

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council October 10, 2023

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

Health Center	As of 7/24/23	As of 8/31/23	As of 9/25/23
Belvidere Medical Building	52	55	65
Grand Avenue Health Center	70	64	68
Midlakes Health Center	56	27	90
North Chicago Health Center	24	34	44
North Shore Health Center	59	64	64
Libertyville Health Center	51	90	90
Zion Health Center	74	90	81

No Show Rates

Health Center	July 2023	August 2023	September 2023
Belvidere Medical Building	19%	15%	17%
Grand Avenue Health Center	18%	18%	15%
Midlakes Health Center	13%	20%	16%
North Chicago Health Center	17%	14%	16%
North Shore Health Center	15%	16%	17%
Libertyville Health Center	23%	22%	12%
Zion Health Center	24%	18%	12%

Cycle Time (Minutes)

Health Center	July 2023	August 2023	September 2023
Belvidere Medical Building	70	69	72
Grand Avenue Health Center	53	58	62
Midlakes Health Center	57	59	66
North Chicago Health Center	53	52	59
North Shore Health Center	75	65	80
Libertyville Health Center	52	65	76
Zion Health Center	64	59	66

Patient Satisfaction Survey Results

Health Center	Likelihood of recommending our health center to family/friends					
	July 2023		August 2023		September 2023	
Belvidere Medical Building	78%	n=10	82%	n=11	88%	n=8
Grand Avenue Health Center	67%	n=3	88%	n=8	75%	n=4
Midlakes Health Center		n=0		n=0		n=0
North Chicago Health Center	100%	n=6	100%	n=9	100%	n=3
North Shore Health Center	100%	n=1	83%	n=6	100%	n=1
Libertyville Health Center		n=0		n=0	100%	n=3
Zion Health Center	100%	n=6	100%	n=5	50%	n=4