

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



Packard Health

34,300 Primary Care Patient Visits
in 2019*

4,700 psychiatric
evaluations or therapy visits

A Community Health Center

Recuperative Care

Program at Delonis Center.
Nursing care for those released
from hospital with no home to
go to.



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

Medication Assisted Treatment (MAT)



1,044 medical provider visits
for opioid and alcohol addiction

Patient Advocacy

>> 946 Patients were assisted with insurance enrollment,
consults and troubleshooting
>> 647 Patients linked to community resources -
clothing, transportation, vision/hearing, utility shut-offs, etc.
>> 89 Patients aided with prescription assistance applications

>> 2147 Food Pantry Visits
>> 65 Patients received \$100 in fresh produce
from Ypsilanti Farmers Market via Prescription
for Health Program

2019 Financial Statement*

Revenues

Fees for Service	\$5,515,726	62.77%
Gov't/Private Grants & Contract	\$1,757,722	20.00%
340B Revenue	\$906,069	10.31%
MiPCT/SIM	\$270,000	3.07%
Contributions	\$211,921	2.41%
Meaningful Use	\$81,875	0.93%
WHP Safety Net	\$4,156	0.05%
Misc	\$40,622	0.46%
TOTAL	\$8,788,091	100%

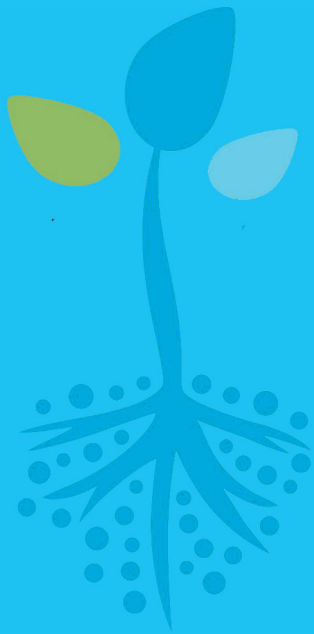
Expenses

Patient Services	\$5,980,036
Management	\$1,314,145
Development	\$233,218
FQHC	\$34,106
TOTAL	\$7,561,505

Payor Mix

Medicaid	45.33%
Private Insurance	33.98%
Medicare	12.41%
Washtenaw Health Plan	4.39%
Self-pay	3.89%
TOTAL	100%

*2019 fiscal year ran from September 1, 2018 through August 31, 2019



2019 Annual Report

Packard Health

47 Years of Caring



2019 Packard Health In Review

“The Team. The Team. The Team.”

Working together effectively and efficiently was the name of the game in 2019. Packard Health made a positive difference in the lives of our patients, the health of our community, and our plans for the future. It was all the result of inspirational teamwork.

In 2019 total patient visits topped 40,000, a 92% increase since 2015. That growth affirms what we feel every day, at every Packard Health location – team-based, patient-centered care is an effective and compassionate way of caring for people, especially those most at-risk.

Here’s a look at 3 of our special teams in action in 2019:

> **Mental Health Care: It’s Critical** – The human, social and economic impact of untreated mental illness is beyond calculation. Nimble and ever-responsive to community need, Packard took quick action and expanded our Behavioral Health Team by 50%, including the addition of a Psychiatric Nurse Practitioner. Behavioral health visits leapt 40% this year.

> **Recuperative Care** – We teamed up with the Shelter Association of Washtenaw County to launch an innovative program to care for people discharged from the hospital with no home to go to. Packard Health nursing staff provide care to recovering clients in a 6-bed, semi-private area on the second floor.

> **Make a Plan, Work the Plan** – Three years ago, our board of directors and leadership team embarked on a strategic analysis. The key finding was irrefutable and urgent: replace the aging and crowded building on 3174 Packard Road. Our team has worked long and hard on a plan that will enable Packard Health to see more patients and support our community for decades to come.

Behind every effective organization there are great teams. As we begin a new decade, 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 measureable strides to improve access to quality health care for everyone.

Ray Rion, MD
Executive Director

Board of Trustees

- Gary Boren - Chair
- Thomas Biggs
- Margaret Calarco
- JPaul Dixon
- Chuck Hoffman
- Paula Lantz
- Nora Maloy, DrPH
- Sharon Moore
- Duane Newland
- Rana Smith
- Edd Snyder
- Douglas Strong
- Deborah VandenBroek
- 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.