

## FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council August 26, 2025

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

Health Center	As of 5/28/25	As of 6/18/25	As of 8/1/25
Belvidere Medical Building	32	31	38
Grand Avenue Health Center	NA	NA	NA
Midlakes Health Center	40	40	35
North Chicago Health Center	NA	NA	NA
North Shore Health Center	75	90	77
Libertyville Health Center	NA	NA	NA
Zion Health Center	21	30	33

### No Show Rates

Health Center	May 2025	June 2025	July 2025
Belvidere Medical Building	14%	19%	16%
Grand Avenue Health Center	18%	NA	NA
Midlakes Health Center	12%	17%	20%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	6%	0 (1 day)	10%
Libertyville Health Center	14%	NA	NA
Zion Health Center	15%	15%	19%

### Cycle Time (Minutes)

Health Center	May 2025	June 2025	July 2025
Belvidere Medical Building	58	58	58
Grand Avenue Health Center	62	NA	NA
Midlakes Health Center	52	52	53
North Chicago Health Center	NA	NA	NA
North Shore Health Center	68	79	66
Libertyville Health Center	59	NA	NA
Zion Health Center	58	62	62

### Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	4 <sup>th</sup> Q 2024		1 <sup>st</sup> Q 2025		2 <sup>nd</sup> Q 2025	
Belvidere Medical Building	91%	n=830	92%	n=367	93%	n=81
Grand Avenue Health Center	86%	n=7	100%	n=6	0%	n=2
Midlakes Health Center	79%	n=334	97%	n=215	96%	n=134
North Chicago Health Center	NA	NA	NA	NA	NA	NA
North Shore Health Center	81%	n=21	93%	n=14	100%	n=7
Libertyville Health Center	50%	n=2	0%	n=1	100%	n=1
Zion Health Center	91%	n=21	93%	n=81	98%	n=42