

FQHC Healthcare Operations Metrics Dashboard
Presented to Governing Council August 13, 2024

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

Health Center	As of 5/29/24	As of 6/24/24	As of 7/29/24
Belvidere Medical Building	40	46	44
Grand Avenue Health Center	92	85	90
Midlakes Health Center	51	65	56
North Chicago Health Center	NA	NA	NA
North Shore Health Center	33	30	65
Libertyville Health Center	42	44	65
Zion Health Center	23	18	29

No Show Rates

Health Center	May 2024	June 2024	July 2024
Belvidere Medical Building	13%	14%	13%
Grand Avenue Health Center	18%	19%	19%
Midlakes Health Center	14%	12%	16%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	13%	16%	12%
Libertyville Health Center	17%	19%	17%
Zion Health Center	14%	16%	14%

Cycle Time (Minutes)

Health Center	May 2024	June 2024	July 2024
Belvidere Medical Building	65	64	62
Grand Avenue Health Center	68	74	66
Midlakes Health Center	60	56	61
North Chicago Health Center	NA	NA	NA
North Shore Health Center	62	73	70
Libertyville Health Center	72	74	74
Zion Health Center	63	61	64

Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	May 2024		June 2024		July 2024	
Belvidere Medical Building	90%	n=10	67%	n=6	100%	n=12
Grand Avenue Health Center	50%	n=2	100%	n=1	67%	n=3
Midlakes Health Center	88%	n=8	100%	n=2	100%	n=1
North Chicago Health Center	NA	NA	NA	NA	NA	NA
North Shore Health Center	100%	n=1	100%	n=4	60%	n=5
Libertyville Health Center	100%	n=1	100%	n=1	0%	n=1
Zion Health Center	86%	n=7	71%	n=7	75%	n=4