THE VISION:
To provide the highest quality comprehensive breast health care with superior service

THE MISSION:
- Provide the highest quality evidence-based, comprehensive, multidisciplinary breast health care
- Promote breast health through education, screening, prevention, and early detection
- Support outstanding educational and research programs
- Continually improve service and access to breast health care in a cost-effective manner
- Team members understand, value, and acknowledge the contribution of themselves and each other within the interdisciplinary team in providing care in a collaborative manner

THE EVOLUTION OF THE BREAST CENTER:

THE RESULTS & METRICS:
- Expansion of Services – full service model - additional services and more providers
- Improve Service Delivery – reduce elapsed time from initial visit to surgery
- Access – Minimize wait time for new patient appointments (>62% seen in 15 days or less)
- Patient satisfaction – improve overall quality of care

MANAGEMENT STRUCTURE:
- Ingrid Meszolez, MD, Clinical Director
- John Huff, MD, Imaging Director
- Ingrid Mayer, MD, Breast Research Program
- Sarah Moore, MBA, CNAT, PET, RT(C), Imaging Manager
- Sheryl Redlin-Frazier, RN, MSN, OCN(R), Imaging Manager
- Other Department Leadership

LESSONS LEARNED:
- Alignment of vision and mission is required by all members of team during periods of change
- Change is very challenging for all members of team (staff, manager, physicians)
- Change creates challenges for patients
- Advantageous to have project staff

WHAT WORKED WELL?
- Vision - Created and followed
- Communication - Weekly leadership meetings contain all key entities
- Accountability - Monthly review of key performance metrics
- Innovation - Ability to try new things
- Other providers - Use of Nurse Practitioner in expanded role
- Physician Leadership - Strong and dedicated leader
- New Space