

Packard Health

50

1973-2023



Our mission is to provide the best possible care to our patients and community, including people whose economic, social or cultural conditions might otherwise prevent them from accessing health care.

Message from the Executive Director

50 Year of Providing Accessible Care to Our Community

When Jerry Walden began Packard Community Clinic in 1973, he had a vision of a community funded medical practice that cared for all members of our community, from those who struggle with few resources to those who have choices on where they receive care. The mission of the organization was clear, to provide health care for all, regardless of the ability to pay.

I remember in 2002, as I prepared to join the Packard team, I asked Jerry what was not up for negotiation and change? He replied that having the Packard sliding fee scale, the process that we use to cut our fees for uninsured patients, was not a negotiable item. While working with Dr. Walden for nearly four years before he retired, I saw him demonstrate amidst a world of near constant change, the importance of the founding principles. When your principles are correct how you realize those principles may change, but you stay committed to them through thick and thin.

Fast forward to 2023 and Packard Health now has four practice locations and an administrative office. We also provide care in supportive housing units and at local detox unit. Fifty years distant from 1973, the principles are the same: access, service, and commitment to care for our patients, especially the vulnerable. The key to our future is the commitment of our hardworking staff and the Board of Directors to adhere to the continuity of our mission.

At all of our care sites across Washtenaw County, cohesive teams of doctors, nurses, and medical assistants work together with the best interest of each patient in mind. These caregivers speak our patients' languages and often share the same cultural backgrounds. At Packard Health, our providers develop one-on-one, mutually respectful relationships with their patients. Our patients know



we can help because they see the results in their friends, neighbors, and family members.

We also know that our successes would not have been possible without the support of so many in our community. From our partners and collaborators in care to our donors – together with you we are planning for 50 more years and beyond.

As you read through our annual report, you will see some of our historic milestones and accomplishments, including the opening of the Packard Health Pharmacy in late spring at our Carpenter Rd. location. The pharmacy will be open to everyone in the community. We are pleased with the contribution to our community the organization has made over the last 50 years and we believe that, when we work together, the best is yet to come.

Sincerely,

A handwritten signature in blue ink, appearing to read "Raymond Rion".

Raymond Rion, MD
Executive Director

MILESTONES AND ACHIEVEMENTS

1973



Packard Health Community Clinic was founded by Dr. Jerry Walden with the belief that everyone deserves access to quality health care, including minorities and people without means to pay.

1990

Integrated primary and mental health care and nutrition to treat the whole patient – an innovative model far ahead of its time.

2009

Packard Health West opened on Maple Rd. in Ann Arbor.

2014

Earned national recognition as a Federally Qualified Health Center (FQHC).

2015



Opened Packard Ypsilanti location to serve at-risk, vulnerable populations in their neighborhoods. The expansion was made possible as Packard achieved FQHC certification and directed increased funding to the Ypsilanti community.

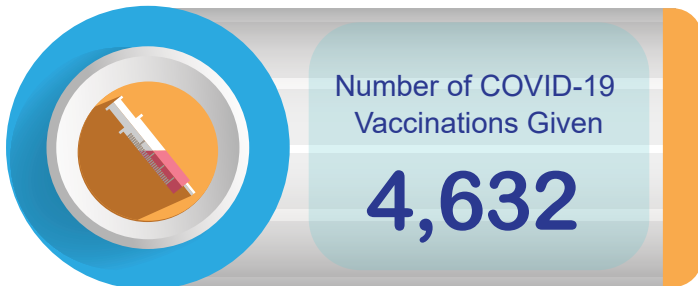
2016

Packard Health West moved to Pauline Blvd. in Ann Arbor and we significantly expanded behavioral health services

Packard Health By the Numbers

(January through December 2022)

Metrics on the programs and services provided by our dedicated health care team.



Program Spotlight: Recuperative Care

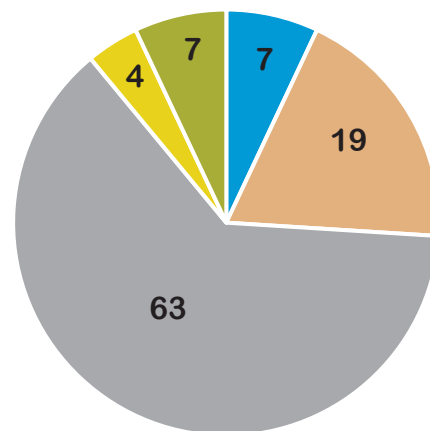
Packard Health provides recuperative care for individuals experiencing homelessness who require a space to rest and recuperate after an acute medical issue that required hospitalization. This program in partnership with the Shelter Association of Washtenaw County (SAWC), provides a 30 to 45 day stay in a local hotel where they receive care from a Packard Health nurse practitioner.

While they are in care, they receive many wrap around services with the end goal of full recuperation and permanent housing.

63% of recuperative care clients were housed in 2022 upon exit from the program. Some of the clients returned to the shelter warming center and then were housed from there.

Many of the people needing this type of care do qualify for some type of housing voucher and/or are pulled off the Community Housing Prioritization list to get housed as soon as possible and in some cases we help facilitate locating subsidized housing that will accept their voucher.

The Recuperative Care program is a critical safety net for our community.



- Transitioned to SAWC Residential Program
- Exited to Nursing Home/Hospital
- Housed
- Exit Unknown
- Hotel Paid by Client

Who We Served

- 15% percent of patients newly diagnosed with renal failure needing dialysis
- 23% needing wound care and recuperation from surgery
- 8% undergoing cancer treatment
- 54% requiring chronic disease stabilization through medication management and patient education

MILESTONES AND ACHIEVEMENTS

2015



Launched the Family Shelter Assessment and Referral Program (FSHARP) in collaboration with the Corner Health Center, to provide on-site health care to families in shelters and to connect families to primary care in the community.

2016

Significantly expanded behavioral health services in response to our community's mental health services crisis. Assumed responsibility to run the Shelter Medical Clinic at the Delonis Center.

2017

Launched Medication Assisted Treatment (MAT) program in response to our community's growing epidemic of opioid abuse, dependence and overdose.

2018



Expanded outreach services to Avalon Housing's Miller Manor residents to address the specific health challenges faced by chronically homeless and medically vulnerable individuals and families.

MILESTONES AND ACHIEVEMENTS

2019



Began providing nursing care for individuals discharged from area hospitals with no home to return to, via the Delonis Center's new Recuperative Care Program.

Received the gift of the building at 5200 Venture Drive in Ann Arbor to establish a fourth location and to empower Packard Health to meet the health and wellness needs of our community for generations to come.



2019

Packard Health \$8M Expansion Campaign began and Covid-19 became a pandemic.

2019

Purchased the building at 2650 Carpenter Road in Ann Arbor to replace our original main location on Packard Road and expand services.



Program Spotlight: Behavioral Health and Medication Assisted Treatment (MAT)

Packard Health has been a leader in the nationally recognized integrated health model for over a decade. Our behavioral health providers work collaboratively alongside your primary care physician to ensure comprehensive care of both mind and body.

In partnership with Washtenaw County CMH, Packard Health offers on site integrated behavioral health services at all our locations.

Our target population is patients in Washtenaw County between the ages of 22 and 45 who need therapy for mental illness as well as substance use disorder. The patients are historically marginalized and vulnerable, susceptible to suicide, overdose, hepatitis C and other communicable diseases.

In 2019, as we expanded services, Corey Telin, LMSW, MHSA, was hired to lead the Behavioral Health Team.



*Eliza Hutchinson, MD
MAT Medical Director*



*Corey Telin, LMSW, MHSA
Director of Behavioral Health*

The University of Michigan/Michigan Medicine Emergency Department continues to work directly with our team to send referrals to our program. The importance of this collaboration led to the appointment of a U of M Doctor to fill our part-time MAT Medical Director position. Dr. Eliza Hutchinson was hired in October.

The Packard Health Medication Assisted Treatment Program (MAT) is seeing a steady increase. The final quarter of 2022, October through December, saw a 6% increase over the same time frame of 2021 and 20% overall increase in total visits from 2020.

Program Spotlight: kNEWjoy Mental Health Programming for young Black Men and boys

In 2022, Packard Health entered into partnership with a local nonprofit organization, kNEWjoy, to address the behavioral health needs of young Black men and boys in Washtenaw County.

This project will identify and develop culturally-tailored, gender-specific, and age-appropriate resources that support the mental health needs of young Black men and boys. The project will bolster the efforts of Packard staff, community leaders, and health equity experts to develop forward-thinking strategic action plans and resources that positively impact young Black men and boys' behavioral health. Participants will be between the ages of 13 and 21.

The goal is to reach 200 young Black men and boys in Washtenaw County with behavioral health resources over the next two years. Many Black male participants will be identified through organizations that are committed to addressing the needs of historically marginalized groups. We will learn about the strategies that influence and shape young Black males' ideas and experiences with mental health. From there, specific mental health programming and supplemental resources will be developed to support this group.



Dr. Daphne Watkins

Daphne C. Watkins is a University Diversity and Social Transformation Professor at the University of Michigan who studies: (1) behavioral interventions for historically marginalized groups; (2) mixed methods approaches to research in context; and (3) leadership development and organizational structures.

Centering the strategies for success among historically marginalized groups, Professor Watkins' research aims to maximize human potential, elevate social experiences, and provide equitable impact in communities and organizations.

MILESTONES AND ACHIEVEMENTS

2020



In response to community need, Packard opened a drive-thru COVID-19 testing site at the Perry Early Learning Center in Ypsilanti in collaboration with Washtenaw County Department of Public Health and Ypsilanti Public Schools.

To help patients access healthcare during the COVID-19 pandemic Packard Health launched Telehealth services. This service continues to be available to our patients.

2020



A collaboration with the American Heart Association (AHA) provides education, training and free in-home blood pressure cuffs to Packard Health patients suffering from high blood pressure. This 3-month voluntary program, monitors each patient's blood pressure.

2021

We opened our new main location on Carpenter Road in Ann Arbor in August of 2021.

MILESTONES AND ACHIEVEMENTS

2022

In January 2022 Packard Health completes the \$8M Expansion Campaign.



Packard Health held over 40 community outreach clinics that provided Covid-19 vaccinations and supplemental food to underserved neighborhoods in Washtenaw County.

Packard Health acquires a new suite in our Ypsilanti location to expand Behavioral Health services.

2022

Michigan Medicine Laboratories opens a new MLab blood draw and specimen collection site at our main location on Carpenter Rd.

2023

In February 2023, Packard Health in collaboration with the University of Michigan (UM) Rogel Cancer Center was awarded a grant from the Health Resources and Services Administration to provide accelerated life-saving cancer screenings to our most vulnerable population in Washtenaw County.

Expanding Patient Services for Our Community

One year after our Expansion Campaign was completed, Packard Health is working hard to bring more programs and services to our patients.

Packard Health Ypsilanti located off of Arnet St. is expanding. In addition to our original space in suite 150 we have expanded across the hall to include suite 110. We are currently offering behavioral health services in the new space, and this additional room will allow us to expand our primary care services in the future as well.

In a partnership with MLabs at the University of Michigan, our Carpenter Rd. location opened a blood draw lab in May of 2022.

The next exciting service is the Packard Health Pharmacy which is slated to open in late spring of 2023 and it will be open to the entire community. With plenty of parking and easy access, we hope everyone will consider using our pharmacy for their prescription needs. This pharmacy brings our vision of a one-stop medical home closer to fruition.

In 2023 Packard Health West Willow will open in a joint partnership with U of M School of Nursing and New Covenant Missionary Baptist Church (NCMBC). This collaboration will establish a part-time outreach clinic located in the NCMBC, operated as a satellite location of Packard Health, staffed by UMSN faculty and Packard Health, and supported by UMSN and other University of Michigan students and Packard Health.



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Raymond Rion, MD

Executive Director, Packard Health

Packard Health was established in 1973 and is a
Federally Qualified Health Center (FQHC)

patient-centered medical home - Blue Cross

Blue Shield of Michigan 501(c)3 not-for-profit
organization.



www.packardhealth.org

Packard Health Administrative Offices
5200 Venture Drive
Ann Arbor, MI 48108

2022 Financial Statement

SEPTEMBER 1, 2021 - AUGUST 31, 2022

REVENUE

Fees for Service	\$ 6,319,727	54.80%
Government/Private Grants & Contracts	\$ 3,415,320	29.61%
340B Revenue	\$ 1,180,946	10.24%
MiPCT/SIM	\$ 0	0.00%
Contributions	\$ 573,394	6.19%
Meaningful Use	\$ 0	0.00%
WHP Safety Net	\$ 41,667	0.36%
Misc	\$ 1,438	0.01%

TOTAL REVENUE \$11,532,491 100 %

EXPENSES

Patient Services	\$ 8,139,732
Management	\$ 2,985,854
Development/Fundraising	\$ 209,046

TOTAL EXPENSES \$11,334,632

PAYOR MIX

Medicaid	43.35%
Private Insurance	32.83%
Medicare	18.09%
Washtenaw Health Plan	3.90%
Self-pay	1.82%

TOTAL PAYOR MIX 100%