

FQHC Healthcare Operations Metrics Dashboard

Presented to Governing Council August 9, 2022

Third Next Available Appointment for Existing Patients (Days)

Clinic	As of 5/26/22	As of 6/28/22	As of 7/25/22
Belvidere Medical Building	62	72	68
Grand Avenue Health Center	51	51	50
Midlakes Health Center	46	65	52
North Chicago Health Center	77	52	32
Northshore Health Center	42	31	28
Libertyville Health Center	41	30	8
Zion Health Center	30	30	22

No Show Rates

Clinic	May 2022	June 2022	July 2022
Belvidere Medical Building	22%	22%	20%
Grand Avenue Health Center	26%	27%	19%
Midlakes Health Center	20%	24%	17%
North Chicago Health Center	17%	17%	19%
Northshore Health Center	20%	25%	22%
Libertyville Health Center	12%	16%	21%
Zion Health Center	25%	23%	21%

Cycle Time (Minutes)

Clinic	May 2022	June 2022	July 2022
Belvidere Medical Building	62	64	67
Grand Avenue Health Center	82	87	75
Midlakes Health Center	54	55	56
North Chicago Health Center	50	49	50
Northshore Health Center	61	64	65
Libertyville Health Center	51	53	59
Zion Health Center	63	61	62

Visit Types

Clinic	In-Person June 2022	Video June 2022	Telephone June 2022	In-Person July 2022	Video July 2022	Telephone July 2022
Belvidere Medical Building	88%	0.17%	12%	96%	0	4%
Grand Avenue Health Center	83%	0	17%	97%	0	3%
Midlakes Health Center	99%	0	1%	99%	0	1%
North Chicago Health Center	80%	0	20%	96%	0	4%
Northshore Health Center	82%	0	18%	97%	0	3%
Libertyville Health Center	91%	1%	8%	90%	8%	2%
Zion Health Center	99%	0	1%	100%	0	0

Patient Satisfaction Survey Results

Clinic	Likelihood of recommending our practice to family/friends					
	May 2022		June 2022		July 2022	
Belvidere Medical Building	100%	n=2	100%	n=2	80%	n=15
Grand Avenue Health Center	100%	n=5	100%	n=6	100%	n=1
Midlakes Health Center	87%	n=15	100%	n=5	86%	n=7
North Chicago Health Center	100%	n=7	100%	n=6	88%	n=8
Northshore Health Center	100%	n=1	86%	n=7	80%	n=10
Libertyville Health Center	100%	n=1	100%	n=2	66%	n=3
Zion Health Center	100%	n=5	100%	n=6	100%	n=9