



A MESSAGE FROM OUR EXECUTIVE DIRECTOR: CELEBRATING A YEAR OF GROWTH AND IMPACT

Dear Friends,

As we reflect on the past year, we are thrilled to share and celebrate Packard Health's impact on our community. It is through your generous support that Packard Health continues to expand and enhance health care access for all.

At the core of Packard Health's mission is our promise to deliver quality primary health care for everyone. We ensure that each patient receives personalized, compassionate, and evidence-based care, regardless of their identity or their ability to pay. At Packard Health, we take great pride in meeting our patients right where they are – within the heart of their communities. Our clinics are strategically located to ensure that health care is not only accessible but also embedded in the fabric of the neighborhoods we serve, and this year we have expanded to include a clinic in the underserved neighborhood of West Willow. We are reinforcing our commitment to community-centric care, creating environments where patients feel supported and connected.

Between our multiple clinic locations across the county and the addition of new providers, patients can access timely and convenient appointments, receiving the care they need when and where they need it. Now, more than ever, we can serve the diverse health care needs of our community with greater flexibility and convenience.

A major milestone this year was the establishment of the Packard Health Pharmacy, located inside our Carpenter Rd. location. This addition enhances our commitment to comprehensive health care by streamlining medication management and providing patients with a one-stop solution for their health care needs.

Over the next year Packard Health will make significant strides in technology by transitioning to Epic Electronic Health Records system, aligning ourselves with the major medical systems in the area. This move ensures seamless coordination and communication between a patient's primary care provider at Packard and their specialists at Michigan Medicine or Trinity Health. The adoption of Epic is a testament to our dedication to improving health care outcomes, simplifying processes, and fostering collaboration with our health care partners.



None of these achievements would have been possible without the unwavering support of friends like you. Your generosity has been the driving force behind our ability to innovate, expand, and provide vital health care services to those who need it most. Every contribution has made a meaningful impact on the well-being of our community, and we are immensely grateful for your continued partnership.

As we look ahead, we are excited about the possibilities and the positive change we can create together. With your support, Packard Health will continue to grow, adapt, and make a lasting difference in the lives of those we serve.

Thank you for being a vital part of the Packard Health family.

Sincerely,

A handwritten signature in blue ink, reading "Raymond Rion".

Raymond Rion, MD
Executive Director



PHARMACY OPENS AT CARPENTER ROAD

In June of 2023 we opened the Packard Health Pharmacy – an integral part of our commitment to advancing health care accessibility and community well-being.

Convenience at its Core

The pharmacy is strategically located within our Carpenter Rd. clinic allowing patients at that location to seamlessly fill their prescriptions immediately after their medical appointments. When it's easy for our patients to access their prescriptions, it's easy for them to follow through on the treatment plans laid out by their health care team.

Elevating Patient Care through Coordination

With the pharmacy on-site, we can now offer integrated and personalized medication services, ensuring that our patients receive the best possible care in one convenient location. Our pharmacist has instant access to patient information, medical histories, and treatment plans, and can quickly reach out to a provider if any questions arise. This collaborative approach enables better-informed decision-making, personalized care, and a more comprehensive understanding of each patient's unique health care needs.



PHARMACY STATISTICS JUNE - DECEMBER 2023

1,287 unique patients

6,650 prescriptions filled

Affordable Prescriptions for Eligible Patients

Packard Health Pharmacy accepts most prescription insurance plans and actively participates in the 340B program. This initiative allows Packard Health to provide reduced-cost prescriptions for eligible patients, ensuring that vital medications are within reach for individuals regardless of their financial circumstances.

Our pharmacy is one more example of how Packard Health cares for our community by providing a personalized, patient-centric health care experience for everyone.



Pharmacist Mark Gaut with his first satisfied customer!

"I think the pharmacy is a boon for the patients at Packard. Fortunately at this time I can get around, but for people who have issues trying to get their medication I think that this is one of the best things we've done. When you are part of the underserved community and you can come to a place like this.... I cannot tell you how excited I was."

- Sharon Moore, Packard Health patient and board member

BRINGING HEALTH CARE TO WEST WILLOW

This summer Packard Health opened our newest clinic in the West Willow neighborhood in partnership with the University of Michigan School of Nursing. The partnership grew out of conversations with West Willow residents. Community feedback showed the need for more health care choices located within the neighborhood and the U of M School of Nursing looked to Packard Health to help them meet this need. U of M Family Nurse Practitioner Beth Ammerman sees patients one day a week at the clinic located inside the New Covenant Missionary Baptist Church, in the heart of the community, supported by Packard clinical staff.

Community-Centric Approach

Packard remains dedicated to listening to the needs of the West Willow community. With a representative from the clinic participating in every neighborhood association meeting, as well as including community representatives on the clinic steering committee, Packard Health maintains open lines of communication with West Willow residents. This ongoing engagement allows the clinic to adapt its services and outreach initiatives based on the evolving needs of the community.



What's Next

Recognizing the clinic's positive impact on community health, the Michigan Health Endowment Fund has granted an extension to allow the existing funding to support Packard Health's West Willow Clinic through June 2025. This extension reflects the Fund's acknowledgment of the clinic's pivotal role in providing vital health care services to an underserved neighborhood.

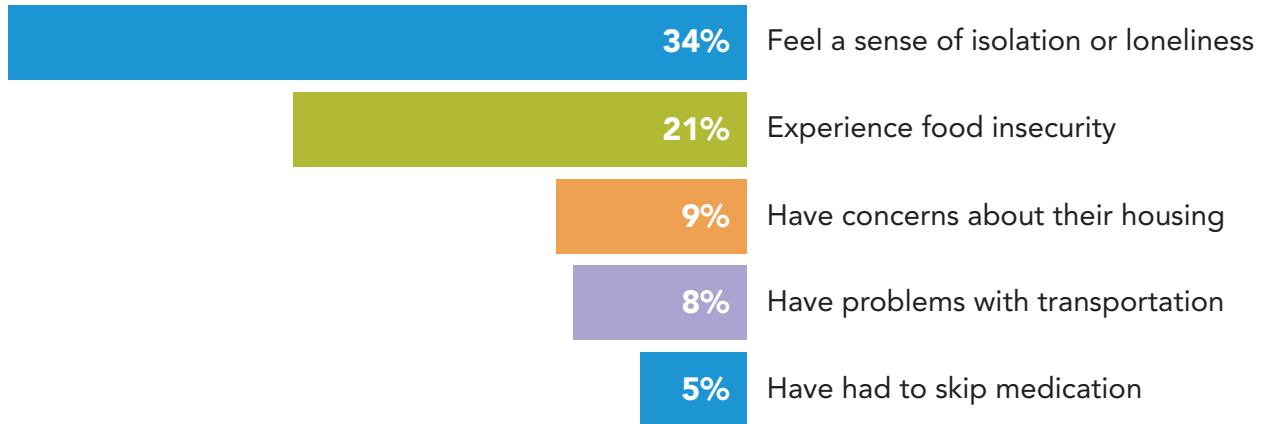
Going forward the focus remains on growing and supporting a sustainable health care model that prioritizes community well-being. The continuing collaboration with the University of Michigan School of Nursing, active involvement in neighborhood associations, and ongoing dialogue with community members all show our commitment to building trust with the entire community and creating a lasting impact on health equity in West Willow. The clinic stands as a beacon of comprehensive and community-driven health care, fostering a healthier future for all residents of West Willow.



A LOOK AT OUR PATIENTS

At Packard we treat the whole person by not only addressing their medical concerns, but also the barriers that may prevent them from accessing the care they need. Every new patient and every patient who comes in for a physical completes a Social Determinants of Health (SDOH) screening to help us learn more about their challenges.

Between January 1 and December 31, 2023, 10,434 patients were eligible for a SDOH screening, and 2,809 patients responded. They reported the following:



RAYMOND RION, MD, NAMED THE 2023 MICHIGAN FAMILY PHYSICIAN OF THE YEAR

We are happy to share that our Executive Director, Raymond Rion, MD, has been named the 2023 Michigan Family Physician of the Year by the Michigan Academy of Family Physicians (MAFP).

The Michigan Family Physician of the Year award is presented to a physician who exemplifies the tradition and contributions of the family physician to the health of Michigan residents. "In keeping with the tradition of Michigan Academy of Family Physicians' long-standing awards program, the 2023 honorees are exemplary family physician, family medicine resident physician, and medical student members of the Academy and the communities where they work, train, and serve," said MAFP President Glenn Dregansky, DO, FAAFP.



A recognized leader in the integration of family medicine and behavioral health care, Dr. Rion has been providing excellent care to our patients at Packard Health since 2003 and has served as Executive Director since 2012.

"Dr. Rion's commitment and tireless effort as a Physician and leader have had an incredible impact within the community to improve access of care, build health care equity, and all while continuing to provide compassionate direct care to his patients," said Oryanna Diem, BSN, RN.



COMMUNITY PARTNERSHIPS

Packard works closely with many partners to address the needs of the community and our patients based on the results of their SDOH screenings. Here is a look at some of what we've accomplished with a selection of our partners between January 1 and December 31, 2023:

JEWISH FAMILY SERVICES

We work with JFS to provide newly arrived refugees with initial health screening appointments and follow-up care. We also collaborate to provide Trauma Systems Therapy for refugee youth – the first of its kind delivery model in Michigan.

83 screening visits

FOOD GATHERERS

Food Gatherers supports food pantries at our 3 primary clinic locations – West Ann Arbor, Carpenter Rd., and Ypsilanti.

4,427 households served

7,250 individuals served

WASHTENAW COUNTY HEALTH DEPARTMENT

We partner with the Washtenaw County Health Department and other community partners at community outreach events to educate and administer vaccinations and promote Packard's integrative approach and comprehensive scope of services.

40 community events

SHELTER ASSOCIATION OF WASHTENAW COUNTY

In addition to operating the shelter's full-service clinic two days a week, we work with the Shelter Association to provide recuperative care for individuals experiencing homelessness who have an acute medical need. This program provides a 30 to 60 day stay in a local hotel where patients receive Packard nursing care and SAWC support services. With growing demand and increasingly complex client needs, we recently expanded from 8 to 12 beds and explore future expansion ideas including offering onsite behavioral health care and providing 24 hr staff support.

37 referrals accepted

AMERICAN HEART ASSOCIATION

The AHA is helping us promote and support healthy habits by providing blood pressure monitors, resources for dietary and physical activity support, and 6 month Ann Arbor YMCA memberships

22 self-monitoring blood pressure program enrollees in the past 6 months, 15 completed

34 6-month YMCA memberships, 56 individuals

FEONIXMOBILITY RISING

We coordinate with FeonixMobility Rising to provide transportation for our patients to and from their medical appointments.

1,308 rides coordinated

50TH ANNIVERSARY COMMUNITY FAIR



Since our start in 1973, Packard Health has served the community with the singular vision that everyone deserves access to quality health care, regardless of their ability to pay.

On Saturday, September 30, 2023, we hosted a community fair to celebrate the results of that vision and to thank the community for partnering with us over the past 50 years. Community members, patients, partner organizations, and staff were invited to our Carpenter location for a fun event with health stations, food, art projects, and more!



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Raymond Rion, MD – Executive Director

Packard Health was established in 1973 and is a Federally Qualified Health Center (FQHC) and a 501(c)3 not-for-profit organization.

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



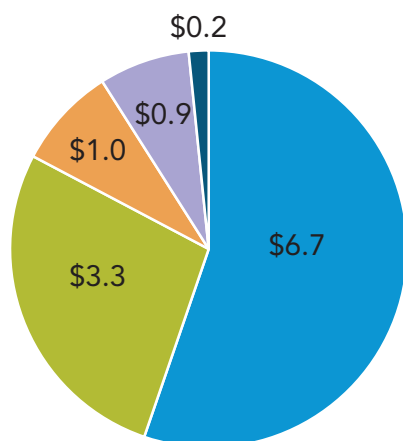
www.packardhealth.org

2023 FINANCIAL STATEMENT

SEPTEMBER 1, 2022 - AUGUST 31, 2023

TOTAL REVENUE

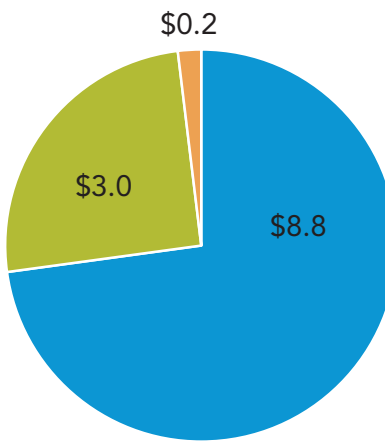
\$12.2 Million



- Fees for Service
- Grants & Contracts
- 340B Revenue
- Contributions
- Misc/Other Income

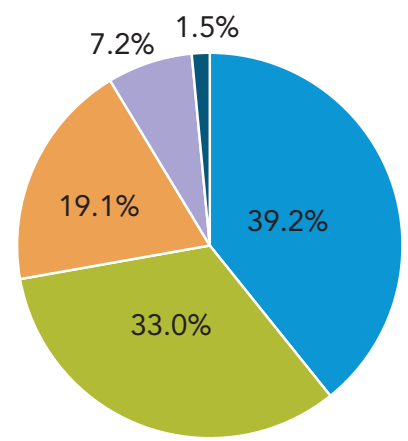
TOTAL EXPENSES

\$12.1 Million



- Patient Services
- Management & General
- Development / Fundraising

PAYOR MIX



- Medicaid
- Private Insurance
- Medicare
- Washtenaw Health Plan
- Self-pay