



A community partnership for care.

2024 Annual Report
Celebrating Packard Health's
Impact in the Community

A MESSAGE FROM OUR EXECUTIVE DIRECTOR

Dear Friends,

As we look back on the past year, I'm filled with appreciation for all we've accomplished together. It's been a year of growth and change, and thanks to your support, we've continued to expand our impact and bring essential healthcare services to more people.

This year brought big changes that have made us stronger as an organization. We saw a 20% increase in primary care visits, thanks to a combination of factors—including adding new staff, which allowed us to offer more appointments, and the continued trust our providers build with patients, leading to more referrals from friends, family, and other health systems. The addition of our pharmacy in 2023 has expanded access to essential medications for our patients and provided a new source of financial support for our services.

One of the biggest shifts this year was implementing the Epic Electronic Health Record system. This major upgrade now allows us to seamlessly coordinate care with the large health systems in our area, helping ensure patients receive more connected and comprehensive care.

We also faced financial challenges in fiscal year 2024, and we're on a path to stability. As part of our plan to strengthen our financial future, we've made the decision to sell the Venture Drive administrative office building. This move will put us in a stronger position long-term and allow us to focus more resources on direct services.

At the heart of everything we do is our dedicated team and the trust of our community. Every day, our staff goes above and beyond to provide compassionate, high-quality care, and we're constantly inspired by the strength and resilience of those we serve.

Looking ahead, we're committed to making healthcare more accessible and equitable. We'll continue to grow, adapt, and advocate for our community to ensure that no one is left behind.

Thank you for being part of this journey. Your generosity and commitment make all of this possible, and together, we're building a healthier, stronger future for everyone.

Sincerely,



Raymond Rion, MD
Executive Director



BY THE NUMBERS

JAN – DEC 2024



36,945
Prescriptions
Filled

41,222
Primary Care
Visits



6,777
Behavioral
Health Visits

1,994
Households
Served by Our
Food Pantries



NEW LEADERS, NEW ENERGY: LOOKING TO THE FUTURE

This year, we welcomed several team members to leadership roles in our organization, each bringing fresh ideas, expertise, and a shared commitment to our mission. By expanding our leadership team, we're ensuring that we have the vision, experience, and passion needed to drive us forward. With a mix of long-time leaders and new voices, we're embracing innovation while staying true to our core values. Their contributions are already making a difference, and we're excited for the road ahead.



Nell Kirst, MD - Chief Medical Officer

Nell brings a deep passion for patient care and a strong commitment to supporting her colleagues. As a family physician she builds long-term relationships with patients while fostering a collaborative and compassionate healthcare environment. Her background in family medicine, academic fellowship, and leadership roles reflect her dedication to both clinical excellence and the well-being of her team.

"I love working with my colleagues and helping them remember that what we're doing is important and that the work that they're doing is meaningful every day."

Oryanna Diem, RN, BSN - Chief Operating Officer

Oryanna is a dedicated nurse and nonprofit leader in health administration. With over a decade of experience in the nonprofit sector, she is committed to serving marginalized and underserved communities. She believes that compassionate leadership is essential within nonprofit organizations, and that the culture and treatment of staff are as important as the organization's mission.

"With a deep admiration for the mission, team, and patients, I am honored to contribute to the continued growth, sustainability, and accessibility of the vital services Packard Health provides within my community."



Donyale Hamilton, RN - Chief Quality Officer, Nursing Director

Donyale is committed to ensuring that high standards of care and patient safety are maintained across our clinics. With a passion for enhancing healthcare outcomes, She plays a crucial part in driving initiatives that prioritize quality care, patient satisfaction, and operational efficiency.

"I'm committed to educating others on their healthcare rights and addressing disparities. If I can help even one person get screened early or understand the importance of preventive care, I know I've made a difference. Working for Packard has been a true joy because I'm able to do what I love while seeing my colleagues passionately advocate for the same goals."

Jennifer Richard, CFRE - Development Director

Jennifer is dedicated to building meaningful relationships with donors and partners, ensuring that our mission continues to thrive through sustainable funding. Her leadership and vision are instrumental in securing resources that support our work and amplify our impact within the community.

"It's a privilege to work for an organization that has such a positive impact on the lives of vulnerable people. And thanks to our generous donors, Packard is making a difference in the community every day."



PACKARD HEALTH: "COMPASSIONATE, PATIENT-CENTERED, AND COMMUNITY-CENTERED"

In 1999, a neighbor introduced Rodney Smith and Janet Kemink, and the rest, as they say, is history. Rodney, a retired Emergency Medicine physician, and Janet, a retired nurse, built a life around caring for others. During their careers they cared for patients from all walks of life, seeing people at their most vulnerable.

Janet provided support for people frightened about their diagnosis and uncertain about what would come next. She guided them through their care plans with compassion and alleviated their fears.

Rodney often cared for patients who found themselves in the Emergency Department simply because they didn't have the means to seek regular medical care. Upon discharge, they were frequently referred to Packard Health for follow-up care. Many of these patients went on to develop trusted relationships with their Packard primary care providers.

Caring for these patients in the Emergency Department inspired Rodney to impart the human side of medicine to the residents he trained.



"One of the things I would tell residents is that your job is to figure out 'why' people come to the emergency department. When you're a resident, you think they came because of a complaint or acute illness. But if you really get to the answer to that question sometimes it's simply because it was the only time they could get a ride, or they couldn't miss work for a doctor's appointment."

- Rodney Smith

Hearing their patients' stories inspired Rodney and Janet to help, and they recognized that Packard Health could be a solution for those whose "why" was a transportation issue or other barrier to accessing quality healthcare.

Rodney and Janet's commitment to and compassion for their patients continues today through donations to Packard Health and other local organizations that support vulnerable members of our community—the patients who have fallen through the cracks in the health care system. It has been "a blessing to be part of that," they said.

When asked if they had any advice for Packard, Rodney said "Keep doing what you're doing." And with their help, we will do just that.

PHILANTHROPIC GRANTS AND COMMUNITY SUPPORT

In addition to the generosity of individuals who contribute to our mission, we are grateful for the invaluable support of granting organizations and community partners during the 2024 calendar year.



James A. & Faith
KNIGHT FOUNDATION



ETHEL & JAMES
FLINN FOUNDATION

THE ANN ARBOR
THRIFT SHOP
Since 1932



J. Ferrantino
Charitable Foundation

FRIEDMAN FAMILY FUND

J.F. ERVIN FOUNDATION



Trinity Health



MICHIGAN MEDICINE
UNIVERSITY OF MICHIGAN

Transitions in Care for Justice-Involved Populations

We are happy to announce that we received a \$500,000 grant from the Health Resources and Services Administration (HRSA) in November to increase access to high-quality primary care for people soon to be released from incarceration and reentering the community.

Nationally, as many as 80% of individuals returning to the community after incarceration have chronic medical, psychiatric, and/or substance use conditions. Researchers have reported that among individuals who are released from prison, opioid overdose is a leading cause of death with a risk more than ten-fold that of the general population. Individuals leaving incarceration also face many heightened health risks, including disproportionately higher rates of chronic conditions such as diabetes, hepatitis, and hypertension.

Working in partnership with the Washtenaw County Sheriff's Department, this grant allows us to support incarcerated individuals before their release, helping them manage health risks during reentry. This includes addressing the heightened risk of opioid overdose and ensuring continuity of care for chronic diseases by maintaining access to critical medications and treatment.

We are deeply committed to helping this vulnerable population receive the health care they need, ensuring a smoother transition and healthier reentry into our community.



STAFF HIGHLIGHTS AND ACHIEVEMENTS

Our team is always learning and growing, and their dedication and expertise is noticed by other organizations.

Oryanna Diem, RN, BSN

Chief Operating Officer

Earning her Master in Health Administration degree in April 2025

Nell Kirst, MD

Chief Medical Officer

Working toward a Master of Business Administration degree

Daniel Oram, MD

Working to become board certified for addiction treatment with the American Board of Addiction Medicine

Donyale Hamilton, RN

Chief Quality Officer Nursing Director

Earning her Bachelor of Science in Nursing and working toward a Master in Public Health degree

Participated in a panel discussion at the Comprehensive Cancer Control National Partnership meeting in Washington D.C. on our success with the Accelerating Cancer Screening Program

Ankoor Soni, MD

Medical Director

Presenting education sessions on cancer screening and chronic disease management for the Federally Qualified Health Center network

Raymond Rion, MD

Executive Director

Elected to serve on the Board of Directors for the Michigan Academy of Family Physicians

Recuperative Care for Unhoused Patients

Imagine trying to recover from major surgery on a park bench. That was Brian's reality. At 58, he was discharged from the hospital after a below-knee amputation due to uncontrolled diabetes. A week later, he had a fever, worsening pain, and no wound care supplies. Without stable housing, he couldn't get home health services, refill his medications, or see a doctor. His recovery was at risk before it had even begun.

That's where the Recuperative Care Program comes in. Through a partnership with the Shelter Association of Washtenaw County (SAWC), Packard Health provides medical oversight and on-site nursing support while SAWC offers a safe place for unhoused individuals to heal after medical crises. More than just a bed, this program offers compassionate care, medical support, and a path toward stability.

In 2024, we supported 33 patients, all facing serious health challenges. While in our care, they received:

- Medical attention and wound care
- Help getting medications and supplies
- Health education to manage their conditions
- Support in connecting to a Packard Health provider for ongoing care

This program keeps people out of the hospital and on the road to recovery, ensuring they don't fall through the cracks. For many, it's the first step toward lasting health and stability.



FRAN'S LEGACY: A GIFT THAT ENDURES

Fran Lyman was a remarkable woman whose life was full of adventure including teaching in a one-room school on Afrograk Island, Alaska, serving as a recreation director on an air base in Japan, and teaching in New Zealand on a Fullbright Exchange. She was always optimistic, always kind, always congenial, always generous.

During her lifetime, Fran supported her community in many ways. Her efforts to give back included serving on the Packard Community Clinic (now Packard Health) Board; she was a loyal donor thereafter.

While she gave generously to Packard throughout her lifetime, she also made provisions in her estate plan to benefit Packard. Since her passing in December, Fran's estate gift is helping ensure that those in her community receive the best possible primary and behavioral health care at Packard Health.



"We are deeply honored to receive this remarkable gift from Fran's estate. Fran's commitment to her community has made a lasting impact in our region, and this donation demonstrates her unwavering commitment to uplifting her community and enriching the lives of future generations, ensuring that all have access to quality healthcare regardless of insurance status."

- Raymond Rion, MD, Executive Director

Fran's generosity serves as a powerful example of how one person can shape the future for countless others.

Her spirit shines bright at Packard Health through her bequest, and her legacy of kindness and compassion continues to inspire. We invite others to follow in Fran's footsteps, helping us uplift future generations and fulfill Packard's mission which she so generously supported.



Planned giving is for everyone—you don't need to be wealthy to make a difference and leave a legacy.

If you're interested in including Packard Health in your estate plan please contact
Jennifer Richard – Jennifer_Richard@packardhealth.org.



BOARD OF DIRECTORS

- Margaret Calarco, PhD, RN, NEA-BC - Chair**
Molly Welch-Marahar – Vice Chair
Tomasine Marx – Treasurer
Nora Maloy, DrPH, MHSA – Secretary
Gary Boren
Ruth Cassidy
Paul Harkaway, MD
Joe Kaplan
Paula Lantz
Juan Marquez, MD, MPH
Sharon Moore
Phillip Rodgers, MD
Rana Smith
Edd Snyder
Brandie Tyuse
Bryan Wagoner, PE
Raymond Rion, MD – Executive Director

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



www.packardhealth.org

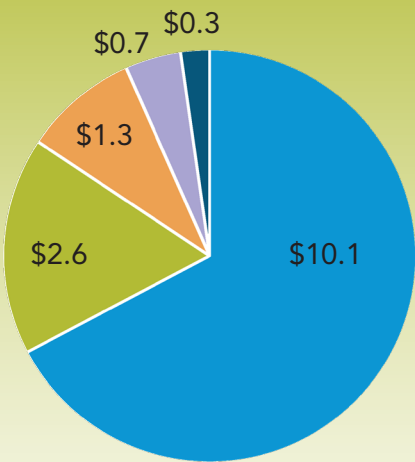
Packard Health Administrative Offices
5200 Venture Drive
Ann Arbor, MI 48108

2024 FINANCIAL STATEMENT

SEPTEMBER 1, 2023 - AUGUST 31, 2024

TOTAL REVENUE

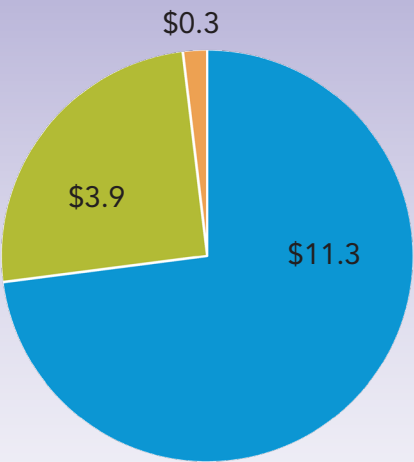
\$14.9 Million



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

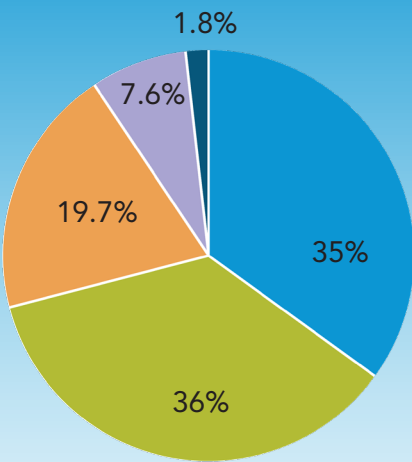
TOTAL EXPENSES

\$15.5 Million



- Patient Services
- Management & General
- Development / Fundraising

PAYOR MIX



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