

BUILDING HOPE

Quarterly performance results for Elgin and Fox Lake

Q4
2024

OCTOBER - DECEMBER 2024

Fox Lake exceeded the opioid-free and access goals, while Elgin maintained retention and access but ended the year below the toxicology goal.

Mathers Recovery reviews performance information to understand whether people can enter treatment promptly, remain engaged, make clinical progress, and experience services as helpful and respectful. We share these results with patients, families, staff, and community partners as part of our commitment to quality improvement.

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%, 50%.
Access	Admission within five days of requesting treatment	Shows whether people can enter care promptly. Goal: 50%.
Experience	Patient satisfaction	Shows how patients rate services and improvement in quality of life.
Business function	Discharges with an unpaid cash balance	Helps identify coverage, billing, and financial barriers. Goal: 25% or less.

QUARTER AT A GLANCE

Fox Lake exceeded the opioid-free and access goals, while Elgin maintained retention and access but ended the year below the toxicology goal.

PERFORMANCE RESULTS **Verified Q4 2024 scorecards by location**

Elgin performance scorecard

MEASURE	GOAL	RESULT	STATUS
Toxicology screens negative for illicit opioids	70%	66%	Below goal
Retention: 90 / 180 / 365 days	80 / 60 / 50%	80 / 66 / 61%	Met
Admission within five days	50%	79%	Met
Patient satisfaction	75%+ / survey goal	No surveys	No data
Discharges with a cash balance	<=25%	38%	Needs action

Fox Lake performance scorecard

MEASURE	GOAL	RESULT	STATUS
Toxicology screens negative for illicit opioids	70%	91%	Met
Retention: 90 / 180 / 365 days	80 / 60 / 50%	63 / 63 / 38%	Needs action
Admission within five days	50%	70%	Met
Patient satisfaction	80%+ / survey goal	No surveys	No data
Discharges with a cash balance	<=25%	37%	Needs action

HOW TO READ THE RETENTION LINE

The three percentages show the share of discharged patients whose treatment engagement exceeded 90, 180, and 365 days. Results are compared with goals of 80%, 60%, and 50%.

Source basis: Mathers Recovery Q4 2024 Elgin and Fox Lake performance-measure records and year-end quality review.

FROM RESULTS TO ACTION What the quarter tells us**ELGIN**

Elgin continued to meet all three retention goals and timely-access goals. Toxicology results were four points below goal, no patient surveys were collected, and cash balances remained above target.

FOX LAKE

Fox Lake achieved a strong opioid-free result and met the access goal. Retention at 90 and 365 days was below target, no patient surveys were collected, and discharge balances remained above goal.

IMPROVEMENT ACTIONS What we are doing with the results**ELGIN**

Continue clinical review of positive screens; sustain retention and timely access; increase survey collection; conduct earlier insurance and account review to reduce discharge balances.

FOX LAKE

Strengthen retention follow-up for patients at risk of early discharge; maintain strong toxicology and access performance; increase survey participation; continue active balance review.

OUR COMMITMENT Transparent performance improvement

We will continue reviewing results against established goals, identifying strengths and gaps, assigning follow-up actions, and sharing understandable performance information with the people and communities we serve.

YOUR VOICE MATTERS

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