FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council March 10, 2026

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

Health Center	As of 12/16/25	As of 1/26/26	As of 2/18/26
Belvidere Medical Building	40	33	36
Grand Avenue Health Center	NA	NA	NA
Midlakes Health Center	31	21	23
North Chicago Health Center	NA	NA	33*
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	18	14	11

No Show Rates – general medicine

Health Center	December 2025	January 2026	February 2026
Belvidere Medical Building	12%	12%	14%
Grand Avenue Health Center	16%	20%	16%
Midlakes Health Center	8%	8%	7%
North Chicago Health Center	NA	NA	8%*
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	12%	15%	17%

Cycle Time (Minutes) – general medicine

Health Center	December 2025	January 2026	February 2026
Belvidere Medical Building	65	61	58
Grand Avenue Health Center	55	60	58
Midlakes Health Center	55	53	52
North Chicago Health Center	NA	NA	61*
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	77	66	62

Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	2nd Q 2025		3rd Q 2025		4Q 2025	
Belvidere Medical Building	93%	n=81	98%	n=672	97%	n=1,121
Grand Avenue Health Center	0%	n=2	93%	n=14	100%	n=220
Midlakes Health Center	96%	n=134	97%	n=243	97%	n=2,648
North Chicago Health Center	NA	NA	NA	NA	NA	NA
North Shore Health Center	100%	n=7	NA	NA	NA	NA
Libertyville Health Center	100%	n=1	NA	NA	NA	NA
Zion Health Center	98%	n=42	100%	n=9	99%	n=417

n = number of patients who completed the satisfaction survey in the specific quarter

*North Chicago Health Center reopened 2/14/26