

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council May 10, 2022

Third Next Available Appointment for existing patients

| Clinic | As of 2/23/22 | As of 3/29/22 | As of 4/25/22 |
|----------------------------|---------------|---------------|---------------|
| Belvidere Medical Building | 64 days | 88 days | 51 days |
| Grand Avenue Health Center | 78 days | 81 days | 67 days |
| Midlakes Health Center | 58 days | 50 days | 44 days |
| Northshore Health Center | 31 days | 19 days | 37 days |
| Libertyville Health Center | 47 days | 69 days | 61 days |
| Zion Health Center | 45 days | 31 days | 23 days |

No Show Rates

| Clinic | Feb 2022 | March 2022 | April 2022 |
|----------------------------|----------|------------|------------|
| Belvidere Medical Building | 21% | 20% | 21% |
| Grand Avenue Health Center | 20% | 22% | 23% |
| Midlakes Health Center | 19% | 18% | 21% |
| Northshore Health Center | 11% | 10% | 15% |
| Libertyville Health Center | 13% | 16% | 15% |
| Zion Health Center | 20% | 21% | 21% |

Cycle Time

| Clinic | Feb 2022 | March 2022 | April 2022 |
|----------------------------|------------|------------|------------|
| Belvidere Medical Building | 68 minutes | 69 minutes | 61 minutes |
| Grand Avenue Health Center | 80 minutes | 82 minutes | 88 minutes |
| Midlakes Health Center | 57 minutes | 55 minutes | 55 minutes |
| Northshore Health Center | 62 minutes | 65 minutes | 65 minutes |
| Libertyville Health Center | 73 minutes | 75 minutes | 62 minutes |
| Zion Health Center | 67 minutes | 63 minutes | 65 minutes |

Visit Types

| Clinic | In-Person March 2022 | Video March 2022 | Telephone March 2022 | In-Person April 2022 | Video April 2022 | Telephone April 2022 |
|--------------|-------------------------|---------------------|-------------------------|-------------------------|---------------------|-------------------------|
| BMB | 84% | 0 | 16% | 82% | 0 | 18% |
| Grand | 81% | 0.36% | 19% | 74% | 0 | 26% |
| MLC | 91% | 0 | 9% | 91% | 0 | 9% |
| Northshore | 64% | 0 | 36% | 74% | 0 | 26% |
| Libertyville | 97% | 2% | 1% | 94% | 2% | 4% |
| Zion | 99% | 0 | 1% | 99% | 0 | 1% |

Patient Satisfaction Survey Results

| Clinic | Likelihood of recommending our practice to family/friends | | |
|----------------------------|---|------------|------------|
| | February 2022 | March 2022 | April 2022 |
| Belvidere Medical Building | 100% n=24 | 88% n=8 | 91% n=11 |
| Grand Avenue Health Center | 83% n=6 | 85% n=7 | n=0 |
| Midlakes Health Center | 82% n=11 | 71% n=14 | 50% n=8 |
| Northshore Health Center | 77% n=13 | 100% n=2 | n=0 |
| Libertyville Health Center | 100% n=1 | 100% n=1 | 100% n=2 |
| Zion Health Center | 64% n=11 | 100% n=7 | 83% n=6 |