

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council November 11, 2025

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

Health Center	As of 8/27/25	As of 9/25/25	As of 10/29/25
Belvidere Medical Building	45	81	90
Grand Avenue Health Center	NA	NA	NA
Midlakes Health Center	33	35	21
North Chicago Health Center	NA	NA	NA
North Shore Health Center	NA	NA	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	34	47	28

No Show Rates – general medicine

Health Center	August 2025	September 2025	October 2025
Belvidere Medical Building	15%	13%	10%
Grand Avenue Health Center	NA	8%	15%
Midlakes Health Center	21%	9%	10%
North Chicago Health Center	NA	NA	NA
North Shore Health Center	8% (2 days)	13% (2 days)	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	17%	16%	16%

Cycle Time (Minutes) – general medicine

Health Center	August 2025	September 2025	October 2025
Belvidere Medical Building	58	57	60
Grand Avenue Health Center	NA	NA	NA
Midlakes Health Center	53	53	52
North Chicago Health Center	NA	NA	NA
North Shore Health Center	65	67	NA
Libertyville Health Center	NA	NA	NA
Zion Health Center	73	68	68

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