



Packard Health

2014

Annual Report



2014 Packard Health In Review

2014 was a year of significant, positive change for Packard Health.

The Affordable Care Act made a tremendous impact - 30% of our patients transitioned to new health care coverage. The State of Michigan's expansion of Medicaid to anyone with income below 138% of federal poverty guidelines was largely responsible for this positive outcome.

Even with the expansion of Medicaid, many Washtenaw county residents remain uninsured. These residents reliably find Packard Health. Nearly one in three new patients presenting for care are uninsured when they walk into our facility. Our patient advocates work diligently to help guide them to resources.

In 2014 Packard Health was designated a **Federally Qualified Health Center (FQHC) Look-Alike**, setting the stage for us to offer high quality services to more vulnerable and high-risk patients in Washtenaw County.

Packard also implemented a new electronic health records system, Athenahealth, a cloud based system that has one of the highest rated patient portals in the industry.

2015 may bring more positive change. We are eagerly awaiting the outcome of a New Access Point grant application that, if funded, will allow us to open a new office in Ypsilanti and provide services for the homeless in the Delonis Center.

Thank you to everyone for your support of Packard Health and most importantly, thank you to our patients for trusting us with your care.

Ray Rion, MD
Executive Director

Packard Health is designated as a Patient-Centered Medical Home by Blue Cross Blue Shield of Michigan.

Board of Trustees

Barbara Campbell - Chair
John Martin
Thomas Biggs
Nora Maloy
Gary Boren
Anne Brown
Ellen Clement
JPaul Dixon
Lakshmi Halasyamani, MD
Chuck Hoffman
Monica Lypson, MD
Sharon Moore
Duane Newland
Ellen Rabinowitz
Bryan Wagoner
Deborah VandenBroek
Raymond Rion, MD

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

OUR VISION: 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

19,809 Patient Visits in FY2014*



We helped almost 1,000 patients enroll in newly available insurance programs made possible by the Affordable Care Act.

30% of new patients arrive at Packard Health uninsured.



Patient Advocacy

- 185 patients linked to community resources - clothing, transportation, vision/hearing, utility shut-offs, etc.
- 132 patients aided with prescription assistance applications



CELEBRATING 10 YEARS!

Packard Pacers Summer Walking Program

More than 30 patients making healthy lifestyle changes took to the trails at County Farms - supported, encouraged, educated by our staff.

- 903 Food Pantry Visits
- 56 New Enrollments into SNAP (food stamps)
- 60 \$100 coupons distributed for fresh produce at Ypsilanti Farmers' Markets via Prescription for Health

2014 Financial Statement*

Revenues

Patient Services Revenue	\$1,911,155	70.62%
Contributions	\$269,144	9.95%
WHP Safety Net	\$175,000	6.47%
MiPCT	\$150,556	5.56%
HVPA Support	\$71,695	2.65%
United Way Grant	\$51,867	1.92%
WHI Support	\$45,835	1.69%
Gov't Grants & Contracts	\$29,119	1.08%
Misc	\$1,928	0.07%
TOTAL	\$2,706,300	100.00%

Expenses

Patient Services	\$2,294,964
Management	\$279,537
Development	\$53,810
TOTAL	\$2,628,311

Payor Mix

Medicaid	39.19%
Private Insurance	34.56%
Medicare	16.16%
Washtenaw Health Plan	5.19%
Self-pay	4.90%
	100.00%

*2014 fiscal year ran from September 1, 2013 through August 31, 2014