



## ANNUAL REPORT 2019





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## 2019 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

Romy Duran, Community Volunteer

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 Executive Director, Leanne Noren

# REFLECTING ON THE PAST 10 YEARS

**W**hen we reflect on the past 10 years of the breast center, we have so much to be thankful for and to celebrate. From providing \$4.7 million in compassionate care to being the leading-edge provider of breast health in Tacoma and Pierce County, we are 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.

Part of what makes our breast center unique is the community collaboration that is inherent in our culture. We have so many dedicated partners, leaders, donors, physicians, staff, and volunteers that contribute to our diversity and move us forward in our community programs. We are particularly grateful for our owners, CHI Franciscan Health and MultiCare Health System, for their ongoing support, and to TRA Medical Imaging for their devotion as our managing partner, as well as the continued support of the Gary E. Milgard Family Foundations.

This year's Annual Report highlights and celebrates our past 10 years in breast health and reflects on our 2019 accomplishments in patient care, education and outreach. We spotlight two people who have been part of our story from the beginning: one of our founding Board Members, Pete Norman, and Marcey Olson, one of our first mammogram technologists who has a unique story to share.

We invite you to continue your support as we prepare for the next 10 years of breast health services in the South Puget Sound. Let's continue making a commitment to provide excellent and sustainable breast health services to all individuals in our community!

With gratitude,



Leanne Noren,  
Executive Director



# OUR 10 YEAR MILESTONES



**4,300**

CANCERS  
DIAGNOSED



**547,220**

EXAMS/  
PROCEDURES



**1,070**

PATIENTS ATTENDING  
SCREENING EVENTS



**355,000**

PATIENTS SERVED



**463,520**

PATIENT VISITS



**\$1.1**

FINANCIAL ASSISTANCE



**1,000**

DONORS



**\$3.5**

DONATIONS  
RECEIVED



**\$4.7**

COMPASSIONATE  
CARE

**95TH PERCENTILE**  
PATIENT SATISFACTION SCORES  
compared to national breast centers



## 2009

- CHI Franciscan Health, MultiCare Health System, and TRA Medical Imaging jointly opened the Carol Milgard Breast Center

## 2010

- First screening event for underserved women
- Ranked within the top 1% of breast health centers nationwide

## 2011

- Established formal Financial Assistance Program
- Board of Directors commissioned first epidemiology report

## 2012

- Launched Spiritual Care services
- Expanded Financial Assistance Program to offer First Look Voucher
- Launched listening sessions within the African American community to identify breast health barriers

## 2013

- Became the first imaging center in Pierce County to offer 3D Mammography
- In partnership with Northwest Leadership Foundation, launched Leaders in Women's Health

## 2014

- First facility on the West Coast to offer 3D biopsy services

## 2015

- Launched Bridging Care Program
- Cohosted Pierce County's first Health Equity Summit with the Leaders in Women's Health

## 2016

- Launched FaithHealth in Action Program

## 2017

- Transitioned to MultiCare Health System's electronic medical record to enhance patient care
- Introduced new technology from Volpara Health Technologies to assist radiologists and technologists in image quality control

## 2018

- Installed Hologic's Clarity HD to provide higher resolution 3D breast images

# 2019 YEAR IN REVIEW

## ACCOMPLISHMENTS & HIGHLIGHTS

### PATIENT-CENTERED CARE

Maintained prestigious designation from the American College of Radiology (ACR) as a Breast Imaging Center of Excellence.

Overall patient satisfaction rating in the 98th percentile for freestanding breast centers in the U.S.

As part of integrating whole-person health, continued 4th year of offering this quarterly emotional support group for cancer survivors and their loved ones with Tea for the Soul.

### EDUCATION AND OUTREACH

Continued support in congregations of predominantly African American, Pacific Islander and Hispanic communities, and enrolled 7 additional churches into the FaithHealth in Action Program.

Continued partnership with Leaders in Women's Health, an African American coalition focused on identifying barriers and opportunities for enhancing breast health.

In partnership with Fred Hutchinson Cancer Research Center conducted a research study to determine how we can best serve the Latina population in Pierce County to increase screening rates.

Held 7 screening events serving 157 women.

Provided 484 patients with financial assistance.

Participated in more than 31 events providing breast health and wellness education programs to groups representing Latina, LGBTQ, African American, Korean, Pacific Islander and Vietnamese community members.

Engaged more than 7,000 attendees and raised \$18,827 from the 9<sup>th</sup> Annual Tacoma Rainiers Pink at the Park to support screening mammography for underserved patients. Generated awareness of breast health and honored breast cancer survivors.

Sponsored 10 community events and programs.



## FINANCIAL BENEFIT SUMMARY





**TOTAL COMMUNITY BENEFIT: \$1,022,605**

COMPASSIONATE  
CARE & CHARITY  
CARE



**\$851,867**

OUTREACH TO  
UNDERSERVED  
PATIENTS



**\$123,301**

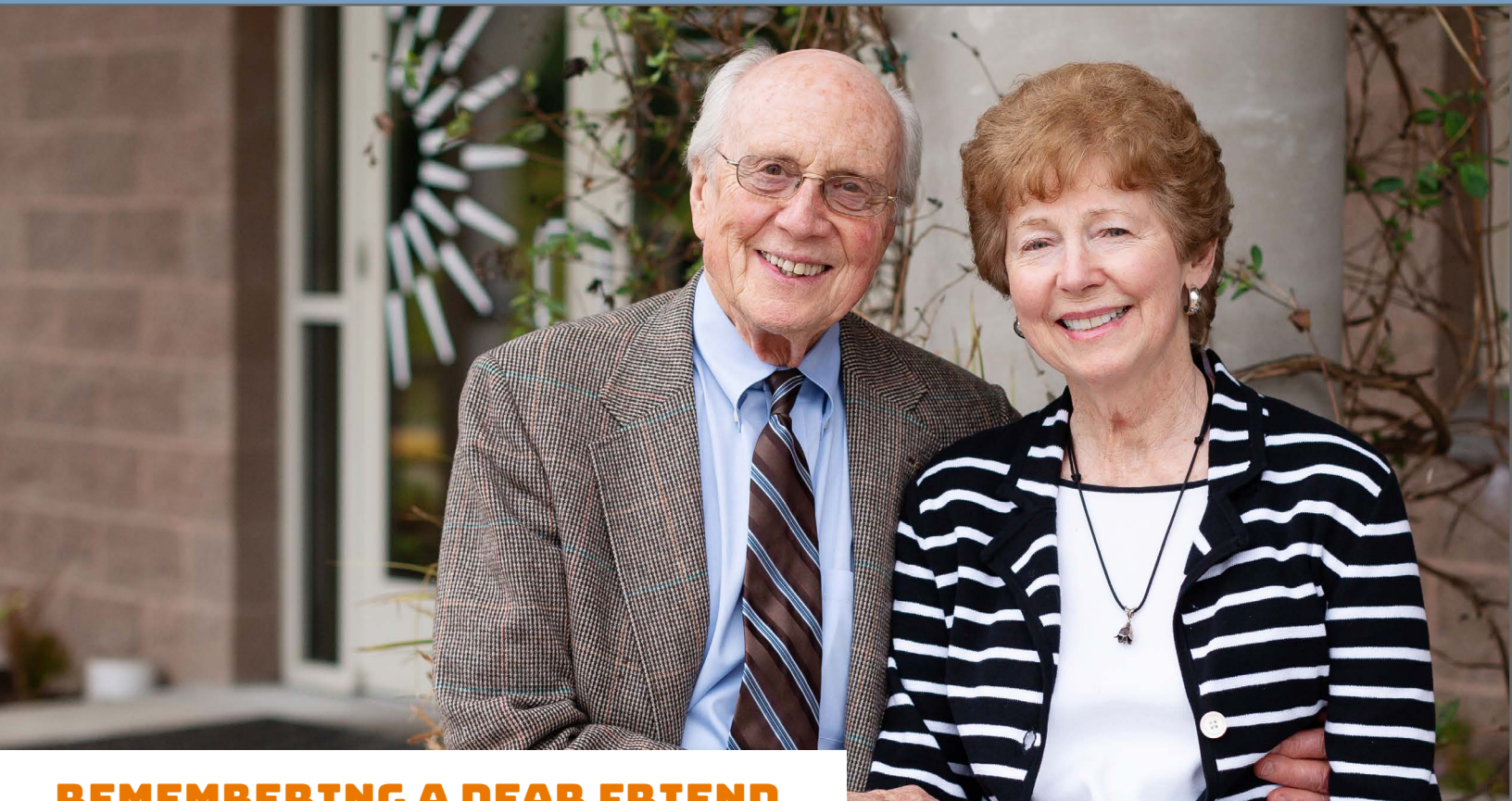
EDUCATION TO  
THE BROADER  
COMMUNITY



**\$47,437**



## BOARD MEMBER SPOTLIGHT



### REMEMBERING A DEAR FRIEND

**P**eter Norman, better known as Pete, was born at Tacoma General on the same day as Carol Milgard. Maybe it was just a coincidence that ten years later Carol's family moved into the same neighborhood where Pete lived, and they became friends and eventually attended junior high together.

After 7th grade Pete's family moved to Lakewood, but they kept in touch. Pete made some new friends, including a great guy by the name of Gary Milgard. That summer he invited Gary to a party, knowing that Carol would be there too.

After his service in the Air Force, Pete finished up his schooling at the University of Puget Sound and the University of Washington, where he met his wife, Karen. He has since worked at several jobs. First as an economic analyst for Weyerhaeuser, then moving on to IBM computer sales, and then developing commercial building properties, which eventually lead him to real estate. Pete has two daughters and four grandchildren, a passion for sailing, and a commitment to community work, including the MultiCare and Mary Bridge Foundations and the Carol Milgard Breast Center (CMBC). Our board consists of representatives from the MultiCare Health System, CHI Franciscan Health, community members, and

the Gary E. Milgard Family Foundations. Pete is the foundations representative and is a founding CMBC board member.

Pete was asked to speak at Carol's memorial service in 2007. While thinking about what he wanted to say, he remembered talking with Carol about giving back to the community when their business started to grow. He recalled how Carol, in her special way, took that challenge and ran with it. With their philanthropic vision, commitment, and heart, she and Gary went on to build the Gary E. Milgard Family Foundation.

Like Pete, Carol had the ability bring out the best in others. She inspired them to reach higher in their efforts to make our community a better place. As a breast cancer survivor, she was passionate in her efforts to provide sustainable breast health services to all women in a caring environment.

"There's no reason anyone should experience the consequences breast cancer," explains Pete. "What we need to do is educate everyone about the importance of self-examination and mammograms. It's important we all work together to keep ourselves and our loved ones healthy and informed, but for those who need it, the Breast Center is here."

As a non-profit organization, CMBC provides financial assistance to eligible patients so everyone can access essential mammography services, regardless of their financial





# 2009

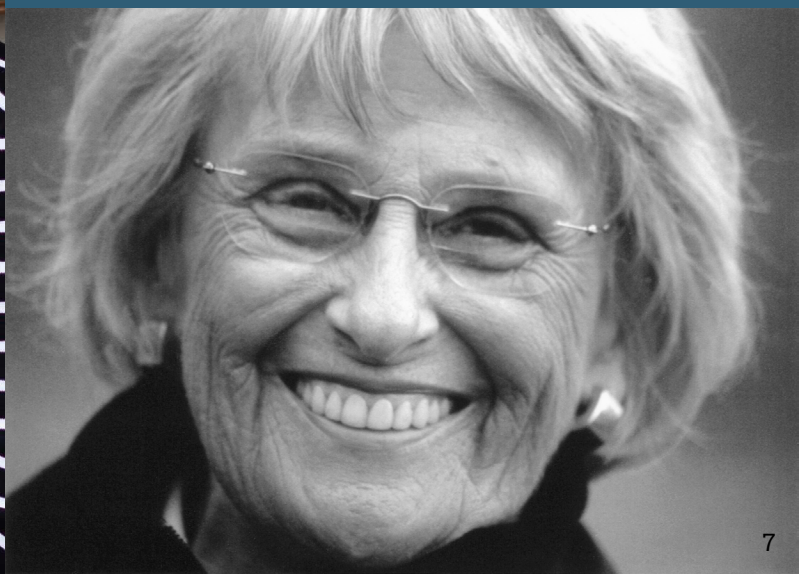
circumstances.

Maybe it was just a coincidence that the day of Carol's memorial the song, "Bridge Over Troubled Water," came on the car radio and every word of the song rang true. Pete read the words to the song at her service and carries them with him every day.

The Breast Center is like that bridge, and with Pete's guidance and commitment, Carol's legacy lives on.

**The Carol Milgard Breast Center was named to honor the spirit of Carol Milgard, a long-time Tacoma resident, philanthropist and 30-year breast cancer survivor.**

**Within the breast center, Carol Milgard's spirit lives on.**



## STAFF MEMBER SPOTLIGHT



### FROM TECHNOLOGIST TO BREAST CANCER PATIENT

**M**arcey Olson spent more than 40 years in the radiology field, including time as a mammography technologist at Carol Milgard Breast Center. After spending 10 years on staff, Marcey retired in October 2019.

She'd performed mammograms in one form or another since 1971. Marcey managed St. Joseph's Medical Clinic before moving to the TRA Medical Imaging Cedar location as a senior staff tech. She then moved to Carol Milgard Breast Center in February 2009, when it first opened its doors.

In January 2009, her mother was diagnosed with terminal breast cancer, and passed away just two months after her diagnosis. With the tension from dealing with her mother's illness, Marcey says she noticed a difference in how she felt, but chalked it up to stress. "My mom was sick and there was just chaos in my personal life, and I was very stressed," she recalls of the hectic time leading up to her mother's death. But Marcey's experience with the disease would come shortly after her mother's passing.

In the summer of 2009, the radiology staff at Carol Milgard Breast Center were seeking ways to improve their imaging quality. One way they planned to accomplish this was by

asking the staff to volunteer to have mammograms and have the resulting images studied by the radiology staff. Marcey was one of the people who volunteered.

"Right away they could see that something had really changed," Marcey says of the experience. Although the imaging results showed a change, Marcey stressed that women shouldn't wait until they notice a difference in their breast tissue. "Breast cancer can't always be noticed by a lump or something that is felt, that's why mammograms are so important."

Shortly afterward, she had a biopsy and when the results came back, she was diagnosed with breast cancer. "I was frightened and shocked, but ultimately I knew I was in the best place I could have been." After an MRI showed that it was infiltrating, Marcey spoke with a surgeon, who she urged to perform a mastectomy. When she had the surgery, the dissection of the first sentinel node showed micromets. "This was also a disease I knew, and kind of studied, because breast cancer runs in my family."

One thing Marcey learned during her own experience was how breast cancer is a different journey for everyone. And a big part of her journey was her support system. While she'd always been close to her coworkers, the relationships went to a new level once she became a patient. Marcey credits her support group of family, coworkers and patients with helping her during a difficult time.



And she's been able to return that support to others. One accomplishment that means a lot to her was the opportunity to share her personal experience with patients. In doing so, she not only eased their fears, but also the shame some patients carried around body image and surgery scars.

"Having been through it myself, it's made me a little softer, and more understanding of their fears," she says. "The fact that they could talk to me and I could calm them down, that made me feel good."

She has shared her experience in other ways, too. Marcey was asked to be a participant in the Gilda's Club fashion show in 2010, and she's spoken at luncheons and events for breast cancer awareness month.

Although she no longer works at Carol Milgard Breast Center, Marcey says she looks forward to continuing to watch what the Center will do to pursue excellence, from the expert staff to the exceptional patient care and the support from the Milgard family, to ensure that the center stays at the cutting edge of care. "I think they'll continue to be right in the thick of things. I'm very proud that I worked there."



## 2019 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 2019, we provided \$851,867 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: \$16,332,135**

**EXPENSES: \$16,691,805**

\*For percentage breakdowns of revenue and expenses, please contact Barb Fox at [bfox@tranow.com](mailto:bfox@tranow.com).

# 2019 DONORS

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.

Derrick Abner  
Dr. and Mrs. Clyde R. Addison  
Ms. Donna M. Albers  
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Mr. Jerry Anderson  
Shade Anderzon  
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Sheena Brockmann  
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Bob & Marianne Burns, In Memory of  
Joyce Gago  
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Mr. and Mrs. Randall P. Lert



Our deepest thanks go to these selfless donors. In 2019, thanks to our donors, the breast center received more than \$147,931 to help provide programs and services to women in our community.

Rosemarie and Dennis Lewis  
Mrs. Elizabeth H. Lufkin  
Mr. and Mrs. Herbert J. Lutter  
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Shannon Lykins  
Mr. and Mrs. Richard MacGowan  
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**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  
TO LEARN MORE.**

**WWW.CAROLMILGARDBREASTCENTER.ORG**

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Carol Milgard  
Breast Center

