

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council May 13, 2025

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

Health Center	As of 2/26/25	As of 3/25/25	As of 5/1/25
Belvidere Medical Building	33	27	38
Grand Avenue Health Center	41	39	57
Midlakes Health Center	29	28	31
North Chicago Health Center	NA	NA	NA
North Shore Health Center	72	68	58
Libertyville Health Center	49	42	90
Zion Health Center	52	28	19

No Show Rates

Health Center	Feb. 2025	March 2025	April 2025
Belvidere Medical Building	10%	13%	12%
Grand Avenue Health Center	13%	21%	15%
Midlakes Health Center	12%	12%	13%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	6%	13%	13%
Libertyville Health Center	12%	7%	9%
Zion Health Center	7%	6%	10%

Cycle Time (Minutes)

Health Center	Feb. 2025	March 2025	April 2025
Belvidere Medical Building	59	55	57
Grand Avenue Health Center	66	59	66
Midlakes Health Center	55	54	50
North Chicago Health Center	NA	NA	NA
North Shore Health Center	72	65	58
Libertyville Health Center	60	68	69
Zion Health Center	58	55	57

Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	February 2025		March 2025		April 2025	
Belvidere Medical Building	86%	n=116	86%	n=208	93%	n=14
Grand Avenue Health Center	100%	n=2	95%	n=92	94%	n=96
Midlakes Health Center	97%	n=103	87%	n=15	86%	n=28
North Chicago Health Center	NA	NA	NA	NA	NA	NA
North Shore Health Center	90%	n=10	100%	n=2	0	n=0
Libertyville Health Center	0	n=0	94%	n=18	91%	n=22
Zion Health Center	89%	n=36	100%	n=1	50%	n=2