

FQHC Healthcare Operations Metrics Dashboard
Presented to Governing Council July 9, 2024

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

Health Center	As of 5/2/24	As of 5/29/24	As of 6/24/24
Belvidere Medical Building	33	40	46
Grand Avenue Health Center	85	92	85
Midlakes Health Center	7	51	65
North Chicago Health Center	NA	NA	NA
North Shore Health Center	12	33	30
Libertyville Health Center	90	42	44
Zion Health Center	13	23	18

No Show Rates

Health Center	April 2024	May 2024	June 2024
Belvidere Medical Building	15%	13%	14%
Grand Avenue Health Center	16%	18%	19%
Midlakes Health Center	12%	14%	12%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	10%	13%	16%
Libertyville Health Center	15%	17%	19%
Zion Health Center	15%	14%	16%

Cycle Time (Minutes)

Health Center	April 2024	May 2024	June 2024
Belvidere Medical Building	66	65	64
Grand Avenue Health Center	67	68	74
Midlakes Health Center	58	60	56
North Chicago Health Center	NA	NA	NA
North Shore Health Center	64	62	73
Libertyville Health Center	68	72	74
Zion Health Center	68	63	61

Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	April 2024		May 2024		June 2024	
Belvidere Medical Building	81%	n=16	90%	n=10	67%	n=6
Grand Avenue Health Center	0%	n=1	50%	n=2	100%	n=1
Midlakes Health Center	100%	n=7	88%	n=8	100%	n=2
North Chicago Health Center	NA	NA	NA	NA	NA	NA
North Shore Health Center	100%	n=3	100%	n=1	100%	n=4
Libertyville Health Center	--	n=0	100%	n=1	100%	n=1
Zion Health Center	60%	n=5	86%	n=7	71%	n=7