitment to providing potentially lifesaving care for underserved women—regardless of their ability to pay for services.

This report highlights achievements in 2016 in three areas: 1-patient-centered care, 2-education and outreach, and 3-breast health services for all women. It also includes a tribute to Jackie Ostrom who has served as the breast center’s Executive Director since 2011.

# 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-MINW, as well as the Gary E. Milgard 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.

## 2016 Board Members

**Board Members**  
Clyde Addison, MD, MultiCare Health System  
Diane Dimmer, CHI Franciscan Health  
Sally B. Leighton, MultiCare Health System  
Sr. Anne L. McNamara, OSF, CHI Franciscan Health  
Shelly Mullin, MultiCare Health System  
Peter A. Norman, Gary E. Milgard Family Foundation  
Sharon Snuffin, CHI Franciscan Health (Chair)  
Susan Pratt, CHI Franciscan Health  
Deedra Smith Walkey, MultiCare Health System

**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

# 2016 ACCOMPLISHMENTS & HIGHLIGHTS

## PATIENT-CENTERED CARE

**Breast Imaging Center of Excellence:** Maintained prestigious designation from the American College of Radiology (ACR) as a Breast Imaging Center of Excellence. ACR awards the designation to breast imaging centers that achieve excellence by seeking and earning accreditation in all its voluntary breast-imaging accreditation programs and modules, in addition to the mandatory Mammography Accreditation Program.

**Bridging Care Program:** Served 500 post-biopsy patients and women with breast health concerns to speed the delivery of their diagnosis. In addition, the breast center piloted a new service to provide clinical breast exams for women with breast health concerns.

**Spiritual Care Program:** Provided 1,271 spiritual care encounters to patients and their families

**Tea for the Soul:** As part of integrating whole-person health, the breast center continued its second year of offering this quarterly emotional support group for cancer survivors and their caregivers or loved ones. Facilitated by the breast center’s Chaplain and Spiritual Care Coordinator, Tea for the Soul served 68 attendees.

**Patient Satisfaction Rating:** Achieved an overall patient satisfaction rating in the 99th percentile for freestanding breast centers in the U.S. in a study conducted by a leading provider of patient experience measurement

**Bone Density Unit & Expansion:** Introduced a new bone density unit to accommodate patient demand and added an additional breast imaging reading room and non-clinical offices to promote efficiencies

**Mindfulness Training:** Partnered with Hammond & Ebersole on mindfulness training for staff and physicians to improve patient interaction processes and communication



*“Being a breast cancer survivor, I made a commitment to be knowledgeable about the disease and to enlighten other women about breast cancer. FaithHealth in Action is a great program for churches to teach and also heal men and women who are going through breast and prostate cancer. This program gave our health ministry tools for engagement and resources in our community. We all can be advocates for healing with the right tools from the FaithHealth in Action Program.” — Ameetah, health minister and survivor*

## EDUCATION AND OUTREACH

**Leaders in Women’s Health:** Continued partnership with this African American Outreach and held monthly meetings to better understand barriers and identify opportunities for enhancing breast health

**FaithHealth in Action Program:** Launched this education and outreach initiative in which the breast center supported African American church members toward better breast and prostate health. The program’s first three churches were the Greater Christ Temple Church, Greater Heights Church of God in Christ, and Shiloh Baptist Church. (Learn more on page 4.)

## COMMUNITY HEALTH FAIRS & EVENTS

**Education Programs:** Provided 17 breast health and wellness education programs for the community

**Community Events:** Sponsored 9 community events and programs

**Diverse Populations:** Participated in more than 17 events providing breast health education to groups representing Latina, LGBTQ, African American, Russian, Korean, Cambodian, Native American and Vietnamese community members

**Latina Community:** Extended outreach to Latina community by hosting focus groups and a screening event. With a bilingual outreach person and strong social media strategy, increased mammograms for Latina patients

## BREAST HEALTH SERVICES FOR ALL WOMEN

**Cared for All:** Cared for all patients, regardless of their ability to pay

**Funds for Underserved:** Engaged more than 500 attendees and raised \$13,389 from the 5th Annual Tacoma Rainiers Pink at the Park to support screening mammography for underserved patients. Generated awareness of breast health and honored breast cancer survivors.

**Screening Events:** Conducted five screening mammogram events serving 92 underserved women who could not afford needed services

**Financial Aid:** Provided financial aid to 142 patients



## A TRIBUTE TO OUR EXECUTIVE DIRECTOR



Jackie Ostrom has been a driving force in the success of the Carol Milgard Breast Center. Since 2011, she has served as a key leadership team member of the breast center. As Executive Director, she manages the collaboration among the breast center’s partners, provides direction to the clinical and administrative teams, oversees philanthropy and community outreach, and supports the breast center’s mission.

Jackie has sought ways to bring innovation to and strengthen the services the breast center provides its patients. Working closely with Dr. Khai Tran, Jackie successfully raised funds to put 3D imaging throughout the clinic in 2013. With a \$2.75 million grant from the Gary E. Milgard Family Foundation, the breast center was the first in Pierce County to offer 3D mammography to aid in the early detection of breast cancer.

As a true believer in the organization’s mission to provide care for all women, Jackie continues to develop ways to reach a larger segment of the community. She developed a robust outreach program that increased access to breast imaging for underserved patients. To help address the spiritual needs of patients and their families, she implemented a spiritual care program in 2015—the only one in the country at an outpatient breast center with a clinically trained spiritual care coordinator.

More recently, she helped establish the FaithHealth in Action program in which the breast center and several community partners support area churches with training, health information, financial aid and opportunities for breast and prostate screening.

Jackie’s continued dedication will help assure the breast center’s commitment that the mothers, wives, and daughters of our community will have access to excellent breast health services.



*"It was an honor and privilege for Greater Christ Temple Church to be selected as one of the three churches in Tacoma to participate in the FaithHealth in Action Program. In an effort to save lives through proactive prevention, the FaithHealth in Action Program provided Greater Christ Temple Church Healing Oil Healthcare Ministries additional resources to support the spreading of valuable wellness information, as well as increasing the awareness of breast cancer and prostate cancer in our Tacoma community and beyond. All lives are valuable and matter." — Bishop Prentis Johnson, Greater Christ Temple Church*

## FAITHHEALTH IN ACTION PROGRAM

In 2016, the Breast Center launched FaithHealth in Action, an education and outreach initiative targeting African American women after commissioning a report by the Tacoma-Pierce County Health Department about breast disease in Pierce County. The report identified that African American women had the highest incidence and mortality rate of breast cancer in Pierce County.

With recommendations from Leaders in Women's Health, breast center staff developed innovative ways to reach this underserved population with access to early screening by embedding strategies within churches as the African American community's anchor institutions. The staff also presented its findings to the Tacoma Ministerial Alliance, a coalition of African American pastors, lay ministers and community leaders. The group suggested educating African American men about prostate health as part of the program.

In addition to Leaders in Women's Health and Tacoma Ministerial Alliance, program partners included the American Cancer Society, Susan G. Komen Foundation, MultiCare Health System and CHI Franciscan Health System. The program's goal was to improve education and access to breast and prostate health services for African American women and men. FaithHealth in Action program components included educational sessions by MultiCare Health System and CHI Franciscan Health System providers, customized outreach materials, sponsorship funds, and opportunities for mammography screening.

Initial churches involved in the program were Greater Heights Church of God in Christ, Greater Christ Temple Church, and Shiloh Baptist Church. FaithHealth in Action greatly helped church members in several ways, noted one of the participating church's pastors:

*"It provided solid medical information about breast cancer and prostate cancer."*

*"It gave us all a better understanding of the impact of both these diseases on African American women and men."*

*"We learned that these diseases are very real and that none of us is immune."*

Another health minister said:

*"The learnings about breast and prostate cancer have opened up a dialogue and members are more open to discussing their health issues or concerns."*

*"Even men are open to discussing the fact that they too can develop breast cancer."*

*"Hearing local providers speak both professionally and personally about prostate cancer and hearing our own member share her experience with breast cancer was very impactful."*

# 2016 DONORS

## Donors Make a Difference

Because the breast center is a non-profit organization, we rely heavily on charitable gifts to fulfill our mission to provide exceptional breast health services to all women in the community. We are very grateful for the generous support of individuals, businesses, and foundations that make charitable contributions to the breast center. Our deepest thanks go to these selfless donors.

**In 2016, thanks to our donors, the breast center received more than \$85,755 to help provide programs and services to women in our community.**

Dr. and Mrs. Clyde and Julie Addison  
Susan E. Alexander  
Jerry Anderson  
Marcella and Larry Anstett  
John Antoline  
Janet Antonelli  
Lynda Ash  
The Bamford Foundation  
Dr. Teresa Bell and Kimberly Lane  
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DaVita Inc.  
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Richard and Clare DeVine  
The Dimmer Family Foundation  
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David and Anita Drummond  
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Figures, Women's Health and Fitness  
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Jacqueline Foss

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Gig Harbor High School  
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John and Kathy Harbrecht  
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Winds Aloft, LLC DBA Great Clips  
Vicki Zimmerman

Every effort has been made to ensure the accuracy of our donor list. If your name was omitted or improperly recognized, please accept our sincere apology. If you notice such an oversight, please contact the Carol Milgard Breast Center at (253) 301-6552 so that we may correct our records.

2016 DONORS IN MEMORY OF PAMELA WARD ANDERSEN

Larry and Gay Adams  
Carol Jean and Richard Allen  
David Andersen  
Gary Andersen  
Richard Andersen  
Bedene Funeral Home  
Bruce and Sharon Brown  
Dr. Philip Ceden0 and Mrs. Melissa Butcher Ceden0  
Brenda and Paul Chappell  
Chevrolet of Puyallup  
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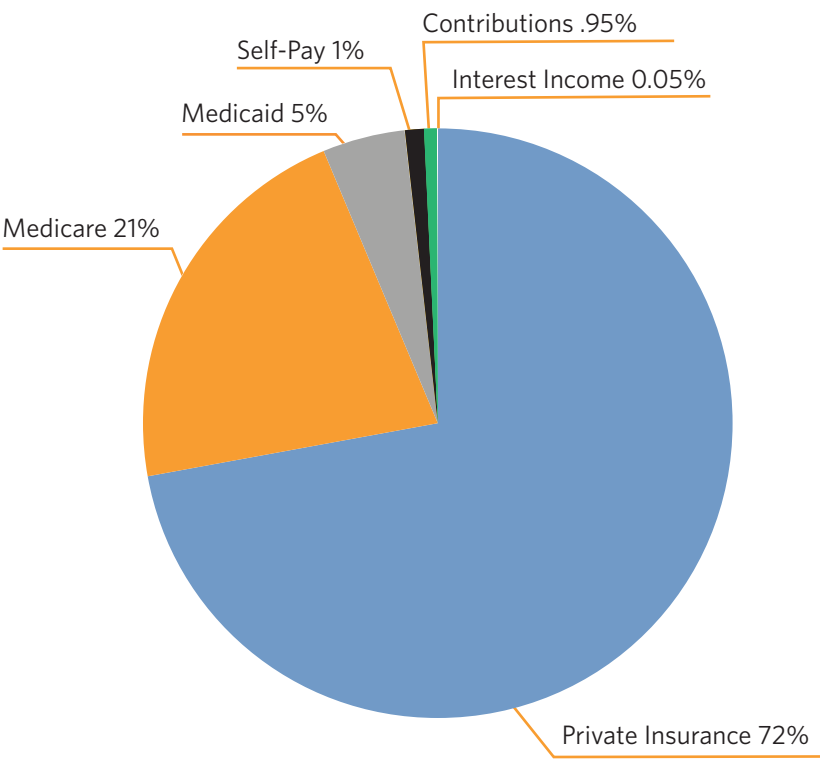
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2016 FINANCIALS

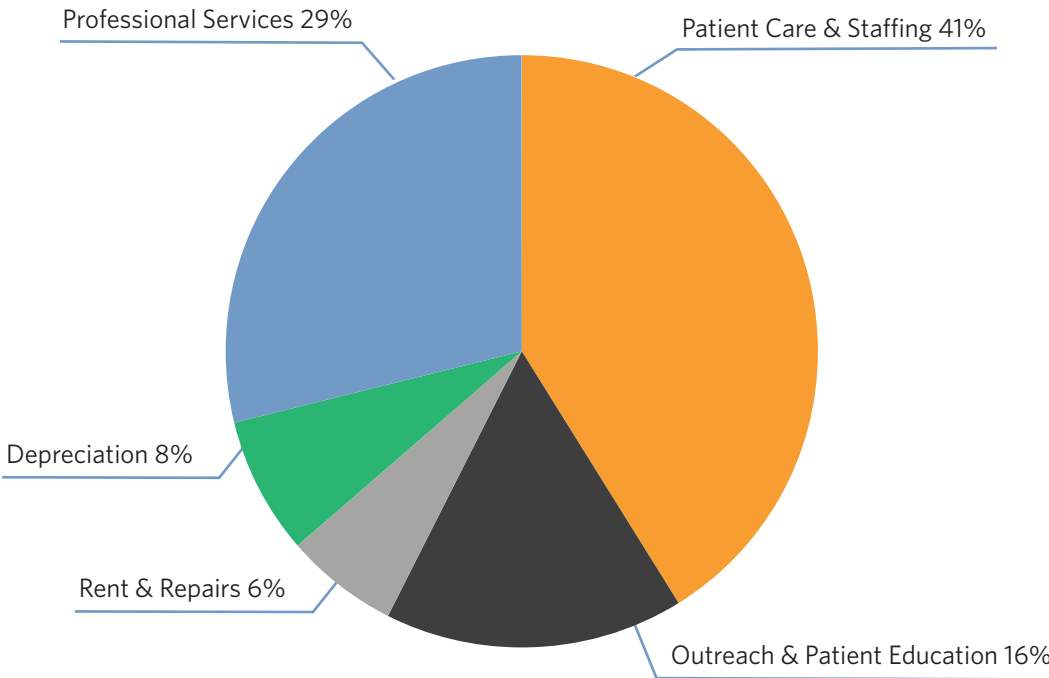
Funding Breast Health Programs and Services

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 2016, we provided \$850,909 in compassionate 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 result is high quality, patient-centered care in which every patient is treated with compassion, respect and dignity.

REVENUE—\$14,480,144



EXPENSES—\$14,460,815



## MAKE A DIFFERENCE

If you want to make a difference in our community and help all women—regardless of their ability to pay—have access to potentially lifesaving mammography services, we offer a variety of giving strategies including opportunities to volunteer, donate, or partner with us.

Call (253) 301-6552 or visit [www.carolmilgardbreastcenter.org/ways-to-give](http://www.carolmilgardbreastcenter.org/ways-to-give) to learn more.

## OUR VISION

Our vision at the Carol Milgard Breast Center is to instill a sense of patient confidence through superior patient-centered care and to be characterized as:

- The facility of choice for community providers to obtain accurate and timely diagnosis of breast disease for patients
- The facility of choice to attract and retain highly dedicated, highly specialized radiologists, technologists and staff
- A gathering place for multi-disciplinary medical teams to discuss every facet of breast diagnosis and treatment
- A community resource for education and outreach
- A model for effective and efficient use of philanthropic resources

[www.carolmilgardbreastcenter.org](http://www.carolmilgardbreastcenter.org)



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Carol Milgard  
Breast Center

