



# 2018 ANNUAL REPORT



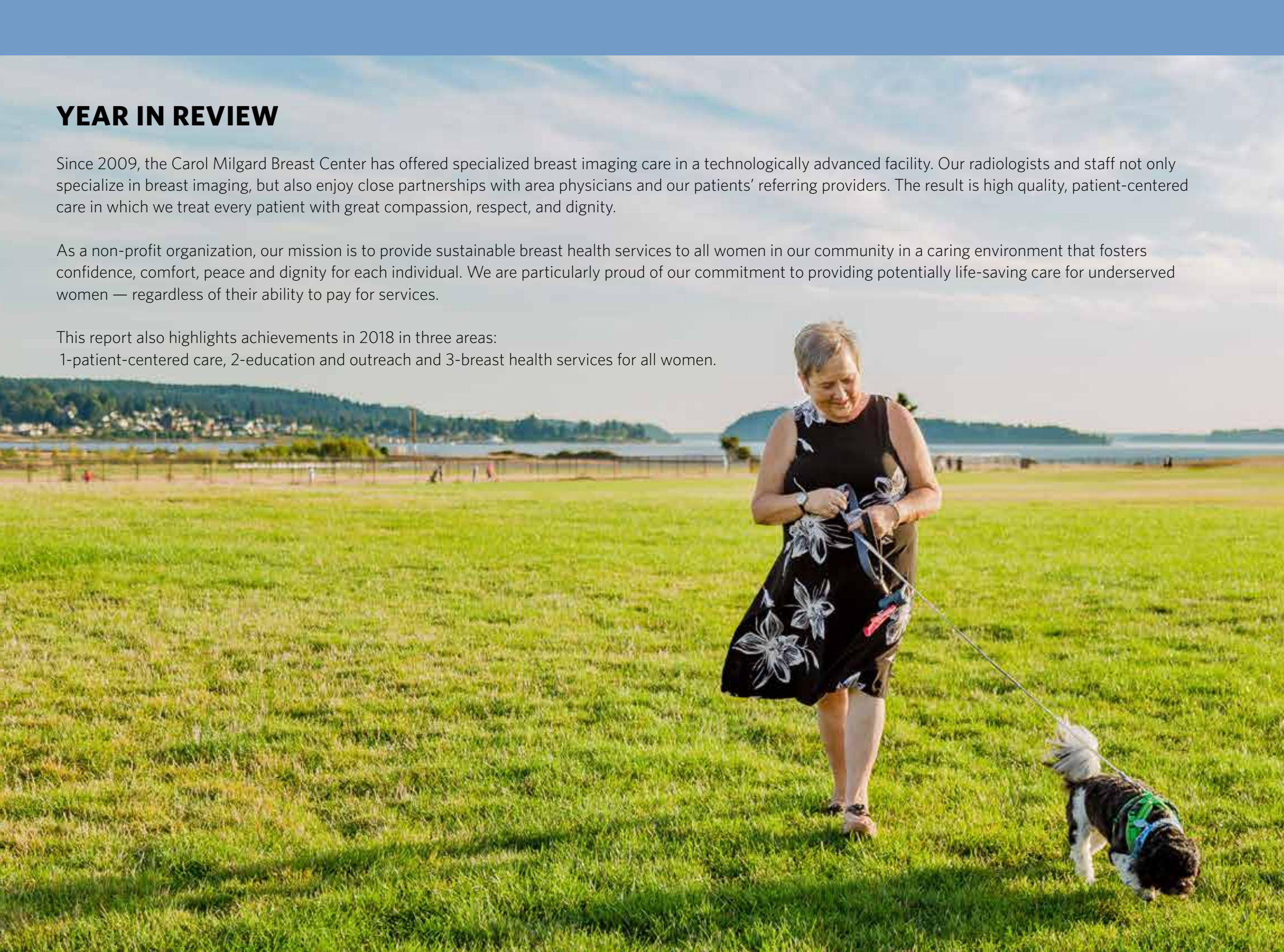
## YEAR IN REVIEW

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 life-saving care for underserved women — regardless of their ability to pay for services.

This report also highlights achievements in 2018 in three areas:

1-patient-centered care, 2-education and outreach and 3-breast health services for all women.



## 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 Foundation and other community partners. They have all continued their commitment to help the breast center maintain its reputation as the leading-edge provider of breast health services in the South Puget Sound.

## 2018 BOARD MEMBERS

### EX OFFICIO BOARD MEMBERS

William "Bill" Robertson,  
CEO, MultiCare

Ketul Patel,  
CEO, CHI Franciscan Health

Leanne Noren,  
Executive Director, Carol Milgard Breast Center

### BOARD MEMBERS

Clyde Addison, MD, MultiCare Health System

Diane Dimmer, CHI Franciscan Health

Gwendolyn Haynes, Community Volunteer

Sally B. Leighton, MultiCare Health System

Sr. Anne L. McNamara, OSF, CHI Franciscan Health

Peter A. Norman, Milgard Family Foundations

Sharon Snuffin, CHI Franciscan Health

Clemencia Castro-Woolery, CHI Franciscan Health

Deedra Smith Walkey, MultiCare Health System (Chair)

## A MESSAGE TO THE COMMUNITY

from the Carol Milgard Breast Center Executive Director

Dear Friends and Community Members:

At Carol Milgard Breast Center we are committed to community, and to providing access to exceptional breast care as well as state-of-the-art imaging and timely diagnosis to anyone in need. We are proud of the work we do every day, and the help and guidance we provide.

Our mission is to provide sustainable breast health services to all women in our community within a caring environment that fosters confidence, comfort, peace and dignity for each individual. Our goal is to meet the need for everyone, regardless of their ability to pay for services, and to be there as a resource if they embark on a journey with breast cancer.

To fulfill our commitment to community, the breast center returned \$852,319 in benefits to the South Puget Sound region this year. Which includes everything from health and wellness activities, breast health education, community education, financial and in-kind donations, and compassionate care services to those patients who could not afford them.

We invite you to continue your generous support to help fulfill our mission of providing excellent and sustainable breast health services. This is a tremendous opportunity to be part of something extraordinary—right here in Pierce County.

Join us as we continue this charitable and necessary work of saving lives.

With Gratitude,

Leanne Noren  
Executive Director



## 2018 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 post-biopsy patients and women with breast health concerns to speed the delivery of their diagnosis.

**Spiritual Care Program:** Provided spiritual care support to patients and their families.

**Tea for the Soul:** As part of integrating whole-person health, the breast center continued its third year of offering this quarterly emotional support group for cancer survivors and their caregivers or loved ones. Facilitated by the breast center's Spiritual Care Coordinator, Tea for the Soul served 43 attendees in 2018.

**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 98th percentile for freestanding breast centers in the U.S.

### EDUCATION AND OUTREACH

**Leaders in Women's Health:** Continued partnership with this African American coalition and attended monthly meetings to better understand barriers and identify opportunities for enhancing breast health.

**FaithHealth in Action Program (FHIA):** Continued support in congregations of predominantly African American women and men and enrolled 4 additional churches into the FHIA Program. In partnership with CHI Congregational Health Ministries, FHIA was expanded into a 2 year program with a focus on breast and prostate education in the first year. The second year education includes whole, spiritual, heart and behavioral health. A total of 10 churches were supported in the 2018 program year.

**Latina Outreach Coalition:** Extended outreach to the Latina community by meeting with Latina leaders who are dedicated to changing breast health disparities within their community. With the support of coalition members and community partners, the breast center hosted a successful Latina screening event.

### COMMUNITY HEALTH FAIRS & EVENTS:

**Education Programs:** Participated in more than 39 events providing breast health and wellness education programs to groups representing Latina, LGBTQ, African American, Korean, Pacific Islander and Vietnamese community members.

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

### 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 7,000 attendees and raised \$15,584 from the 8th 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 seven screening mammogram events with 149 underserved women attending who could not afford needed services

**Financial Aid:** Provided 250 patients with financial assistance in 2018.







*"Once I made the decision to go through with the appointment, I knew I would hear something I didn't want to hear," Vae said, "but I knew I had to go through with it regardless. It was a big step, but I'm glad I did it. I'm proud of myself for that, and I am very grateful to Queena and Jennifer for being there at the right time, with the right message I needed to hear."*

— Vae, Survivor



## VAE'S STORY

Vae Nofoa had a feeling in her right side that she hoped would go away, but she was busy caring for her four boys (ages 5 through 14) and working her job at a local non-profit. She knew she had a history of breast cancer in her family, and she has even had a few family members pass away because of breast cancer, but there was something that held her back.

"I was scared," she explains, "and stubborn. Polynesian women are strong willed, we don't like to listen when others try to tell us what to do. I knew I should probably go for a screening, but I'm in my early 40s, and I kept hoping the feeling would go away."

One day her young nieces invited her to join them at church. It was "cultural week," and they said many people would be there from her Samoan culture. This particular evening was 'Gospel Night,' but she still hesitated. Her nieces encouraged her. She finally agreed to go, even though the unfamiliar seemed to be holding her back.

When she got there, she met Queena and Jennifer from Carol Milgard Breast Center (CMBC), who were there to remind everyone the importance of getting a mammogram, particularly if there was a history of breast cancer in their family. They offered a sign-up for free screenings, still she hesitated. Again, her nieces encouraged. They provided a flyer, so the following week she called and scheduled an appointment.

Vae's mammogram came back showing a mass in both breasts, but after the biopsy she learned that she only had cancer in the right. A co-worker had gone through something similar and was very encouraging, recommending CMBC every step of the way.

She has now completed her mastectomy, choosing to remove both breasts, as well as reconstruction. The radiation just finished, and she will continue her chemo treatment through January. She is cancer free, and the healing process has begun.

Vae has a wonderful job that she loves. She's part of the support crew at NW Furniture Bank in Tacoma, where she helps people everyday who are less fortunate. Three years ago, she and her boys found themselves in a similar situation when their apartment complex burned down. After that Vae became a true believer in being positive. She learned it's OK to cry, to depend on someone else if you need to, and to be vulnerable. This positive attitude has served her well as she's gone through her breast cancer journey.

Her boys have been very supportive, always checking on her and helping in any way they can, and she has had incredible support from work. One of the board members from work helped her join a support group and bought her wig when she was going through chemo.

"I have had great support," Vae beams, "everyone at work knows what I've gone through, and they know what I'm capable of. They call me 'the hugger,' because I have learned that you may think you have it bad, but someone always has it worse. Wake up, be grateful, and go about living your life."

Vae was born in Samoa and moved to the United States with her family in 1999. She is very committed to her family and her culture, but she tells us that Polynesian women need encouragement. So, we asked her what message she'd like to send to her sisters. Here is what she said. "We're strong and we're stubborn, but that shouldn't hold you back. Make the choice to get your screening and know that it will be all right. There is support, and many resources for help. So, forget about your 'what if's'. Your young ones depend on you. And if that hard ball hits you, just hit back!"





## ADRIA'S STORY

Adria's mother was a breast cancer survivor, so Adria knew that having regular mammograms and staying healthy was important. When the Carol Milgard Breast Center (CMBC) was first opened her doctor referred her there and she was immediately impressed by how caring everyone was.

"I knew I wanted to be involved somehow," says Adria, "so I decided to volunteer. Many who come to the Center for the first time are scared and don't know what to expect. Often English is their second language and communicating the importance of breast cancer screenings seems overwhelming. I knew I could help."

Which is why in 2017 when Adria went for her routine screening and found out that she had breast cancer, she realized it was her turn to be scared. However, after her initial diagnosis there were difficulties. When she had her biopsy, it was discovered that she had two tumors, and they were different - one more aggressive than the other.

"This is when things got complicated, and everything started to move too quickly," Adria says. "Everyone is suddenly an expert and it all starts coming at you. If I could share one important piece of advice it would be to tell others in my situation, it's OK, slow down, you'll find the right people to help you."

The doctors recommended that due to the locations of the two tumors, the best course of action for Adria was to have a mastectomy. The plan was for her plastic surgeon to insert an implant shortly after the mastectomy. The mastectomy went well, but due to infections, Adria had to have the implants removed twice on an emergency basis. This was too much for Adria, and she decided to discontinue any additional surgery so that her body could start to heal.

"The decision to stop with the reconstruction was the best decision I made. It was taking too much out of my life. I wanted to focus on regaining my health. I wanted to feel like myself again."

After her journey with breast cancer she now volunteers as much as she can. "If there is one thing my path led me to, although difficult, is that I can help people going through this. If there's anything I can do to make a person's journey a little easier, I would like to do that."

Adria now volunteers at CMBC and helps educate others about the importance of regular screenings and reminding those who have been diagnosed that life, family, and love are what will help you heal the most.

*"When you first receive your diagnosis it is definitely scary," Adria explains, "you want it gone! There is this immediate sense of urgency. However, everyone at CMBC was amazing. To deliver the diagnosis you must go up to the second floor. Even that was upsetting, but they are patient and kind, and explain to you step-by-step what to expect and who your doctor will be."*

— Adria, Survivor

## DONORS MAKE A DIFFERENCE

Because the breast center is a nonprofit 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 2018, thanks to our donors, the breast center received more than \$134,000** to help provide programs and services to women in our community.

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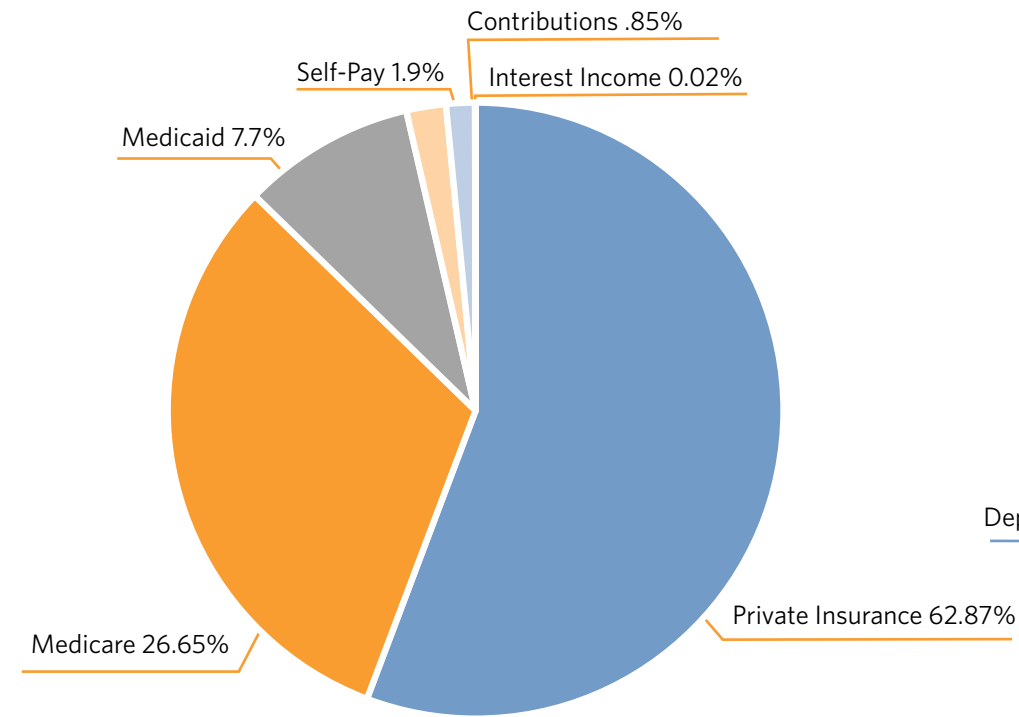
Every effort has been made to ensure the accuracy of our donor list. If your name was omitted or improperly recognized, please accept our sincere apology. If you notice such an oversight, please contact the Carol Milgard Breast Center at (253) 301-6552 so that we may correct our records.

## 2018 FINANCIALS

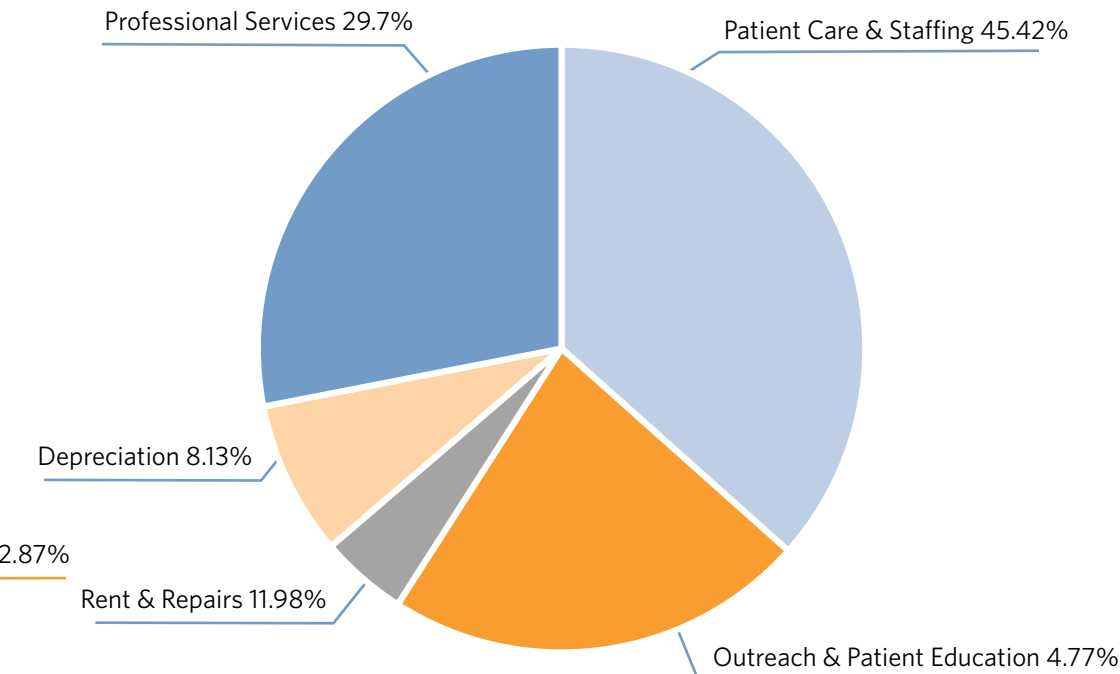
### Funding Breast Health Programs and Services

As a nonprofit, the Carol Milgard Breast Center reinvests earnings back into local communities to support and fund a variety of breast health programs and services. During 2018, we provided \$741,543 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—\$ 15,761,718



### EXPENSES—\$15,669,777







## 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 life-saving 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.

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

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