

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council March 11, 2025

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

Health Center	As of 12/16/24	As of 1/31/25	As of 2/26/25
Belvidere Medical Building	64	41	33
Grand Avenue Health Center	79	47	41
Midlakes Health Center	42	25	29
North Chicago Health Center	NA	NA	NA
North Shore Health Center	90	61	72
Libertyville Health Center	48	35	49
Zion Health Center	30	48	52

No Show Rates

Health Center	Dec. 2024	Jan. 2025	Feb. 2025
Belvidere Medical Building	14%	13%	10%
Grand Avenue Health Center	14%	14%	13%
Midlakes Health Center	9%	13%	12%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	11%	13%	6%
Libertyville Health Center	8%	13%	12%
Zion Health Center	12%	10%	7%

Cycle Time (Minutes)

Health Center	Dec. 2024	Jan. 2025	Feb. 2025
Belvidere Medical Building	60	59	59
Grand Avenue Health Center	61	67	66
Midlakes Health Center	57	55	55
North Chicago Health Center	NA	NA	NA
North Shore Health Center	63	71	72
Libertyville Health Center	64	69	60
Zion Health Center	64	59	58

Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	December 2024		January 2025		February 2025	
Belvidere Medical Building	94%	n=163	94%	n=262	86%	n=116
Grand Avenue Health Center	100%	n=2	100%	n=3	100%	n=2
Midlakes Health Center	80%	n=94	97%	n=96	97%	n=103
North Chicago Health Center	NA	NA	NA	NA	NA	NA
North Shore Health Center	100%	n=5	100%	n=4	90%	n=10
Libertyville Health Center	0	n=0	0	n=1	0	n=0
Zion Health Center	100%	n=2	98%	n=41	89%	n=36