

FQHC Healthcare Operations Metrics Dashboard
Presented to Governing Council January 14, 2025

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

Health Center	As of 10/29/24	As of 11/22/24	As of 12/16/24
Belvidere Medical Building	36	70	64
Grand Avenue Health Center	62	69	79
Midlakes Health Center	28	28	42
North Chicago Health Center	NA	NA	NA
North Shore Health Center	65	90	90
Libertyville Health Center	63	39	48
Zion Health Center	29	38	30

No Show Rates

Health Center	Oct. 2024	Nov. 2024	Dec. 2024
Belvidere Medical Building	14%	12%	14%
Grand Avenue Health Center	14%	17%	14%
Midlakes Health Center	11%	11%	9%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	13%	13%	11%
Libertyville Health Center	20%	18%	8%
Zion Health Center	12%	15%	12%

Cycle Time (Minutes)

Health Center	Oct. 2024	Nov. 2024	Dec. 2024
Belvidere Medical Building	66	62	60
Grand Avenue Health Center	65	61	61
Midlakes Health Center	58	56	57
North Chicago Health Center	NA	NA	NA
North Shore Health Center	70	65	63
Libertyville Health Center	60	60	64
Zion Health Center	69	61	64

Patient Satisfaction Survey Results

*Results will be updated in a future report. As our patient satisfaction survey results were low using our text/email survey (less than 40/month), we implemented in September 2024 paper satisfaction surveys. We are still working on objective data entry (via Cristo Rey St. Martin College Prep Interns) of the paper surveys and integration of those results into our overall patient satisfaction survey results. Our paper satisfaction survey response is exceptional! For example, in November 2024 our text/email survey had an n=22, paper survey results n=270. More details to follow as we align these processes. Leadership continues to review all survey results to look for opportunities for improvement. The common dissatisfier with our patients (via text/email/paper surveys) is access/wait time for provider. Leadership continues to work with Recruitment and Human Resources on Provider retention and recruitment initiatives.