

FQHC Healthcare Operations Metrics Dashboard
Presented to Governing Council November 14, 2023

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

| Health Center | As of 8/31/23 | As of 9/25/23 | As of 11/2/23 |
|-----------------------------|---------------|---------------|---------------|
| Belvidere Medical Building | 55 | 65 | 65 |
| Grand Avenue Health Center | 64 | 68 | 64 |
| Midlakes Health Center | 27 | 90 | 90 |
| North Chicago Health Center | 34 | 44 | 49 |
| North Shore Health Center | 64 | 64 | 68 |
| Libertyville Health Center | 90 | 90 | 27 |
| Zion Health Center | 90 | 81 | 64 |

No Show Rates

| Health Center | August 2023 | September 2023 | October 2023 |
|-----------------------------|-------------|----------------|--------------|
| Belvidere Medical Building | 15% | 17% | 15% |
| Grand Avenue Health Center | 18% | 15% | 16% |
| Midlakes Health Center | 20% | 16% | 10% |
| North Chicago Health Center | 14% | 16% | 14% |
| North Shore Health Center | 16% | 17% | 12% |
| Libertyville Health Center | 22% | 12% | 22% |
| Zion Health Center | 18% | 12% | 10% |

Cycle Time (Minutes)

| Health Center | August 2023 | September 2023 | October 2023 |
|-----------------------------|-------------|----------------|--------------|
| Belvidere Medical Building | 69 | 72 | 70 |
| Grand Avenue Health Center | 58 | 62 | 67 |
| Midlakes Health Center | 59 | 66 | 58 |
| North Chicago Health Center | 52 | 59 | 60 |
| North Shore Health Center | 65 | 80 | 73 |
| Libertyville Health Center | 65 | 76 | 52 |
| Zion Health Center | 59 | 66 | 72 |

Patient Satisfaction Survey Results

| Health Center | Likelihood of recommending our health center to family/friends | | | | | |
|-----------------------------|--|------|----------------|-----|--------------|------|
| | August 2023 | | September 2023 | | October 2023 | |
| Belvidere Medical Building | 82% | n=11 | 88% | n=8 | 89% | n=9 |
| Grand Avenue Health Center | 88% | n=8 | 75% | n=4 | 80% | n=5 |
| Midlakes Health Center | | n=0 | | n=0 | 91% | n=11 |
| North Chicago Health Center | 100% | n=9 | 100% | n=3 | 86% | n=7 |
| North Shore Health Center | 83% | n=6 | 100% | n=1 | 100% | n=5 |
| Libertyville Health Center | | n=0 | 100% | n=3 | 100% | n=3 |
| Zion Health Center | 100% | n=5 | 50% | n=4 | 78% | n=9 |