

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council July 14, 2026

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

Health Center	As of 4/22/26	As of 5/26/26	As of 6/22/26
Belvidere Medical Building	44	44	45
Grand Avenue Health Center	NA	NA	NA
Midlakes Health Center	21	21	44
North Chicago Health Center	39	38	50
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	11	12	17

No Show Rates – general medicine

Health Center	April 2026	May 2026	June 2026
Belvidere Medical Building	21%	17%	16%
Grand Avenue Health Center	25%	17%	17%
Midlakes Health Center	15%	9%	8%
North Chicago Health Center	19%	11%	11%
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	22%	11%	13%

Cycle Time (Minutes) – general medicine

Health Center	April 2026	May 2026	June 2026
Belvidere Medical Building	60	58	59
Grand Avenue Health Center	53	57	62
Midlakes Health Center	55	54	60
North Chicago Health Center	62	60	61
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	71	63	58

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