**Packard Health**

28,300 Primary Care Patient Visits in 2017*

37 active prenatal patients

260 psychiatric evaluations or therapy visits a month

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**A Community Health Center**

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

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

>> 1845 Food Pantry Visits
>> 60 Patients received $100 in fresh produce from Ypsilanti Farmers Market via Prescription for Health Program

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**2017 Financial Statement***

### Revenues

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fees for Service</td>
<td>$3,646,325</td>
<td>64.82%</td>
</tr>
<tr>
<td>Gov’t/Private Grants &amp; Contracts</td>
<td>$1,029,900</td>
<td>18.31%</td>
</tr>
<tr>
<td>340B Revenue</td>
<td>$294,800</td>
<td>5.24%</td>
</tr>
<tr>
<td>MiPCT/SIM</td>
<td>$273,459</td>
<td>4.86%</td>
</tr>
<tr>
<td>Contributions</td>
<td>$187,777</td>
<td>3.34%</td>
</tr>
<tr>
<td>Meaningful Use</td>
<td>$123,250</td>
<td>2.19%</td>
</tr>
<tr>
<td>WHP Safety Net</td>
<td>$51,270</td>
<td>0.91%</td>
</tr>
<tr>
<td>Misc</td>
<td>$18,244</td>
<td>0.32%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$5,625,025</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Services</td>
<td>$4,902,150</td>
</tr>
<tr>
<td>Management</td>
<td>$461,379</td>
</tr>
<tr>
<td>Development</td>
<td>$50,215</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$5,413,744</strong></td>
</tr>
</tbody>
</table>

### Payor Mix

<table>
<thead>
<tr>
<th>Payor</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid</td>
<td>41.68%</td>
</tr>
<tr>
<td>Private Insurance</td>
<td>35.97%</td>
</tr>
<tr>
<td>Medicare</td>
<td>13.43%</td>
</tr>
<tr>
<td>Washtenaw Health Plan</td>
<td>4.61%</td>
</tr>
<tr>
<td>Self-pay</td>
<td>4.31%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

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