

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council September 3, 2024

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

Health Center	As of 6/24/24	As of 7/29/24	As of 8/22/24
Belvidere Medical Building	46	44	49
Grand Avenue Health Center	85	90	90
Midlakes Health Center	65	56	32
North Chicago Health Center	NA	NA	NA
North Shore Health Center	30	65	43
Libertyville Health Center	44	65	90
Zion Health Center	18	29	28

No Show Rates

Health Center	June 2024	July 2024	August 2024
Belvidere Medical Building	14%	13%	13%
Grand Avenue Health Center	19%	19%	13%
Midlakes Health Center	12%	16%	13%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	16%	12%	13%
Libertyville Health Center	19%	17%	20%
Zion Health Center	16%	14%	17%

Cycle Time (Minutes)

Health Center	June 2024	July 2024	August 2024
Belvidere Medical Building	64	62	60
Grand Avenue Health Center	74	66	63
Midlakes Health Center	56	61	57
North Chicago Health Center	NA	NA	NA
North Shore Health Center	73	70	59
Libertyville Health Center	74	74	61
Zion Health Center	61	64	65

Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	June 2024		July 2024		August 2024	
Belvidere Medical Building	67%	n=6	100%	n=12	100%	n=4
Grand Avenue Health Center	100%	n=1	67%	n=3	100%	n=2
Midlakes Health Center	100%	n=2	100%	n=1	100%	n=4
North Chicago Health Center	NA	NA	NA	NA	NA	NA
North Shore Health Center	100%	n=4	60%	n=5	100%	n=2
Libertyville Health Center	100%	n=1	0%	n=1	NA	n=0
Zion Health Center	71%	n=7	75%	n=4	100%	n=2