



How Packard Health Promotes Healthcare Access

The pandemic has disproportionately affected communities of color across Washtenaw County and has laid bare the healthcare access disparities that Packard Health has always worked to reduce.

It has underscored the urgency of Packard Health's major expansion project.

Fifty percent of COVID-19 cases in Washtenaw County have been among residents of 48197 and 48198 zip codes, which have predominantly Black residents. In 2019, 40% of Packard's 11,766 patients were living in one of those two zip codes.

The vast majority of Washtenaw County residents who have fallen ill or died from the disease had **disproportionately higher rates of chronic diseases**, including hypertension, diabetes, asthma, and heart disease.

Of Packard Health's 11,766 patients in 2019:

- 2,164 had hypertension (the most prevalent disease among Packard patients)
- 2,053 were overweight or obese
- 1,208 had diabetes
- 952 had asthma
- 553 had heart disease
- 2,524 had depression and other mood disorders
- 2,244 had anxiety, including PTSD
- 733 had substance abuse disorder
- 708 had alcohol-related disorders
- 370 were homeless

Packard Health's **patient visits to its three neighborhood-based locations increased 92%** from 2015 to 2019, from 20,873 to 40,026.

Visits for Packard's **behavioral health services, including addiction treatment, rose 40%** 2018 to 2019. An estimated 40 to 50% of Packard Health's medical patients also have behavioral health needs.

Packard Health is committed to serving *all* Washtenaw County residents regardless of race, ethnicity, social class or other demographics. Patient demographics in 2019 included:

- Total: 11,766 patients
- Gender: 45% male; 55% female
- Income as a percentage of federal poverty guidelines: 100% and below – 8.5%; 101-150% below; 3.3%; 151-200% - 2%; Over 200% - 5%; Unknown - 81% .
45% of our patients have Medicaid; to qualify, an individual has to have an income of 133% or less of federal poverty guidelines

Packard Health is committed to diversity and stands with its diverse patient population. In 2019:

- 3,694 patients preferred and were best served in a language other than English
- 2115 were Black
- 413 were Asian
- 215 were American Indian/Alaskan
- 5157 were White
- 3939 did not report their race
- 53 reported being multiracial

Statement from Raymond Rion, M.D., Executive Director of Packard Health, on Racism and Public Health

June 5, 2020

For almost 50 years, Packard Health has stood with the most vulnerable residents of our community across all racial, ethnic, religious, sexual orientation, and socioeconomic lines. Packard Health, like the public at large, is appalled by the murder of George Floyd, and it stands today with Black people everywhere who are suffering disproportionately from deeply rooted systemic racism. We stand today with our colleagues and patients of color and with those who declare that racism is a public health crisis.

The pandemic has disproportionately affected Black communities across the country. It has laid bare festering health inequalities. As of June 2, 2020, 41% of hospitalized COVID-19 cases and 30% of COVID-19 deaths in Washtenaw County were among Black residents, though they comprise just 12% of the county's total population. Fifty percent of cases in Washtenaw County have been among residents of 48197 and 48198 zip codes, zip codes with predominantly Black residents. In 2019, 40% of Packard's 11,800 patients were living in one of those two zip codes.

Packard Health's doors have always been – and always will be – open to everyone.

Packard Health vows to continue to work consciously, with urgency, and in partnership and union with others to find local solutions to health disparities, thus affirming that *Black Lives Matter*.

Packard's core values include justice, diversity, and humanity. We believe in a fundamental and unshaken conviction that health care is a human right, and that all people are entitled to resources to maintain and support health. We are enriched by and supportive of the diversity among our patients, staff, board, and other volunteers, and we will draw on diversity's great reservoir of strength as we continue to affect change in our community.