

FQHC Healthcare Operations Metrics Dashboard
Presented to Governing Council November 12, 2024

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

Health Center	As of 8/22/24	As of 9/25/24	As of 10/29/24
Belvidere Medical Building	49	38	36
Grand Avenue Health Center	90	90	62
Midlakes Health Center	32	38	28
North Chicago Health Center	NA	NA	NA
North Shore Health Center	43	35	65
Libertyville Health Center	90	84	63
Zion Health Center	28	23	29

No Show Rates

Health Center	August 2024	Sept. 2024	Oct. 2024
Belvidere Medical Building	13%	13%	14%
Grand Avenue Health Center	13%	17%	14%
Midlakes Health Center	13%	13%	11%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	13%	10%	13%
Libertyville Health Center	20%	28%	20%
Zion Health Center	17%	13%	12%

Cycle Time (Minutes)

Health Center	August 2024	Sept. 2024	Oct 2024
Belvidere Medical Building	60	67	66
Grand Avenue Health Center	63	64	65
Midlakes Health Center	57	59	58
North Chicago Health Center	NA	NA	NA
North Shore Health Center	59	76	70
Libertyville Health Center	61	67	60
Zion Health Center	65	85	69

Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	August 2024		September 2024		October 2024	
Belvidere Medical Building	100%	n=4	86%	n=15	82%	n=17
Grand Avenue Health Center	100%	n=2	80%	n=5	75%	n=4
Midlakes Health Center	100%	n=4	60%	n=5	100%	n=8
North Chicago Health Center	NA	NA	NA	NA	NA	NA
North Shore Health Center	100%	n=2	100%	n=1	0%	n=3
Libertyville Health Center	NA	n=0	NA	n=0	100%	n=1
Zion Health Center	100%	n=2	100%	n=5	60%	n=5