

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council July 8, 2025

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

Health Center	As of 5/1/25	As of 5/28/25	As of 6/18/25
Belvidere Medical Building	38	32	31
Grand Avenue Health Center	57	NA	NA
Midlakes Health Center	31	40	40
North Chicago Health Center	NA	NA	NA
North Shore Health Center	58	75	90
Libertyville Health Center	90	NA	NA
Zion Health Center	19	21	30

No Show Rates

Health Center	April 2025	May 2025	June 2025
Belvidere Medical Building	12%	14%	19%
Grand Avenue Health Center	15%	18%	NA
Midlakes Health Center	13%	12%	17%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	13%	6%	0 (1 day)
Libertyville Health Center	9%	14%	NA
Zion Health Center	10%	15%	15%

Cycle Time (Minutes)

Health Center	April 2025	May 2025	June 2025
Belvidere Medical Building	57	58	58
Grand Avenue Health Center	66	62	NA
Midlakes Health Center	50	52	52
North Chicago Health Center	NA	NA	NA
North Shore Health Center	58	68	79
Libertyville Health Center	69	59	NA
Zion Health Center	57	58	62

Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	April 2025		May 2025		June 2025*	
Belvidere Medical Building	93%	n=14	88%	n=8		
Grand Avenue Health Center	94%	n=96	80%	n=10		
Midlakes Health Center	86%	n=28	100%	n=3		
North Chicago Health Center	NA	NA	NA	NA		
North Shore Health Center	0	n=0	0	n=0		
Libertyville Health Center	91%	n=22	100%	n=1		
Zion Health Center	50%	n=2	100%	n=6		

* New student intern started 6/16/2025, he is working on data entry of the paper satisfaction surveys. Data will be updated in August report.