

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



# Packard Health

28,300 Primary Care Patient Visits  
in 2017\*

37 active prenatal patients

260 psychiatric evaluations  
or therapy visits a month

## A Community Health Center



### Healthy Kids Fair in Ypsilanti

300 children and families



### Outreach

- >> Delonis Center Medical Clinic of SAWC
- >> Miller Manor of Avalon Housing - Onsite & in home
- >> Local family shelters via Family Shelter Assessment and Referral Program in partnership with The Corner
- >> Catholic Social Services of Washtenaw primary care on site

### Patient Advocacy

- >> 1078 patients were assisted with insurance enrollment, consults and troubleshooting
- >> 130 Patients linked to community resources - clothing, transportation, vision/hearing, utility shut-offs, etc.
- >> 126 Patients aided with prescription assistance applications



**CELEBRATING 13 YEARS!**  
Packard Pacers is now a  
Michigan chapter!

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

>> 1845 Food Pantry Visits

>> 60 Patients received \$100 in fresh produce from Ypsilanti Farmers Market via Prescription for Health Program

## 2017 Financial Statement\*

### Revenues

Fees for Service	\$3,646,325	64.82%
Gov't/Private Grants & Contracts	\$1,029,900	18.31%
340B Revenue	\$294,800	5.24%
MiPCT/SIM	\$273,459	4.86%
Contributions	\$187,777	3.34%
Meaningful Use	\$123,250	2.19%
WHP Safety Net	\$51,270	0.91%
Misc	\$18,244	0.32%
<b>TOTAL</b>	<b>\$5,625,025</b>	<b>100%</b>

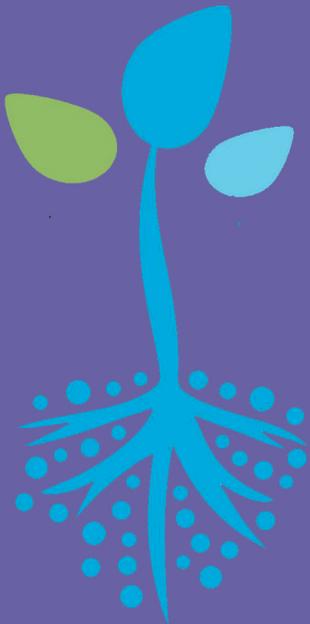
### Expenses

Patient Services	\$4,902,150
Management	\$461,379
Development	\$50,215
<b>TOTAL</b>	<b>\$5,413,744</b>

### Payor Mix

Medicaid	41.68%
Private Insurance	35.97%
Medicare	13.43%
Washtenaw Health Plan	4.61%
Self-pay	4.31%
<b>TOTAL</b>	<b>100%</b>

\*2017 fiscal year ran from September 1, 2016 through August 31, 2017



# 2017 Annual Report

# Packard Health

45 Years of Caring



## 2017 Packard Health In Review

Forty-five years ago Packard Health was founded on the belief that everyone deserves access to quality health care. Today that mission is as compelling and as imperative as ever.

In 2017 Packard Health was on the move despite uncertainty on the federal level. Primary care visits topped 28,000, up 12% in 2017. In answer to our community's mental health services crisis, our psychiatric evaluations and therapy visits have reached 327 a month.

In addition to 3 office locations and the medical clinic at the Delonis Center, we collaborate with community partners to bring healthcare services to vulnerable populations where they are.

New in 2017:

- Expansion of outreach services at Avalon Housing's Miller Manor
- Primary care at Catholic Social Services of Washtenaw County
- Healthy Kids Fair in Ypsilanti - we met 300 children and their families, with goal of integrating their care into our established primary care practice.

In 2017 we developed plans to address the growing epidemic of opioid abuse, dependence and overdose in Washtenaw County. We have applied for funding to begin a Medication-Assisted Treatment (MAT) program that uses medication combined with counseling and behavioral therapies. MAT is recognized by the FDA as a major pillar of response to the epidemic, and we believe that we are uniquely positioned to help people regain control over their lives.

As we are growing, our quality continues to improve. In recognition of ongoing high-level performance, Packard Health received a FY 2017 Quality Improvement Award from the federal government. Our quality program is robust and we are committed to continually improving patient care and outcomes.

As we celebrate Packard Health's 45th anniversary I am filled with appreciation for our staff and board for their commitment and focus. I extend heartfelt thanks to our community partners, donors and friends. Together we are making meaningful and measurable strides to meet community needs.

Ray Rion, MD  
Executive Director

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