

**2017  
ANNUAL  
REPORT**

**"I've been a survivor now for five years  
and I feel great."  
—Debbie, Survivor**





## YEAR IN REVIEW

This past year was a successful one for the Carol Milgard Breast Center. We have a lot to be proud of. Throughout the year, we had the privilege of caring for 40,995 patients and provided 59,154 exams and procedures. We maintained our prestigious designation from the American College of Radiology as a Breast Imaging Center of Excellence. As we did in 2016, we received an overall patient satisfaction rating in the 99th percentile for freestanding breast centers in the U.S. in a study by a leading provider of patient experience measurement.

We continued several of our popular programs including the Bridging Care Program serving post-biopsy patients, Spiritual Care Program for patients and their families, partnership with Leaders in Women's Health to address disparities of breast cancer in the African American community, FaithHealth in Action Program educating church members about breast and prostate health, and Tea for the Soul, a support group for cancer survivors, their caregivers and loved ones.

We introduced two new programs, the first being a new electronic medical record program to enhance patient care and integrate more seamlessly with MultiCare Health System and CHI Franciscan Health patient information systems. We also introduced new technology to help identify patients at a higher risk of breast density who might benefit from additional imaging.

We were and continue to be especially proud of our commitment to providing potentially life-saving care for underserved women—regardless of their ability to pay for services. In 2017, we provided nearly \$900,000 in compassionate and charity care and over \$75,000 in outreach services to underserved patients. We returned \$1,054,728 in community benefit to the South Puget Sound region in 2017.

This report highlights achievements in 2017 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 Dr. Khai Tran who served as the breast center's founding medical director from its inception in 2009 through 2017, and an inspiring patient story.

## 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.

## 2017 BOARD MEMBERS

### EX OFFICIO BOARD MEMBERS

William "Bill" Robertson,  
CEO, MultiCare Health System

Ketul Patel,  
CEO, CHI Franciscan Health

### BOARD MEMBERS

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Gwendolyn Haynes, Community Director  
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  
Susan Pratt, CHI Franciscan Health  
Deedra S. Smith Walkey, MultiCare Health System (Chair)

## A MESSAGE TO THE COMMUNITY from the Carol Milgard Breast Center Board Chair

Dear Friends and Community Members:

The Carol Milgard Breast Center has kept our promise and commitment to the community to provide access to exceptional breast care as well as state-of-the-art imaging and rapid diagnosis. We are proud of our work and the services we provide every day. We are especially proud of our mission and commitment to providing potentially life-saving care for underserved women—regardless of their ability to pay for services.

To fulfill our promise to the community, the breast center returned \$1,054,728 in community benefits to the South Puget Sound Region. That includes everything from health and wellness activities, breast health education, community, financial and in-kind donations and compassionate care services to those patients who could not afford them.

We invite you to continue to offer support to help fulfill our mission of providing excellent and sustainable breast health services to all women in our community. This is an excellent opportunity to be part of something extraordinary—right here in Pierce County.

With Gratitude,



Deedra S. Walkey, Chair  
Board of Directors  
Carol Milgard Breast Center

## 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 99th percentile for freestanding breast centers in the U.S.

**New Electronic Medical Record:** Transitioned to MultiCare Health System's 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 which helps identify patients 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

## 2017 ACCOMPLISHMENTS & HIGHLIGHTS

### Education and Outreach

**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.

**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

**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 6th 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





## A TRIBUTE TO OUR FOUNDING MEDICAL DIRECTOR: Dr. Khai Tran

At the end of 2017, the breast center bid a fond farewell to Dr. Khai Tran who moved to Sacramento, California. Dr. Tran was the founding medical director and visionary behind the state-of-the-art Carol Milgard Breast Center since it opened in 2009. Early in his career as a radiologist, Dr. Tran recognized the need for improved and accelerated services for breast patients in the greater Tacoma community. Without him, the breast center would likely never have opened.

The vision began to take shape early in his career at TRA Medical Imaging when he recognized that our community needed to find new approaches and answers to ongoing challenges in breast care and cancer diagnosis.

“I wanted to provide the highest level of breast care across the region, to increase access to screening, to create a strong outreach program, and to significantly decrease the time to diagnosis,” he said.

He accomplished each of those and more. One of the most significant milestones of the breast center under Dr. Tran’s leadership was the introduction of 3D mammography in the summer of 2013. With a generous grant from the Gary E. Milgard Family Foundation, the Carol Milgard Breast Center was the first in Pierce County to offer 3D mammography to aid in the early detection of breast cancer.

Dr. Tran is confident the breast center will continue to see growth and improve more lives in the coming decade. “All of the right ingredients are in place. The Carol Milgard Breast Center will always be a technology leader, which will set the standard not only regionally, but perhaps nationally one day,” he says.

With a continued focus on early detection, breast cancer education and community outreach, the breast center looks forward to continuing Dr. Tran’s vision of fighting breast cancer one patient at a time.



## DEBBIE'S STORY

**Debbie O. - Age 62**  
**Diagnosis -- July 2012**  
**Stage 2 Invasive**  
**Lobular Carcinoma**

Debbie and her husband Dennis retired in 2011 and when it came time for her annual mammogram the following year, Debbie was concerned about the cost. But her husband pushed her to do it, so she went to the Carol Milgard Breast Center for her annual exam. Within a short period of time, she was diagnosed with stage 2 invasive lobular carcinoma. Because of the aggressive cancer diagnosis, her treatment plan included a lumpectomy, chemotherapy, bilateral mastectomy, and breast reconstruction.

“I’ve been a survivor now for five years and I feel great,” she says. “I have no problems with my health right now. I’m doing great.”

She and Dennis had been putting on a golf tournament fundraiser at Ft. Steilacoom Golf Course for the East Side Boys and Girls Club for about fifteen years. They took a couple years off during Debbie’s cancer journey, but it only made sense that when they were able, they continue their fundraising for a cause they fought so hard for. So they put on their golf tournament in 2015, but changed the beneficiary to the Carol Milgard Breast Center.

In the first year raising funds through the golf tournament for the breast center, Debbie says they raised \$7,500 and every year after the fundraising has increased. “Early detection is essential,” she says, “and if our donation can help someone less fortunate, it’s the greatest feeling ever.”

*“My experience at Carol Milgard was excellent. I tell everybody that’s where you have to go. People there are so kind and understanding. That’s why we chose them (for our fundraiser) and because they found the cancer - which was even more important.”*  
— Debbie, Survivor

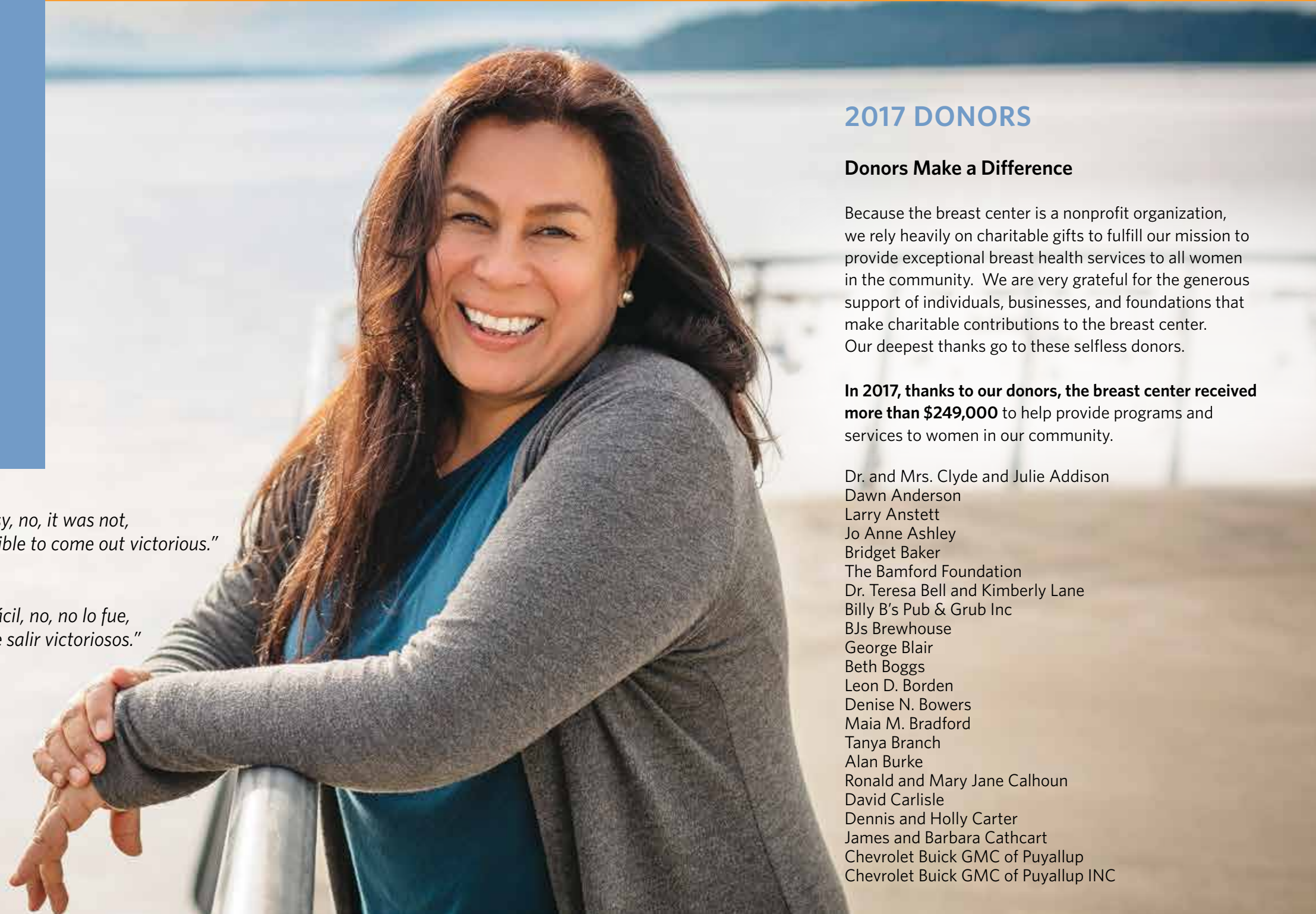


## FINANCIAL ASSISTANCE AVAILABLE

Our mission is to provide breast health services to all women in our community. Although most insurance plans cover annual screening mammograms, we provide financial assistance to patients who meet eligibility requirements as well as exam quotes and flexible payment plans. Women should not delay their mammograms because they are concerned about payment. They are encouraged to call the breast center at (253) 301-6616 to speak with a Financial Counselor. Interpretive services are also available for non-English speaking patients.

*"Nobody said it was going to be easy, no, it was not, but what I do know is that it is possible to come out victorious."*  
— Ana, Survivor

*Spanish: "Nadie dijo que iba a ser fácil, no, no lo fue, pero lo que sí se, es que si es posible salir victoriosos."*  
— Ana, Survivor



## 2017 DONORS

### 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 2017, thanks to our donors, the breast center received more than \$249,000** to help provide programs and services to women in our community.

Dr. and Mrs. Clyde and Julie Addison  
Dawn Anderson  
Larry Anstett  
Jo Anne Ashley  
Bridget Baker  
The Bamford Foundation  
Dr. Teresa Bell and Kimberly Lane  
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## 2017 DONORS

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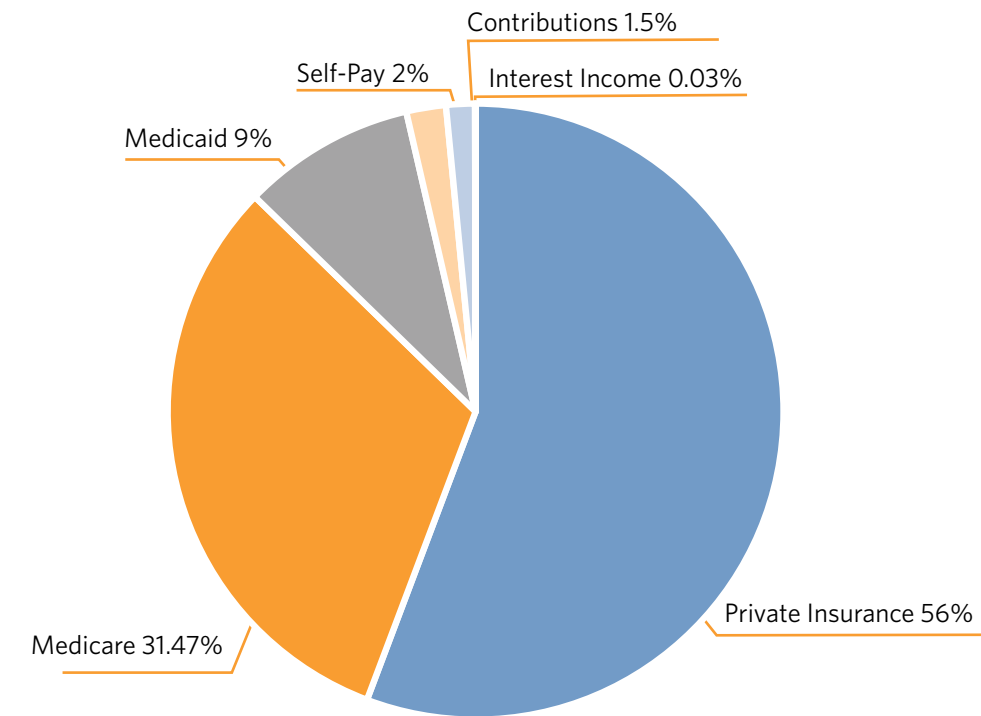
Every effort has been made to ensure the accuracy of our donor list. If your name was omitted or improperly recognized, please accept our sincere apology. If you notice such an oversight, please contact the Carol Milgard Breast Center at (253) 301-6552 so that we may correct our records.

## 2017 FINANCIALS

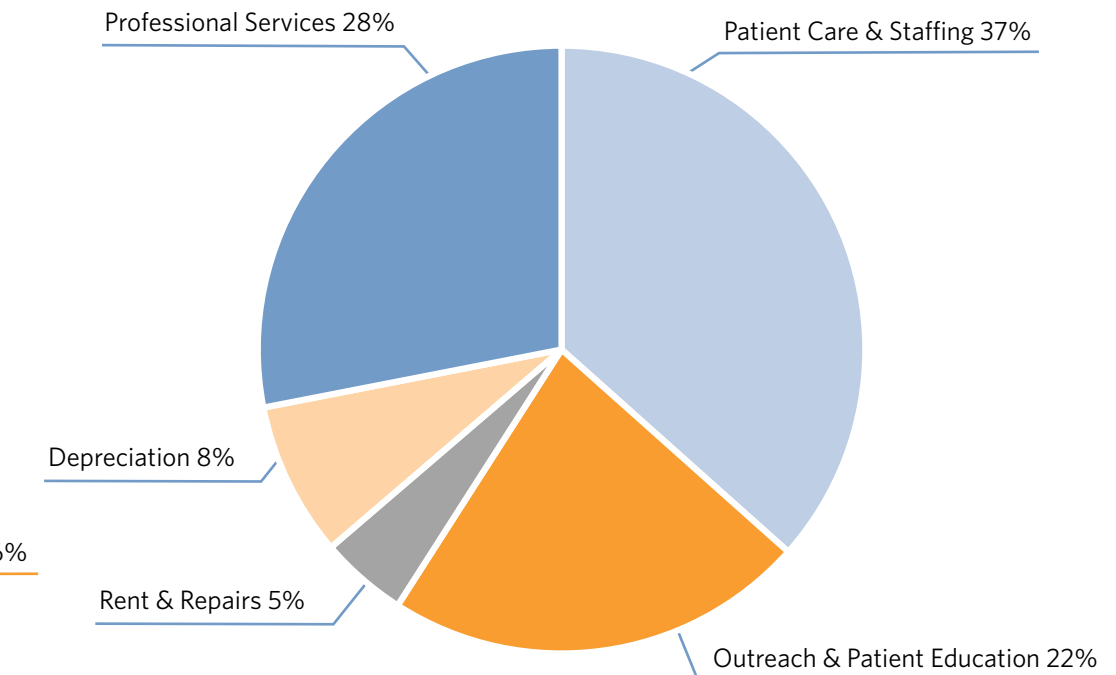
### Funding Breast Health Programs and Services

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 2017, we provided \$899,106 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—\$14,399,937



### EXPENSES—\$14,839,326





## 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.

### Our Mission

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.

### Our Vision

Our vision 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 