

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council April 9, 2024

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

Health Center	As of 1/31/24	As of 2/29/24	As of 3/22/24
Belvidere Medical Building	34	27	19
Grand Avenue Health Center	88	90	94
Midlakes Health Center	12	14	24
North Chicago Health Center	NA	NA	NA
North Shore Health Center	22	4	12
Libertyville Health Center	48	69	68
Zion Health Center	13	21	12

No Show Rates

Health Center	January 2024	February 2024	March 2024
Belvidere Medical Building	10%	14%	12%
Grand Avenue Health Center	20%	19%	12%
Midlakes Health Center	12%	11%	11%
North Chicago Health Center	17%	NA	NA
North Shore Health Center	11%	12%	13%
Libertyville Health Center	9%	8%	23%
Zion Health Center	14%	13%	14%

Cycle Time (Minutes)

Health Center	January 2024	February 2024	March 2024
Belvidere Medical Building	70	65	65
Grand Avenue Health Center	74	73	78
Midlakes Health Center	58	58	54
North Chicago Health Center	64	NA	NA
North Shore Health Center	83	74	74
Libertyville Health Center	68	68	59
Zion Health Center	70	72	65

Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	January 2024		February 2024		March 2024	
Belvidere Medical Building	78%	n=14	91%	n=23	86%	n=7
Grand Avenue Health Center	50%	n=2	50%	n=2	100%	n=3
Midlakes Health Center	75%	n=8	100%	n=8	100%	n=3
North Chicago Health Center	73%	n=11	NA	NA	NA	NA
North Shore Health Center	90%	n=10	86%	n=7	100%	n=1
Libertyville Health Center	50%	n=2	--	n=0	--	n=0
Zion Health Center	75%	n=4	100%	n=5	100%	n=4