

FQHC Healthcare Operations Metrics Dashboard
Presented to Governing Council April 14, 2026

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

| Health Center | As of 1/26/26 | As of 2/18/26 | As of 3/23/26 |
|-----------------------------|---------------|---------------|---------------|
| Belvidere Medical Building | 33 | 36 | 36 |
| Grand Avenue Health Center | NA | NA | NA |
| Midlakes Health Center | 21 | 23 | 21 |
| North Chicago Health Center | NA | 33* | 30 |
| North Shore Health Center | NA | NA | NA |
| Libertyville Health Center | NA | NA | NA |
| Zion Health Center | 14 | 11 | 11 |

No Show Rates – general medicine

| Health Center | January 2026 | February 2026 | March 2026 |
|-----------------------------|--------------|---------------|------------|
| Belvidere Medical Building | 12% | 14% | 17% |
| Grand Avenue Health Center | 20% | 16% | 13% |
| Midlakes Health Center | 8% | 7% | 8% |
| North Chicago Health Center | NA | 8%* | 12% |
| North Shore Health Center | NA | NA | NA |
| Libertyville Health Center | NA | NA | NA |
| Zion Health Center | 15% | 17% | 14% |

Cycle Time (Minutes) – general medicine

| Health Center | January 2026 | February 2026 | March 2026 |
|-----------------------------|--------------|---------------|------------|
| Belvidere Medical Building | 61 | 58 | 62 |
| Grand Avenue Health Center | 60 | 58 | 62 |
| Midlakes Health Center | 53 | 52 | 57 |
| North Chicago Health Center | NA | 61* | 130 |
| North Shore Health Center | NA | NA | NA |
| Libertyville Health Center | NA | NA | NA |
| Zion Health Center | 66 | 62 | 73 |

Patient Satisfaction Survey Results

| Health Center | Likelihood of recommending our health center to family/friends | | | | | |
|-----------------------------|--|-------|------------------------|-------|---------|---------|
| | 2 nd Q 2025 | | 3 rd 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