

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council September 13, 2022

Third Next Available Appointment for Existing Patients (Days)

Clinic	As of 6/28/22	As of 7/25/22	As of 9/2/22
Belvidere Medical Building	72	68	68
Grand Avenue Health Center	51	50	59
Midlakes Health Center	65	52	42
North Chicago Health Center	52	32	46
Northshore Health Center	31	28	41
Libertyville Health Center	30	8	11
Zion Health Center	30	22	18

No Show Rates

Clinic	June 2022	July 2022	August 2022
Belvidere Medical Building	22%	20%	18%
Grand Avenue Health Center	27%	19%	20%
Midlakes Health Center	24%	17%	18%
North Chicago Health Center	17%	19%	15%
Northshore Health Center	25%	22%	23%
Libertyville Health Center	16%	21%	13%
Zion Health Center	23%	21%	19%

Cycle Time (Minutes)

Clinic	June 2022	July 2022	August 2022
Belvidere Medical Building	64	67	74
Grand Avenue Health Center	87	75	90
Midlakes Health Center	55	56	50
North Chicago Health Center	49	50	50
Northshore Health Center	64	65	61
Libertyville Health Center	53	59	58
Zion Health Center	61	62	61

Visit Types

Clinic	In-Person	Video	Telephone	In-Person	Video	Telephone
	July 2022	July 2022	July 2022	Aug 2022	Aug 2022	Aug 2022
Belvidere Medical Building	96%	0	4%	85%	0	15%
Grand Avenue Health Center	97%	0	3%	93%	0	7%
Midlakes Health Center	99%	0	1%	99%	0	1%
North Chicago Health Center	96%	0	4%	86%	0	14%
Northshore Health Center	97%	0	3%	84%	0	16%
Libertyville Health Center	90%	8%	2%	92%	2%	6%
Zion Health Center	100%	0	0	100%	0	0

Patient Satisfaction Survey Results

Clinic	Likelihood of recommending our practice to family/friends					
	June 2022		July 2022		August 2022	
Belvidere Medical Building	100%	n=2	80%	n=15	89%	n=19
Grand Avenue Health Center	100%	n=6	100%	n=1	60%	n=5
Midlakes Health Center	100%	n=5	86%	n=7	90%	n=10
North Chicago Health Center	100%	n=6	88%	n=8	78%	n=9
Northshore Health Center	86%	n=7	80%	n=10	40%	n=5
Libertyville Health Center	100%	n=2	66%	n=3	NA	n=0
Zion Health Center	100%	n=6	100%	n=9	100%	n=13