

A full year of performance

Comparing Elgin and Fox Lake results, trends, and improvement priorities.

ANNUAL ANALYSIS **What the year showed**

The 2025 data tell two different site stories. Both programs maintained strong treatment engagement and favorable patient feedback. Fox Lake improved across effectiveness, access, and discharge-balance measures. Elgin improved its toxicology outcome but experienced a marked decline in timely access and a rise in discharge balances.

ELGIN YEAR-END POSITION Toxicology results reached goal at 71%. Retention remained above goal. Access fell to 29%, and 54% of discharged patients had a cash balance.	FOX LAKE YEAR-END POSITION Toxicology results reached 78%, timely access reached 82%, all retention goals were met, satisfaction remained favorable, and discharge balances improved to 27%.
---	--

PERFORMANCE IMPROVEMENT **What we measure and why**

AREA	MEASURE	WHY IT MATTERS
Effectiveness	Toxicology screens negative for illicit opioids	Shows progress toward recovery stability. Goal: 70%.
Retention	Engagement beyond 90, 180, and 365 days	Shows whether people remain connected to care. Goals: 80%, 60%, and 50%.
Access	Admission within five days of requesting treatment	Shows whether people can enter care promptly. Goal: 50%.
Experience	Patient satisfaction on a four-point scale	Shows how patients rate services and improvement in quality of life. Goal: 3.0.
Business function	Discharges with an unpaid cash balance	Helps identify coverage, billing, and financial barriers. Goal: 25% or less.

Shared lessons

- Retention was a consistent strength and should remain a central indicator of treatment engagement.
- Satisfaction scores were favorable, but survey response counts were too small for strong conclusions.
- Financial barriers require routine benefits verification, clearer communication, and earlier account review.
- Performance review is most useful when each result has a named action, owner, and follow-up date.

Quarter-by-quarter trends

The complete 2025 picture for each program location.

2025 ANNUAL
REVIEW

Elgin: 2025 quarterly trend

MEASURE	Q1	Q2	Q3	Q4	GOAL
Negative for illicit opioids	67%	69%	70%	71%	70%
Retention 90 / 180 / 365	84 / 68 / 58%	82 / 71 / 59%	87 / 73 / 53%	85 / 77 / 54%	80 / 60 / 50%
Admission within five days	65%	54%	44%	29%	50%
Patient satisfaction	3.80 / 4 (5)	3.70 / 4 (5)	3.70 / 4 (6)	3.60 / 4 (6)	3.0 / 4
Discharges with cash balance	42%	47%	53%	54%	<=25%

Elgin interpretation: toxicology results improved four points and reached goal in Q3 and Q4. Retention met target throughout the year. Access declined in every quarter, and the discharge-balance rate moved farther from goal.

Fox Lake: 2025 quarterly trend

MEASURE	Q1	Q2	Q3	Q4	GOAL
Negative for illicit opioids	73%	76%	77%	78%	70%
Retention 90 / 180 / 365	80 / 70 / 60%	83 / 75 / 67%	85 / 77 / 62%	80 / 74 / 67%	80 / 60 / 50%
Admission within five days	78%	79%	80%	82%	50%
Patient satisfaction	3.80 / 4 (4)	3.82 / 4 (3)	3.84 / 4 (4)	3.83 / 4 (3)	3.0 / 4
Discharges with cash balance	33%	31%	29%	27%	<=25%

Fox Lake interpretation: toxicology and access improved in every quarter, retention remained strong, satisfaction stayed stable, and the discharge-balance rate improved steadily toward the 25% target.

DATA NOTE

Satisfaction counts were Elgin: 5, 5, 6, and 6 surveys; Fox Lake: 4, 3, 4, and 3 surveys. Increasing participation remains a priority at both sites.

Improvement plan for 2026

2025 ANNUAL
REVIEW

Using the annual analysis to guide concrete action.

IMPROVEMENT ACTIONS What we are doing with the results

ELGIN

Track every inquiry and admission outcome; review delays monthly; address insurance and account balances before discharge; continue individualized response to positive toxicology screens; expand patient and stakeholder feedback.

FOX LAKE

Maintain timely admission and retention; continue clinical review of positive screens; bring the cash-balance rate below 25%; increase survey participation; document referral-source and community feedback.

Community and quality developments

ELGIN | DUNDEE AND KANE COUNTY

Elgin-based outreach expanded overdose-prevention work, community naloxone access, public education, and peer-support planning for Dundee Township and Kane County residents.

FOX LAKE | SUSTAINING IMPROVEMENT

Fox Lake paired strong access and clinical results with more consistent monitoring of retention, patient experience, discharge balances, and community-resource coordination.

How performance review works

- Quarterly data are reviewed by program and leadership staff.
- Results are compared with goals and earlier quarters.
- Likely causes, needed resources, action owners, and review dates are documented.
- Progress is revisited in later quality meetings and shared through Building Hope.

OUR COMMITMENT

We will continue publishing understandable results, including areas that have not met goal. Transparency is part of respecting the people who trust us with their care.

HELP US IMPROVE

Questions, suggestions, or feedback are welcome. Speak with your counselor or contact our intake team at 224-908-3005 or 847-462-6099. Past issues and program information are available at themathersrecovery.com.