

## Legislation Details (With Text)

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<b>Title:</b>	Director of Healthcare Operations Report - Burke				
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Date	Ver.	Action By	Action	Result
9/14/2021	1	Lake County Community Health Center Governing Council	presented	
8/10/2021	1	Lake County Community Health Center Governing Council	postponed	

Director of Healthcare Operations Report - Burke

### **FQHC Healthcare Operations Metric Dashboard**

Starting in September 2021, the Governing Council will be provided each month with an FQHC Operations Metric Dashboard that includes the metrics reviewed since March 2021.

- Cycle Time (amount of time a patient spends in the clinic for an appointment)
- Third Next Available Appointment
- No Show Rates
- Patient Satisfaction Survey Results
- Visit Types (in person, telephonic telehealth, video telehealth)

### **COVID-19 Vaccine Update**

COVID-19 vaccine administration for FQHC patients and community members continues at the Grand, Midlakes, and Zion Health Center. Due to declining appointments and walk-ins, the BMB and North Shore vaccination sites were closed on July 16, 2021. At each visit, providers and their care team continue to encourage patients and their eligible family members and friends to get vaccinated.

### **Construction Updates**

Zion: Construction of a simulation lab (clinical staff skills training and testing area) and additional dental exam room began on June 4, 2021 and continues on schedule with an estimated completion date of August 13, 2021. These activities do not interfere with current Zion operations.

None, for information only.