

# 2017 COMMUNITY BENEFIT REPORT



A nonprofit, patient-centered breast imaging center of excellence, the Carol Milgard Breast Center's mission is to provide sustainable breast health services to all women in the community in a caring environment that fosters confidence, comfort, peace and dignity for each individual. We serve all patients including those who are medically underserved, regardless of their ability to pay for services. We invite you to continue your generous gifts—both financial and volunteer—to help fulfill our mission.



## FINANCIAL BENEFIT SUMMARY

**Total Community Benefit:**  
**\$1,054,728**

Compassionate &  
Charity Care  
**\$899,106**

Outreach to Underserved  
Patients  
**\$77,215**

Education to the Broader  
Community  
**\$78,407**

## SERVED PATIENTS WITH COMPASSIONATE CARE

Served **40,995** patients

Provided **59,154** exams  
& procedures

Carol Milgard Breast Center physicians and staff returned \$1,054,728 in community benefits to members of the South Puget Sound region in 2017. 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 life-saving care for underserved women—regardless of their ability to pay for services.

## 2017 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 their 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 1,200 spiritual care encounters 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 Chaplain and Spiritual Care Coordinator, Tea for the Soul served 54 attendees.

**Patient Satisfaction Rating:** Conducted ongoing patient surveys in which the breast center had an overall patient satisfaction rating in the 99<sup>th</sup> percentile for freestanding breast centers in the U.S.

**New Electronic Medical Record:** In May of 2017, the breast center transitioned to MultiCare Health System's electronic medical record system to enhance patient care

**Enhanced Image Quality:** Introduced new technology from Volpara Health Technologies to assist radiologists and technologists in image quality control. This technology helps identify patients at a higher risk of breast density who may benefit from additional imaging.

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

## EDUCATION AND OUTREACH

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

**FaithHealth in Action Program:** Continued support in congregations of predominately African American men and women and enrolled four additional churches into the program. Each church received 12 months of breast and prostate education. Had over 13,000 encounters and more than 52 church-sponsored events.

**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

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**Education Programs:** Participated in more than 22 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 nine community events and programs

## BREAST HEALTH SERVICES FOR ALL WOMEN

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

**Funds for Underserved:** Partnered with the Tacoma Rainiers and engaged more than 7,000 attendees and raised \$22,659 from the 6<sup>th</sup> Annual Pink at the Park to support screening mammography for underserved patients. Generated awareness of breast health and honored breast cancer survivors.

**Screening Events:** Conducted six screening mammogram events serving 102 underserved women who could not afford needed services

**Financial Aid:** Provided financial aid to 240 patients