

## FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council September 9, 2025

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

Health Center	As of 6/18/25	As of 8/1/25	As of 8/27/25
Belvidere Medical Building	31	38	45
Grand Avenue Health Center	NA	NA	NA
Midlakes Health Center	40	35	33
North Chicago Health Center	NA	NA	NA
North Shore Health Center	90	77	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	30	33	34

### No Show Rates – general medicine

Health Center	June 2025	July 2025	August 2025
Belvidere Medical Building	19%	16%	15%
Grand Avenue Health Center	NA	NA	NA
Midlakes Health Center	17%	20%	21%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	0 (1 day)	10%	8% (2 days)
Libertyville Health Center	NA	NA	NA
Zion Health Center	15%	19%	17%

### Cycle Time (Minutes) – general medicine

Health Center	June 2025	July 2025	August 2025
Belvidere Medical Building	58	58	58
Grand Avenue Health Center	NA	NA	NA
Midlakes Health Center	52	53	53
North Chicago Health Center	NA	NA	NA
North Shore Health Center	79	66	65
Libertyville Health Center	NA	NA	NA
Zion Health Center	62	62	73

### Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	4 <sup>th</sup> Q 2024		1 <sup>st</sup> Q 2025		2 <sup>nd</sup> Q 2025	
Belvidere Medical Building	91%	n=830	92%	n=367	93%	n=81
Grand Avenue Health Center	86%	n=7	100%	n=6	0%	n=2
Midlakes Health Center	79%	n=334	97%	n=215	96%	n=134
North Chicago Health Center	NA	NA	NA	NA	NA	NA
North Shore Health Center	81%	n=21	93%	n=14	100%	n=7
Libertyville Health Center	50%	n=2	0%	n=1	100%	n=1
Zion Health Center	91%	n=21	93%	n=81	98%	n=42