

FQHC Healthcare Operations Metrics Dashboard
Presented to Governing Council February 10, 2026

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

Health Center	As of 11/19/25	As of 12/16/25	As of 1/26/26
Belvidere Medical Building	56	40	33
Grand Avenue Health Center	NA	NA	NA
Midlakes Health Center	26	31	21
North Chicago Health Center	NA	NA	NA
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	33	18	14

No Show Rates – general medicine

Health Center	November 2025	December 2025	January 2026
Belvidere Medical Building	12%	12%	12%
Grand Avenue Health Center	11%	16%	20%
Midlakes Health Center	9%	8%	8%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	12%	12%	15%

Cycle Time (Minutes) – general medicine

Health Center	November 2025	December 2025	January 2026
Belvidere Medical Building	62	65	61
Grand Avenue Health Center	58	55	60
Midlakes Health Center	52	55	53
North Chicago Health Center	NA	NA	NA
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	74	77	66

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