

2016 COMMUNITY BENEFIT REPORT

Carol Milgard Breast Center physicians and staff returned \$984,205 in community benefits to members of the South Puget Sound region in 2016. Benefits included health and wellness activities, breast health education, community, financial and in-kind donations, and compassionate care services to patients who could not afford them. The services we provide save patients' lives and help ensure their future health.



This report highlights some of the ways in which we made a positive impact on our region and the people we serve. We are especially proud of our commitment to providing potentially lifesaving care for underserved women—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. We invite you to continue your generous gifts—both financial and volunteer—to help fulfill our mission.

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 of 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. 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

FINANCIAL BENEFIT SUMMARY

Total Community Benefit:
\$984,205

Compassionate &
Charity Care
\$850,909

Outreach to Underserved
Patients
\$66,863

Education to the Broader
Community
\$66,433

SERVED PATIENTS WITH COMPASSIONATE CARE

Served **41,614** patients

Provided **59,465** exams
& procedures

Carol Milgard
Breast Center



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

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.

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 5 screening mammogram events serving 92 underserved women who could not afford needed services

Financial Aid: Provided financial aid to 142 patients

www.carolmilgardbreastcenter.org



Carol Milgard
Breast Center

4525 South 19th Street
Tacoma, WA 98405
(253) 759-2622