

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



# Packard Health

**32,100 Primary Care Patient Visits  
in 2018\***

**3,856 psychiatric  
evaluations or therapy visits**

**Ronald Romero, MD  
2018 Clinician of Year  
Michigan Primary Care Assoc.**

## A Community Health Center



### Healthy Kids Fair in Ypsilanti

330 children and families



### Medication Assisted Treatment (MAT)

for opioid and alcohol addiction.



202 visits FY2018  
starting February 2018

### 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

### Patient Advocacy

- >> 1072 patients were assisted with insurance enrollment, consults and troubleshooting
- >> 331 Patients linked to community resources - clothing, transportation, vision/hearing, utility shut-offs, etc.
- >> 85 Patients aided with prescription assistance applications

- >> 1662 Food Pantry Visits
- >> 77 Patients received \$100 in fresh produce from Ypsilanti Farmers Market via Prescription for Health Program

## 2018 Financial Statement\*

### Revenues

Fees for Service	\$4,334,532	62.36%
Gov't/Private Grants & Contract	\$1,380,747	19.86%
340B Revenue	\$586,526	8.44%
MiPCT/SIM	\$231,667	3.33%
Contributions	\$221,498	3.19%
Meaningful Use	\$77,500	1.12%
WHP Safety Net	\$50,000	0.72%
Misc	\$68,360	0.98%
<b>TOTAL</b>	<b>\$6,950,830</b>	<b>100%</b>

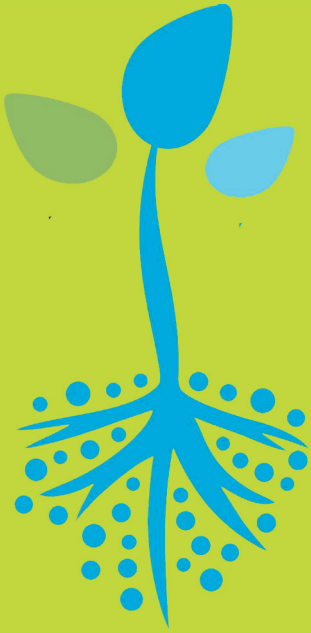
### Expenses

Patient Services	\$5,884,569
Management	\$820,363
Development	\$62,212
FQHC	\$58,904
<b>TOTAL</b>	<b>\$6,626,047</b>

### Payor Mix

Medicaid	42.48%
Private Insurance	36.43%
Medicare	13.68%
Washtenaw Health Plan	4.35%
Self-pay	3.06%
<b>TOTAL</b>	<b>100%</b>

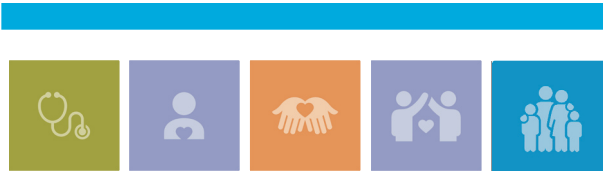
\*2018 fiscal year ran from September 1, 2017 through August 31, 2018



# 2018 Annual Report

# Packard Health

46 Years of Caring



## 2018 Packard Health In Review

I've been a doctor for a long time, and a conversation I had with a patient at year's end affected me deeply. This elderly patient had just found his grandson in his basement dead of an opioid overdose.

The opioid epidemic is the public health crisis of our time. Reflecting on 2018 at Packard Health, I want to focus specifically on how we are helping to fight our community's opioid epidemic. Packard's essential strengths - quality health care for all, integrated primary and mental health care, and strong community partnerships - uniquely position us to make a difference. Here's how:

- > **Our team of experienced and certified addiction specialists** work side by side with our primary and mental health care providers.
- > **Our staff works closely with the therapy staff at Dawn Farm and Home of New Vision** so patients receive the most up to date behavioral health treatment.
- > **Our Medication-assisted treatment (MAT) program** delivers the most effective intervention to treat opioid use disorder. With therapy and FDA-approved medication, MAT has saved many lives and allows patients to work, love, and care for their children. For many patients whose lives are enveloped in chaos and the risk of overdose death, MAT offers a lifeline.
- > **Partnership with St. Joseph Mercy Emergency Room**, conceived in 2018, has started. ER visits for opioid use disorder are soaring in the county and people who come to the ER seeking assistance will be safely transitioned to the care of Packard's addiction specialists.
- > **Training an army to battle opioid overdoses**, Gina Dahlem, our nurse practitioner at the Shelter, has delivered her naloxone training and kits to more than 1,700 agency employees and public individuals, with more than 250 overdose saves from law enforcement.

Packard Health is a singularly reliable source for MAT in the county. Patient numbers have exceeded our expectations, with 210 patients entering our program between Sept. 1 and Dec. 31, 2018. As a small and nimble organization, we are making a big impact.

Thank you to our partners, donors and friends for helping allow us to serve our community. We all believe that everyone deserves the best opportunity to achieve health and together we are working toward that vision.

Ray Rion, MD Executive Director

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Patient-Centered Medical Home -  
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