

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council December 9, 2025

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

Health Center	As of 9/25/25	As of 10/29/25	As of 11/19/25
Belvidere Medical Building	81	90	56
Grand Avenue Health Center	NA	NA	NA
Midlakes Health Center	35	21	26
North Chicago Health Center	NA	NA	NA
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	47	28	33

No Show Rates – general medicine

Health Center	September 2025	October 2025	November 2025
Belvidere Medical Building	13%	10%	12%
Grand Avenue Health Center	8%	15%	11%
Midlakes Health Center	9%	10%	9%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	13% (2 days)	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	16%	16%	12%

Cycle Time (Minutes) – general medicine

Health Center	September 2025	October 2025	November 2025
Belvidere Medical Building	57	60	62
Grand Avenue Health Center	57	56	58
Midlakes Health Center	53	52	52
North Chicago Health Center	NA	NA	NA
North Shore Health Center	67	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	68	68	74

Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	1 st Q 2025		2 nd Q 2025		3 rd Q 2025	
Belvidere Medical Building	92%	n=367	93%	n=81	98%	n=672
Grand Avenue Health Center	100%	n=6	0%	n=2	93%	n=14
Midlakes Health Center	97%	n=215	96%	n=134	97%	n=243
North Chicago Health Center	NA	NA	NA	NA	NA	NA
North Shore Health Center	93%	n=14	100%	n=7	NA	NA
Libertyville Health Center	0%	n=1	100%	n=1	NA	NA
Zion Health Center	93%	n=81	98%	n=42	100%	n=9

n = number of patients who completed the satisfaction survey in the specific quarter