

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council May 14, 2024

Third Next Available Appointment for Existing General Medicine Clients (Days)

Health Center	As of 2/29/24	As of 3/22/24	As of 5/2/24
Belvidere Medical Building	27	19	33
Grand Avenue Health Center	90	94	85
Midlakes Health Center	14	24	7
North Chicago Health Center	NA	NA	NA
North Shore Health Center	4	12	12
Libertyville Health Center	69	68	90
Zion Health Center	21	12	13

No Show Rates

Health Center	February 2024	March 2024	April 2024
Belvidere Medical Building	14%	12%	15%
Grand Avenue Health Center	19%	12%	16%
Midlakes Health Center	11%	11%	12%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	12%	13%	10%
Libertyville Health Center	8%	23%	15%
Zion Health Center	13%	14%	15%

Cycle Time (Minutes)

Health Center	February 2024	March 2024	April 2024
Belvidere Medical Building	65	65	66
Grand Avenue Health Center	73	78	67
Midlakes Health Center	58	54	58
North Chicago Health Center	NA	NA	NA
North Shore Health Center	74	74	64
Libertyville Health Center	68	59	68
Zion Health Center	72	65	68

Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	February 2024		March 2024		April 2024	
Belvidere Medical Building	91%	n=23	86%	n=7	81%	n=16
Grand Avenue Health Center	50%	n=2	100%	n=3	0%	n=1
Midlakes Health Center	100%	n=8	100%	n=3	100%	n=7
North Chicago Health Center	NA	NA	NA	NA	NA	NA
North Shore Health Center	86%	n=7	100%	n=1	100%	n=3
Libertyville Health Center	--	n=0	--	n=0	--	n=0
Zion Health Center	100%	n=5	100%	n=4	60%	n=5