

Legislation Text

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Director of Healthcare Operations Report - Burke

FQHC Healthcare Operations Metric of the Month - "No show rates"

A "no show" is defined as a patient who fails to attend their scheduled clinic appointment and does not cancel the appointment. It is one of the targets for improving quality of care and patient access. No shows lead to longer wait times for patients to schedule an appointment. It also results in a waste of clinic resources and time.

LCHD's overall no-show rate for medical appointments scheduled January thru May 2021 was 16%, dental for the same period was 17% (see attached).

COVID Vaccine Update

COVID-19 vaccine administration for FQHC patients and community members continues at the Grand, BMB, Midlakes, North Shore and Zion Health Centers. Outreach efforts continue to patients who are not registered in AllVax, in the eligible to schedule category, and those who are due for their second dose and have not scheduled.

Construction Update

BMB: New ceiling installation completed at the end of June and regular operating hours resumed on July 6, 2021 as we were closed on July 5, 2021 in observance of Independence Day.

Zion: Construction of a simulation lab (clinical staff 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 clinic operations.

None, for information only.