

## FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council April 8, 2025

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

Health Center	As of 1/31/25	As of 2/26/25	As of 3/25/25
Belvidere Medical Building	41	33	27
Grand Avenue Health Center	47	41	39
Midlakes Health Center	25	29	28
North Chicago Health Center	NA	NA	NA
North Shore Health Center	61	72	68
Libertyville Health Center	35	49	42
Zion Health Center	48	52	28

### No Show Rates

Health Center	Jan. 2025	Feb. 2025	March 2025
Belvidere Medical Building	13%	10%	13%
Grand Avenue Health Center	14%	13%	21%
Midlakes Health Center	13%	12%	12%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	13%	6%	13%
Libertyville Health Center	13%	12%	7%
Zion Health Center	10%	7%	6%

### Cycle Time (Minutes)

Health Center	Jan. 2025	Feb. 2025	March 2025
Belvidere Medical Building	59	59	55
Grand Avenue Health Center	67	66	59
Midlakes Health Center	55	55	54
North Chicago Health Center	NA	NA	NA
North Shore Health Center	71	72	65
Libertyville Health Center	69	60	68
Zion Health Center	59	58	55

### Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	January 2025		February 2025		March 2025	
Belvidere Medical Building	94%	n=262	86%	n=116	86%	n=208
Grand Avenue Health Center	100%	n=3	100%	n=2	95%	n=92
Midlakes Health Center	97%	n=96	97%	n=103	87%	n=15
North Chicago Health Center	NA	NA	NA	NA	NA	NA
North Shore Health Center	100%	n=4	90%	n=10	100%	n=2
Libertyville Health Center	0	n=1	0	n=0	94%	n=18
Zion Health Center	98%	n=41	89%	n=36	100%	n=1