

FQHC Healthcare Operations Metrics Dashboard

Third Next Available Appointment

Clinic	As of 9/7/21	As of 10/6/21
Belvidere Medical Building	58 days	66 days
Grand Avenue Health Center	47 days	55 days
Midlakes Health Center	38 days	49 days
Northshore Health Center	42 days	38 days
Libertyville Health Center	24 days	40 days
Zion Health Center	48 days	35 days

No Show Rates

Clinic	1/1/21-9/30/21	1/1/21-10/31/21
Belvidere Medical Building	29%	29%
Grand Avenue Health Center	26%	27%
Midlakes Health Center	26%	26%
Northshore Health Center	25%	24%
Libertyville Health Center	25%	28%
Zion Health Center	26%	24%

Cycle Time

Clinic	1/1/21-9/30/21	1/1/21-10/31/21
Belvidere Medical Building	72 minutes	72 minutes
Grand Avenue Health Center	78 minutes	78 minutes
Midlakes Health Center	51 minutes	52 minutes
Northshore Health Center	58 minutes	59 minutes
Libertyville Health Center	68 minutes	68 minutes
Zion Health Center	58 minutes	58 minutes

Visit Types

Clinic	In-Person 1/1/21- 9/30/21	Video 1/1/21- 9/30/21	Telephone 1/1/21- 9/30/21	In-Person 1/1/21- 10/31/21	Video 1/1/21- 10/31/21	Telephone 1/1/21- 10/31/21
BMB	83%	1%	16%	83%	1%	16%
Grand	74%	0.2%	26%	74%	0.2%	26%
MLC	95%	0.1%	5%	95%	0.1%	5%
Northshore	69%	0.1%	31%	70%	0.1%	30%
Libertyville	82%	1%	17%	83%	1%	16%
Zion	97%	0.05%	3%	97%	0.04%	3%

Patient Satisfaction Survey Results

Clinic	Likelihood of recommending our practice to family/friends	
	August 2021	September 2021
Belvidere Medical Building	84%	87%
Grand Avenue Health Center	60%	79%
Midlakes Health Center	95%	91%
Northshore Health Center	85%	90%
Libertyville Health Center	70%	98%
Zion Health Center	78%	93%