

**FQHC Healthcare Operations Metrics Dashboard**  
Presented to Governing Council October 8, 2024

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

Health Center	As of 7/29/24	As of 8/22/24	As of 9/25/24
Belvidere Medical Building	44	49	38
Grand Avenue Health Center	90	90	90
Midlakes Health Center	56	32	38
North Chicago Health Center	NA	NA	NA
North Shore Health Center	65	43	35
Libertyville Health Center	65	90	84
Zion Health Center	29	28	23

**No Show Rates**

Health Center	July 2024	August 2024	Sept. 2024
Belvidere Medical Building	13%	13%	13%
Grand Avenue Health Center	19%	13%	17%
Midlakes Health Center	16%	13%	13%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	12%	13%	10%
Libertyville Health Center	17%	20%	28%
Zion Health Center	14%	17%	13%

**Cycle Time (Minutes)**

Health Center	July 2024	August 2024	Sept. 2024
Belvidere Medical Building	62	60	67
Grand Avenue Health Center	66	63	64
Midlakes Health Center	61	57	59
North Chicago Health Center	NA	NA	NA
North Shore Health Center	70	59	76
Libertyville Health Center	74	61	67
Zion Health Center	64	65	85

**Patient Satisfaction Survey Results**

Health Center	Likelihood of recommending our health center to family/friends					
	July 2024		August 2024		September 2024	
Belvidere Medical Building	100%	n=12	100%	n=4	86%	n=15
Grand Avenue Health Center	67%	n=3	100%	n=2	80%	n=5
Midlakes Health Center	100%	n=1	100%	n=4	60%	n=5
North Chicago Health Center	NA	NA	NA	NA	NA	NA
North Shore Health Center	60%	n=5	100%	n=2	100%	n=1
Libertyville Health Center	0%	n=1	NA	n=0	NA	n=0
Zion Health Center	75%	n=4	100%	n=2	100%	n=5