

# FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council June 11, 2024

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

Health Center	As of 3/22/24	As of 5/2/24	As of 5/29/24
Belvidere Medical Building	19	33	40
Grand Avenue Health Center	94	85	92
Midlakes Health Center	24	7	51
North Chicago Health Center	NA	NA	NA
North Shore Health Center	12	12	33
Libertyville Health Center	68	90	42
Zion Health Center	12	13	23

## No Show Rates

Health Center	March 2024	April 2024	May 2024
Belvidere Medical Building	12%	15%	13%
Grand Avenue Health Center	12%	16%	18%
Midlakes Health Center	11%	12%	14%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	13%	10%	13%
Libertyville Health Center	23%	15%	17%
Zion Health Center	14%	15%	14%

## Cycle Time (Minutes)

Health Center	March 2024	April 2024	May 2024
Belvidere Medical Building	65	66	65
Grand Avenue Health Center	78	67	68
Midlakes Health Center	54	58	60
North Chicago Health Center	NA	NA	NA
North Shore Health Center	74	64	62
Libertyville Health Center	59	68	72
Zion Health Center	65	68	63

## Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	March 2024		April 2024		May 2024	
Belvidere Medical Building	86%	n=7	81%	n=16	90%	n=10
Grand Avenue Health Center	100%	n=3	0%	n=1	50%	n=2
Midlakes Health Center	100%	n=3	100%	n=7	88%	n=8
North Chicago Health Center	NA	NA	NA	NA	NA	NA
North Shore Health Center	100%	n=1	100%	n=3	100%	n=1
Libertyville Health Center	--	n=0	--	n=0	100%	n=1
Zion Health Center	100%	n=4	60%	n=5	86%	n=7