

Legislation Text

File #: 23-0703, **Version:** 1

Director of Healthcare Operations Report - Burke

FQHC Healthcare Operations Metrics Dashboard

Review of attached metrics dashboard. Congratulations to the Midlakes Health Center for conducting a Quality Improvement project which reduced their no-show rate by 50% in just one month! Their new process will be implemented at all Health Centers in May. Congratulations to the Patient Access Center (PAC) for conducting a Quality Improvement project to assist all Health Centers in lowering their no-show rate. Evidence of their success is noted in a decrease in no-show rates at six health centers between March and April.

New Client Wait List

As of April 27, 2023, there are 4,074 individuals on our general medicine new client wait list, 3,050 adults and 1,024 pediatrics. These individuals are looking to establish care in our following health centers:

- Belvidere Medical Building: 31%
- Midlakes: 27%
- North Chicago: 14%
- Zion: 11%
- Grand: 9%
- North Shore: 4%
- Libertyville: 4%

Staffing Update

Open positions:

- Patient Access Center (PAC): 1 Clerk
- Health Center Clerk: 3
- Health Center Community Health Worker (CHW): 1
- Health Center Medical Assistant: 3
- Health Center Staff Nurse: 3
- RN Manager: 3
- Practice Manager: 1
- Health Center Medical Director/Provider: 1
- APRN/MD/DO: 5
- Dental Assistant: 2
- FQHC Therapist: 4 (out of 7)
- FQHC Psychiatrist: 2 (PT)

Dental Update

Delta Dental Grant: During April, the Community Dental Health Coordinator conducted oral health education sessions at 5 elementary schools in Waukegan (2), Zion, Wadsworth, and Round Lake Beach. A total of 796 students attended the sessions. The CHWs will make follow-up outreach calls to parents/guardians in those zip codes.

None, for information only.