

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council June 14, 2022

Third Next Available Appointment for existing patients

Clinic	As of 3/29/22	As of 4/25/22	As of 5/26/22
Belvidere Medical Building	88 days	51 days	62 days
Grand Avenue Health Center	81 days	67 days	51 days
Midlakes Health Center	50 days	44 days	46 days
North Chicago Health Center			77 days
Northshore Health Center	19 days	37 days	42 days
Libertyville Health Center	69 days	61 days	41 days
Zion Health Center	31 days	23 days	30 days

No Show Rates

Clinic	March 2022	April 2022	May 2022
Belvidere Medical Building	20%	21%	22%
Grand Avenue Health Center	22%	23%	26%
Midlakes Health Center	18%	21%	20%
North Chicago Health Center			17%
Northshore Health Center	10%	15%	20%
Libertyville Health Center	16%	15%	12%
Zion Health Center	21%	21%	25%

Cycle Time

Clinic	March 2022	April 2022	May 2022
Belvidere Medical Building	69 minutes	61 minutes	62 minutes
Grand Avenue Health Center	82 minutes	88 minutes	82 minutes
Midlakes Health Center	55 minutes	55 minutes	54 minutes
North Chicago Health Center			50 minutes
Northshore Health Center	65 minutes	65 minutes	61 minutes
Libertyville Health Center	75 minutes	62 minutes	51 minutes
Zion Health Center	63 minutes	65 minutes	63 minutes

Visit Types

Clinic	In-Person April 2022	Video April 2022	Telephone April 2022	In-Person May 2022	Video May 2022	Telephone May 2022
BMB	82%	0	18%	84%	0	16%
Grand	74%	0	26%	79%	0	21%
MLC	91%	0	9%	98%	0	2%
North Chicago				77%	0	23%
Northshore	74%	0	26%	72%	0	28%
Libertyville	94%	2%	4%	91%	3%	6%
Zion	99%	0	1%	99%	0	1%

Patient Satisfaction Survey Results

Clinic	Likelihood of recommending our practice to family/friends		
	March 2022	April 2022	May 2022
Belvidere Medical Building	88% n=8	91% n=11	100% n=2
Grand Avenue Health Center	85% n=7	n=0	100% n=5
Midlakes Health Center	71% n=14	50% n=8	87% n=15
North Chicago Health Center			100% n=7
Northshore Health Center	100% n=2	n=0	100% n=1
Libertyville Health Center	100% n=1	100% n=2	100% n=1
Zion Health Center	100% n=7	83% n=6	100% n=5