

**FQHC Healthcare Operations Metrics Dashboard**  
Presented to Governing Council May 12, 2026

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

Health Center	As of 2/18/26	As of 3/23/26	As of 4/22/26
Belvidere Medical Building	36	36	44
Grand Avenue Health Center	NA	NA	NA
Midlakes Health Center	23	21	21
North Chicago Health Center	33*	30	39
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	11	11	11

**No Show Rates – general medicine**

Health Center	February 2026	March 2026	April 2026
Belvidere Medical Building	14%	17%	21%
Grand Avenue Health Center	16%	13%	25%
Midlakes Health Center	7%	8%	15%
North Chicago Health Center	8%*	12%	19%
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	17%	14%	22%

**Cycle Time (Minutes) – general medicine**

Health Center	February 2026	March 2026	April 2026
Belvidere Medical Building	58	62	60
Grand Avenue Health Center	58	62	53
Midlakes Health Center	52	57	55
North Chicago Health Center	61*	60	62
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	62	73	71

**Patient Satisfaction Survey Results**

Health Center	Likelihood of recommending our health center to family/friends					
	3 <sup>rd</sup> Q 2025		4Q 2025		1Q2026	
Belvidere Medical Building	98%	n=672	97%	n=1,121	96%	n=798
Grand Avenue Health Center	93%	n=14	100%	n=220	98%	n=275
Midlakes Health Center	97%	n=243	97%	n=1,886	98%	n=763
North Chicago Health Center	NA	NA	NA	NA	97%	n=223*
North Shore Health Center	NA	NA	NA	NA	NA	NA
Libertyville Health Center	NA	NA	NA	NA	NA	NA
Zion Health Center	100%	n=9	99%	n=417	98%	n=779

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

\*North Chicago Health Center reopened 2/14/26