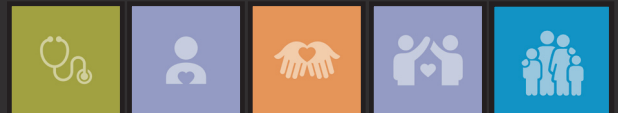


Packard Health

2016

Annual Report



2016 Packard Health In Review

Opportunity and accomplishment were our watchwords for 2016.

More than ever in our 44 years, we are reaching out to people across Washtenaw County. Patient visits topped 25,000, increasing 22% over the previous year.

We opened a new office in Ypsilanti in December 2015 with a grant from HRSA and are now a part of a neighborhood of medically underserved and vulnerable people.

We assumed responsibility to run the Shelter Health Clinic at the Delonis Center. Our onsite team specializes in care for vulnerable populations.

To reach out and meet patients where they are, we have forged effective community alliances. Two major initiatives:

- Home visits with Avalon Housing
- Nurse practitioner visits to family shelters - FSHARP program with The Corner

In answer to our community's mental health services crisis, Packard expanded our behavioral health team. As of today we are up to 250-300 psychiatric evaluations and therapy visits a month.

Lastly, to provide lower cost drugs to our patients, we joined the federal 340B Drug Discount Program, which requires manufacturers to provide drugs to eligible health care organizations at reduced cost.

As I write this, health care faces great uncertainty, I'm buoyed by two thoughts. One, the most important part of an organization is its people - our Packard Health staff and board are hardworking and experienced, compassionate and committed.

And two, Packard Health has done important work in this community for two generations, and that isn't changing. We'll give our sleeves another roll and keep on working.

Thank you for supporting Packard Health!

Ray Rion, MD
Executive Director

Board of Trustees

Deborah VandenBroek - Chair
Thomas Biggs
Gary Boren
Barbara Campbell
JPaul Dixon
Chuck Hoffman
John Martin
Nora Maloy, DrPH
Sharon Moore
Duane Newland
Ellen Rabinowitz
Douglas Strong
Bryan Wagoner
Raymond Rion, MD

Packard Health
3174 Packard Road
Ann Arbor, MI 48108
734-971-1073
www.packardhealth.org

Federally Qualified Health Center

*Patient-Centered Medical Home -
Blue Cross Blue Shield of Michigan.*

A healthy community
in which every individual has a dependable, high-quality healthcare home

Primary care, mental health care, health promotion, and disease management programs are integrated at Packard Health. We specialize in coordinated care for patients with complex care needs and complicated lives.

Packard Health

**25,500 Primary Care Patient Visits
in 2016***

34 active prenatal patients

**150 psychiatric evaluations
or therapy visits a month**

A Community Health Center



CELEBRATING 12 YEARS!

Packard Pacers Summer Walking Program

45 patients and families making healthy lifestyle changes took to the trails at County Farms - supported, encouraged, educated by our staff.

Outreach

- >> Delonis Center Medical Clinic of SAWC
- >> Home visits with Avalon Housing
- >> Local family shelters via Family Shelter Assessment and Referral Program in partnership with The Corner

Patient Advocacy

- >> 664 patients were assisted with insurance enrollment, consults and troubleshooting
- >> 184 Patients linked to community resources - clothing, transportation, vision/hearing, utility shut-offs, etc.
- >> 123 Patients aided with prescription assistance applications

- >> 1965 Food Pantry Visits
- >> 88 New Enrollments into SNAP (food stamps)
- >> 53 Patients received \$100 in fresh produce from Ypsilanti Farmers Market via Prescription for Health Program

2016 Financial Statement*

Revenues

Patient Services Revenue	\$2,814,665	63.47%
Gov't Grants & Contracts	\$790,402	17.82%
MiPCT	\$309,311	6.97%
Contributions	\$300,794	6.78%
Meaningful Use	\$131,750	2.97%
WHP Safety Net	\$67,167	1.51%
HVPA Support	\$11,492	0.26%
Misc	\$9,072	0.20%

TOTAL \$4,434,653 100%

Expenses

Patient Services	\$3,690,556
Management	\$452,614
Development	\$52,290

TOTAL \$4,195,460

Payor Mix

Medicaid	40.14%
Private Insurance	34.28%
Medicare	16.21%
Washtenaw Health Plan	5.38%
Self-pay	3.99%

100%

*2016 fiscal year ran from September 1, 2015 through August 31, 2016