

FQHC Healthcare Operations Metrics Dashboard
Presented to Governing Council June 9, 2026

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

Health Center	As of 3/23/26	As of 4/22/26	As of 5/26/26
Belvidere Medical Building	36	44	44
Grand Avenue Health Center	NA	NA	NA
Midlakes Health Center	21	21	21
North Chicago Health Center	30	39	38
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	11	11	12

No Show Rates – general medicine

Health Center	March 2026	April 2026	May 2026
Belvidere Medical Building	17%	21%	17%
Grand Avenue Health Center	13%	25%	17%
Midlakes Health Center	8%	15%	9%
North Chicago Health Center	12%	19%	11%
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	14%	22%	11%

Cycle Time (Minutes) – general medicine

Health Center	March 2026	April 2026	May 2026
Belvidere Medical Building	62	60	58
Grand Avenue Health Center	62	53	57
Midlakes Health Center	57	55	54
North Chicago Health Center	60	62	60
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	73	71	63

Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	3 rd Q 2025		4Q 2025		1Q2026	
Belvidere Medical Building	98%	n=672	97%	n=1,121	96%	n=798
Grand Avenue Health Center	93%	n=14	100%	n=220	98%	n=275
Midlakes Health Center	97%	n=243	97%	n=1,886	98%	n=763
North Chicago Health Center	NA	NA	NA	NA	97%	n=223*
North Shore Health Center	NA	NA	NA	NA	NA	NA
Libertyville Health Center	NA	NA	NA	NA	NA	NA
Zion Health Center	100%	n=9	99%	n=417	98%	n=779

n = number of patients who completed the satisfaction survey in the specific quarter

*North Chicago Health Center reopened 2/14/26