

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council January 11, 2022

Third Next Available Appointment

Clinic	As of 10/6/21	As of 11/2/21	As of 12/2/21
Belvidere Medical Building	66 days	73 days	72 days
Grand Avenue Health Center	55 days	66 days	75 days
Midlakes Health Center	49 days	60 days	62 days
Northshore Health Center	38 days	46 days	44 days
Libertyville Health Center	40 days	53 days	50 days
Zion Health Center	35 days	50 days	45 days

No Show Rates

Clinic	Oct 2021	Nov 2021	Dec 2021
Belvidere Medical Building	31%	30%	33%
Grand Avenue Health Center	33%	27%	27%
Midlakes Health Center	25%	28%	32%
Northshore Health Center	19%	20%	31%
Libertyville Health Center	23%	23%	27%
Zion Health Center	32%	28%	30%

Cycle Time

Clinic	Oct 2021	Nov 2021	Dec 2021
Belvidere Medical Building	67 minutes	65 minutes	66 minutes
Grand Avenue Health Center	74 minutes	80 minutes	57 minutes
Midlakes Health Center	54 minutes	58 minutes	57 minutes
Northshore Health Center	72 minutes	71 minutes	70 minutes
Libertyville Health Center	70 minutes	70 minutes	70 minutes
Zion Health Center	65 minutes	64 minutes	67 minutes

Visit Types

Clinic	In-Person Nov 2021	Video Nov 2021	Telephone Nov 2021	In-Person Dec 2021	Video Dec 2021	Telephone Dec 2021
BMB	83%	0.2%	17%	82%	0.4%	18%
Grand	78%	0	22%	77%	0.4%	23%
MLC	92%	0.2%	8%	89%	0	11%
Northshore	60%	0	40%	69%	0	31%
Libertyville	88%	2%	10%	83%	2%	15%
Zion	99%	0	1%	99%	0	1%

Patient Satisfaction Survey Results

Clinic	Likelihood of recommending our practice to family/friends		
	September 2021	October 2021	November 2021
Belvidere Medical Building	87%	75%	79%
Grand Avenue Health Center	79%	No responses	88%
Midlakes Health Center	91%	100%	86%
Northshore Health Center	90%	100%	87%
Libertyville Health Center	98%	No responses	100%
Zion Health Center	93%	100%	91%