

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council June 10, 2025

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

Health Center	As of 3/25/25	As of 5/1/25	As of 5/28/25
Belvidere Medical Building	27	38	32
Grand Avenue Health Center	39	57	NA
Midlakes Health Center	28	31	40
North Chicago Health Center	NA	NA	NA
North Shore Health Center	68	58	75
Libertyville Health Center	42	90	NA
Zion Health Center	28	19	21

No Show Rates

Health Center	March 2025	April 2025	May 2025
Belvidere Medical Building	13%	12%	14%
Grand Avenue Health Center	21%	15%	18%
Midlakes Health Center	12%	13%	12%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	13%	13%	6%
Libertyville Health Center	7%	9%	14%
Zion Health Center	6%	10%	15%

Cycle Time (Minutes)

Health Center	March 2025	April 2025	May 2025
Belvidere Medical Building	55	57	58
Grand Avenue Health Center	59	66	62
Midlakes Health Center	54	50	52
North Chicago Health Center	NA	NA	NA
North Shore Health Center	65	58	68
Libertyville Health Center	68	69	59
Zion Health Center	55	57	58

Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	March 2025		April 2025		May 2025	
Belvidere Medical Building	86%	n=208	93%	n=14	88%	n=8
Grand Avenue Health Center	95%	n=92	94%	n=96	80%	n=10
Midlakes Health Center	87%	n=15	86%	n=28	100%	n=3
North Chicago Health Center	NA	NA	NA	NA	NA	NA
North Shore Health Center	100%	n=2	0	n=0	0	n=0
Libertyville Health Center	94%	n=18	91%	n=22	100%	n=1
Zion Health Center	100%	n=1	50%	n=2	100%	n=6