

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council May 9, 2023

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

Health Center	As of 3/5/23	As of 3/29/23	As of 4/30/23
Belvidere Medical Building	81	78	53
Grand Avenue Health Center	50	52	54
Midlakes Health Center	62	69	39
North Chicago Health Center	18	29	24
North Shore Health Center	58	69	67
Libertyville Health Center	23	9	40
Zion Health Center	30	23	23

No Show Rates

Health Center	February 2023	March 2023	April 2023
Belvidere Medical Building	19%	20%	17%
Grand Avenue Health Center	22%	21%	22%
Midlakes Health Center	19%	16%	8%
North Chicago Health Center	19%	17%	16%
North Shore Health Center	24%	22%	15%
Libertyville Health Center	17%	20%	18%
Zion Health Center	21%	23%	21%

Cycle Time (Minutes)

Health Center	February 2023	March 2023	April 2023
Belvidere Medical Building	77	73	77
Grand Avenue Health Center	119	68	58
Midlakes Health Center	111	63	67
North Chicago Health Center	53	50	55
North Shore Health Center	71	72	83
Libertyville Health Center	53	53	58
Zion Health Center	66	64	63

Visit Types

Health Center	In-Person March 2023	Video March 2023	In-Person April 2023	Video April 2023
Belvidere Medical Building	99.7%	0.3%	100%	0
Grand Avenue Health Center	100%	0	100%	0
Midlakes Health Center	100%	0	100%	0
North Chicago Health Center	100%	0	100%	0
North Shore Health Center	99%	1%	99%	1%
Libertyville Health Center	94%	6%	95%	5%
Zion Health Center	100%	0	100%	0

Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	February 2023		March 2023		April 2023	
Belvidere Medical Building	81%	n=16	67%	n=9	100%	n=5
Grand Avenue Health Center	100%	n=3	67%	n=6	100%	n=3
Midlakes Health Center	50%	n=6	50%	n=6	100%	n=6
North Chicago Health Center	100%	n=11	91%	n=11	100%	n=5
North Shore Health Center	100%	n=3	92%	n=2	100%	n=2
Libertyville Health Center	67%	n=3	100%	n=1	100%	n=2
Zion Health Center	83%	n=6	88%	n=8	88%	n=8