



Butler County



Provider Quality Report

Quarter 2, 2020



Provider Quality Report: Table of Contents

Service Metrics	
Service	Page
Introduction	3
Adult Day Service	4
Consumer Directed Care	5
Electronic Monitoring System	6
Home Care Assistance	7
Home Delivered Meals	8
Home Medical Equipment	9
Home Modification	10
Independent Living Assistance	11
Major Housecleaning	12
Pest Control	13
Transportation	14

Satisfaction Metrics	
Service	Page(s)
SASI Counts	15
Home Care Assistance	16 - 19
Home Delivered Meals	20 - 22
Medical Transportation	23-26

Appendix A: Methodology for SASI Analysis	27
Appendix B: Terminated Providers	28



Provider Quality Report: Introduction

Butler County ESP

Key changes to the Provider Quality Report (PQR)

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- Quarters are representative of a calendar year (e.g. Quarter 1 is January through March).
- Providers do not have an individual page for data. Each provider with data is listed in a table per service.

Billable Unit Conversions:

The unit of service definitions changed for several services with the implementation of CareDirector. To maintain continuity with previous reporting, the Provider Quality Report (PQR) displays billable units to reflect hours, days, months, etc. and not in the increments currently billed in CareDirector. The chart below shows the conversion rates per service.

Service Rate Conversions from CareDirector Billing to Provider Quality Report		
Service	Current CareDirector Billing Unit Definition	Unit Definition in PQR Report
Adult Day Service	1 unit equals a half day. 2 units equals a full day.	1 unit = 1 day
Consumer Directed Care	1 unit equal 15 minutes	1 unit = 1 hour (Q3, 2019 and after)
Electronic Monitoring Systems	1 unit is equal to half month. 2 units is equal to full month.	1 unit = 1 month
Home Care Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour
Independent Living Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour

Adult Day Service Billable Units:

Beginning March 23, 2020, the Adult Day Service was not active per executive order from the Governor. Any provider with billable units during quarter 2 is the direct result of late billing.

SASI Scoring:

SASIs were not collected during April and May 2020 and resumed in June. Therefore, Q2 2020 SASI scores consist of smaller sample sizes which may impact providers' scores.



Provider Quality Report: Service Metrics

Butler County ESP

Adult Day Service

Billable Units					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Total Billable Units
Active Day of Cincinnati	102	104	83	0	289
Active Day of Fairfield	129	139	140	0	407
Active Day of Franklin	20	0	0	0	20
Bayley Life ADC	0	0	24	1	25
Otterbein Lebanon Adult Day Service	274	171	121	0	566
Oxford Senior Citizens, Inc.	276	246	198	0	719
Total Billable Units	800	658	566	1	2,025

Market Share					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	
Active Day of Cincinnati	12.75%	15.73%	14.68%	0	
Active Day of Fairfield	16.06%	21.05%	24.76%	0	
Active Day of Franklin	2.50%	0	0	0	
Bayley Life ADC	0	0	4.24%	100.00%	
Otterbein Lebanon Adult Day Service	34.25%	25.91%	21.40%	0	
Oxford Senior Citizens, Inc.	34.44%	37.31%	34.92%	0	
Market Share	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Active Day of Cincinnati	5	4	4	0	4
Active Day of Fairfield	7	8	7	0	7
Active Day of Franklin	2	0	0	0	2
Bayley Life ADC	0	0	1	1	1
Otterbein Lebanon Adult Day Service	12	10	7	0	10
Oxford Senior Citizens, Inc.	11	12	11	0	11
Total Distinct Clients Served	37	34	30	1	7



Provider Quality Report: Service Metrics

Butler County ESP

Consumer Directed Care

Billable Units					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Total Billable Units
Acumen Fiscal Agent	8,411	8,562	8,264	7,699	N/A
Total Billable Units	8,411	8,562	8,264	7,699	N/A

Market Share					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%	
Market Share	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Acumen Fiscal Agent	117	120	122	106	116
Total Distinct Clients Served	117	120	122	106	116



Provider Quality Report: Service Metrics

Butler County ESP

Electronic Monitoring System

Billable Units					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Total Billable Units
Guardian Medical Monitoring, Inc.	6,378	6,651	6,615	6,667	26,309
Total Billable Units	6,378	6,651	6,615	6,667	26,309

Market Share					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	
Market Share	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,169	2,180	2,194	2,136	2,170
Total Distinct Clients Served	2,169	2,180	2,194	2,136	2,170



Provider Quality Report: Service Metrics

Butler County ESP

Home Care Assistance

Billable Units					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Total Billable Units
A Miracle Home Care	10,234	8,953	8,275	6,463	33,926
Assisted Care by Black Stone	3,221	3,635	2,674	3,415	12,945
Helping Hands Private Duty Homecare	11,825	12,006	11,735	11,718	47,284
Interim HomeStyles of Greater Cincinnati, Inc.	8,506	7,653	7,425	6,157	29,740
Nova Home Care	708	411	298	255	1,672
Prime Home Care, LLC	322	383	389	324	1,418
Total Billable Units	34,816	33,040	30,796	28,332	126,984

Market Share				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
A Miracle Home Care	29.40%	27.10%	26.87%	22.81%
Assisted Care by Black Stone	9.25%	11.00%	8.68%	12.05%
Helping Hands Private Duty Homecare	33.96%	36.34%	38.11%	41.36%
Interim HomeStyles of Greater Cincinnati, Inc.	24.43%	23.16%	24.11%	21.73%
Nova Home Care	2.03%	1.24%	0.97%	0.90%
Prime Home Care, LLC	0.92%	1.16%	1.26%	1.14%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
A Miracle Home Care	269	288	261	197	254
Assisted Care by Black Stone	158	142	124	117	135
Helping Hands Private Duty Homecare	479	467	528	497	493
Interim HomeStyles of Greater Cincinnati, Inc.	334	328	292	234	297
Nova Home Care	17	15	9	6	12
Prime Home Care, LLC	8	17	14	11	13
Total Distinct Clients Served	1,265	1,257	1,228	1,062	201



Provider Quality Report: Service Metrics

Butler County ESP

Home Delivered Meals

Billable Units					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Total Billable Units
Central Connections	19,505	21,017	14,920	33,185	88,627
Oxford Senior Citizens, Inc.	2,775	2,302	2,565	3,620	11,262
Partners in Prime	31,444	29,989	26,684	29,058	117,175
Warren County Community Services	6,400	6,414	7,758	11,918	32,490
Wesley Community Services	26,035	29,986	31,369	30,642	118,032
Total Billable Units	86,159	89,708	83,296	108,423	367,586

Market Share					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	
Central Connections	22.64%	23.43%	17.91%	30.61%	
Oxford Senior Citizens, Inc.	3.22%	2.57%	3.08%	3.34%	
Partners in Prime	36.50%	33.43%	32.04%	26.80%	
Warren County Community Services	7.43%	7.15%	9.31%	10.99%	
Wesley Community Services	30.22%	33.43%	37.66%	28.26%	
Market Share	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Central Connections	303	333	336	382	339
Oxford Senior Citizens, Inc.	55	46	52	63	54
Partners in Prime	498	454	398	447	449
Warren County Community Services	91	102	126	188	127
Wesley Community Services	405	448	491	432	444
Total Distinct Clients Served	1,352	1,383	1,403	1,512	283



Provider Quality Report: Service Metrics

Butler County ESP

Home Medical Equipment

Billable Units					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Total Billable Units
Advanced Medical Equipment, Inc.	30	35	32	2	99
American Ramp Systems	63	65	59	49	236
Bernens Medical	60	71	83	80	294
Home First	0	0	1	4	5
Littleton Homecare Supply Inc	6	2	0	0	8
Mullaney's Pharmacy & Home Health Care	32	27	47	40	146
Stateline Medical Equipment	3	5	8	6	22
Total Billable Units	194	205	230	181	810

Market Share					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	
Advanced Medical Equipment, Inc.	15.46%	17.07%	13.91%	1.10%	
American Ramp Systems	32.47%	31.71%	25.65%	27.07%	
Bernens Medical	30.93%	34.63%	36.09%	44.20%	
Home First	0	0	0.43%	2.21%	
Littleton Homecare Supply Inc	3.09%	0.98%	0	0	
Mullaney's Pharmacy & Home Health Care	16.49%	13.17%	20.43%	22.10%	
Stateline Medical Equipment	1.55%	2.44%	3.48%	3.31%	
Market Share	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Advanced Medical Equipment, Inc.	24	29	24	2	20
American Ramp Systems	25	22	26	18	23
Bernens Medical	56	56	68	58	60
Home First	0	0	1	3	2
Littleton Homecare Supply Inc	3	2	0	0	3
Mullaney's Pharmacy & Home Health Care	31	26	43	36	34
Stateline Medical Equipment	3	5	8	6	6
Total Distinct Clients Served	142	140	170	123	24



Provider Quality Report: Service Metrics

Butler County ESP

Home Modification

Billable Units					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	0	0	1	2	3
Home First	14	16	3	2	35
MedAdapt Ltd.	54	53	56	12	175
People Working Cooperatively, Inc.	5	12	6	2	25
Stateline Medical Equipment	7	19	5	1	32
Tri-State Maintenance	19	19	14	10	62
Total Billable Units	99	119	85	29	332

Market Share					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	
Custom Home Elevator & Lift Co. Inc.	0	0	1.18%	6.90%	
Home First	14.14%	13.45%	3.53%	6.90%	
MedAdapt Ltd.	54.55%	44.54%	65.88%	41.38%	
People Working Cooperatively, Inc.	5.05%	10.08%	7.06%	6.90%	
Stateline Medical Equipment	7.07%	15.97%	5.88%	3.45%	
Tri-State Maintenance	19.19%	15.97%	16.47%	34.48%	
Market Share	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	0	0	1	2	2
Home First	13	13	3	2	8
MedAdapt Ltd.	53	52	53	12	43
People Working Cooperatively, Inc.	5	12	5	2	6
Stateline Medical Equipment	7	19	5	1	8
Tri-State Maintenance	17	18	14	10	15
Total Distinct Clients Served	95	114	81	29	15



Provider Quality Report: Service Metrics

Butler County ESP

Independent Living Assistance

Billable Units					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Total Billable Units
Central Connections	0	0	90	90	180
Partners in Prime	1,285	1,331	1,460	1,245	5,321
Wesley Community Services	149	132	0	0	280
Total Billable Units	1,433	1,463	1,551	1,335	5,781

Market Share					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	
Central Connections	0	0	5.82%	6.72%	
Partners in Prime	89.62%	91.01%	94.18%	93.28%	
Wesley Community Services	10.38%	8.99%	0	0	
Market Share	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Central Connections	0	0	23	28	26
Partners in Prime	271	287	304	293	289
Wesley Community Services	38	36	0	0	37
Total Distinct Clients Served	309	323	327	321	160



Provider Quality Report: Service Metrics

Butler County ESP

Major Housecleaning

Billable Units					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Total Billable Units
Home First	2	1	2	4	9
Total Billable Units	2	1	2	4	9

Market Share					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	
Home First	100.00%	100.00%	100.00%	100.00%	
Market Share	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Home First	2	1	2	4	2
Total Distinct Clients Served	2	1	2	4	2



Provider Quality Report: Service Metrics

Butler County ESP

Pest Control

Billable Units					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Total Billable Units
Algo Termite & Pest Control	3	0	0	0	3
All Gone Termite & Pest Control, Inc.	14	28	6	24	72
Milt's Termite & Pest Control	4	5	6	3	18
Total Billable Units	21	33	12	27	93

Market Share					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	
Algo Termite & Pest Control	14.29%	0	0	0	
All Gone Termite & Pest Control, Inc.	66.67%	84.85%	50.00%	88.89%	
Milt's Termite & Pest Control	19.05%	15.15%	50.00%	11.11%	
Market Share	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Algo Termite & Pest Control	3	0	0	0	3
All Gone Termite & Pest Control, Inc.	10	12	5	10	9
Milt's Termite & Pest Control	2	3	3	1	2
Total Distinct Clients Served	15	15	8	11	5



Provider Quality Report: Service Metrics

Butler County ESP

Transportation

Billable Units					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Total Billable Units
Central Connections	1,237	1,074	1,164	654	4,129
Meda-Care Transportation, Inc.	636	587	517	481	2,221
Partners in Prime	504	697	662	467	2,330
Universal Transportation Systems	1,222	1,048	819	494	3,583
Warren County Community Services	10	2	40	16	68
Wesley Community Services	26	49	14	0	89
Total Billable Units	3,635	3,457	3,216	2,112	12,420

Market Share					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	
Central Connections	34.03%	31.07%	36.19%	30.97%	
Meda-Care Transportation, Inc.	17.50%	16.98%	16.08%	22.77%	
Partners in Prime	13.87%	20.16%	20.58%	22.11%	
Universal Transportation Systems	33.62%	30.32%	25.47%	23.39%	
Warren County Community Services	0.28%	0.06%	1.24%	0.76%	
Wesley Community Services	0.72%	1.42%	0.44%	0	
Market Share	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served					
	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Central Connections	126	125	123	87	115
Meda-Care Transportation, Inc.	35	41	40	30	37
Partners in Prime	60	72	80	48	65
Universal Transportation Systems	132	127	101	46	102
Warren County Community Services	2	1	4	3	3
Wesley Community Services	4	7	4	0	5
Total Distinct Clients Served	359	373	352	214	56



Provider Quality Report: Satisfaction Metrics

Butler County ESP

Butler County ESP SASI Counts

Home Care Assistance				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
A Miracle Home Care	98	87	102	15
Assisted Care by Black Stone	61	57	51	19
Helping Hands Private Duty Homecare	180	151	174	57
Interim HomeStyles of Greater Cincinnati, Inc.	136	104	118	24
Nova Home Care	6	6	4	1
Prime Home Care, LLC	3	6	4	1

Home Delivered Meals				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Central Connections	86	87	113	22
Oxford Senior Citizens, Inc.	22	15	14	3
Partners in Prime	180	163	157	53
Warren County Community Services	37	20	24	16
Wesley Community Services	133	136	154	56

Medical Transportation				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Central Connections	60	64	52	13
Meda-Care Transportation, Inc.	27	13	25	6
Partners in Prime	33	25	43	10
Universal Transportation Systems	89	69	84	20
Warren County Community Services	0	1	1	1
Wesley Community Services	3	3	2	0



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Overall Percentage				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
A Miracle Home Care	89.3%	89.1%	87.5%	92.0%
Assisted Care by Black Stone	92.2%	81.4%	91.0%	89.1%
Helping Hands Private Duty Homecare	95.4%	91.7%	88.0%	95.2%
Interim HomeStyles of Greater Cincinnati, Inc.	95.2%	94.1%	96.7%	98.8%
Nova Home Care	100.0%	98.0%	100.0%	100.0%
Prime Home Care, LLC	96.7%	94.7%	100.0%	100.0%

Are the people at [HCA Service Provider] responsive?				
Historical Average: 90.2%				
½ Historical Standard Deviation: 5.4%				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
A Miracle Home Care	80.0%	78.7%	80.0%	93.3%
Assisted Care by Black Stone	83.3%	63.6%	86.0%	82.4%
Helping Hands Private Duty Homecare	96.2%	94.6%	87.8%	92.2%
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	98.9%	97.3%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%

Do the people at [HCA Service Provider] let you know about changes to your service?				
Historical Average: 88.4%				
½ Historical Standard Deviation: 6.7%				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
A Miracle Home Care	86.5%	82.7%	79.3%	93.3%
Assisted Care by Black Stone	83.0%	69.6%	84.8%	78.9%
Helping Hands Private Duty Homecare	95.2%	94.2%	87.7%	91.8%
Interim HomeStyles of Greater Cincinnati, Inc.	93.8%	95.7%	96.4%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%

¹Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?				
Historical Average: 84.2%				
½ Historical Standard Deviation: 6.9%				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
A Miracle Home Care	79.4%	81.0%	80.2%	66.7%
Assisted Care by Black Stone	93.4%	75.0%	82.4%	89.5%
Helping Hands Private Duty Homecare	82.8%	66.9%	63.2%	80.7%
Interim HomeStyles of Greater Cincinnati, Inc.	83.5%	78.8%	85.6%	87.5%
Nova Home Care	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	66.7%	83.3%	100.0%	100.0%

Do you like the way your aide treats you?				
Historical Average: 97.0%				
½ Historical Standard Deviation: 2.7%				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
A Miracle Home Care	95.9%	98.9%	100.0%	100.0%
Assisted Care by Black Stone	96.7%	96.5%	98.0%	94.7%
Helping Hands Private Duty Homecare	100.0%	98.0%	97.1%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	98.1%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?				
Historical Average: 94.9%				
½ Historical Standard Deviation: 3.4%				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
A Miracle Home Care	95.9%	96.6%	95.1%	92.9%
Assisted Care by Black Stone	96.7%	96.5%	98.0%	100.0%
Helping Hands Private Duty Homecare	99.4%	96.0%	93.6%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	97.8%	96.1%	99.2%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%

¹Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?				
Historical Average: 93.7%	2019	2019	2020	2020
½ Historical Standard Deviation: 3.5%				
Provider Name	Q3	Q4	Q1	Q2
A Miracle Home Care	93.9%	95.4%	92.1%	93.3%
Assisted Care by Black Stone	95.1%	89.5%	96.0%	94.7%
Helping Hands Private Duty Homecare	95.0%	95.3%	91.4%	98.2%
Interim HomeStyles of Greater Cincinnati, Inc.	97.8%	98.0%	99.1%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%

Does your aide do the things you ask them to do?				
Historical Average: 95.7%	2019	2019	2020	2020
½ Historical Standard Deviation: 3.0%				
Provider Name	Q3	Q4	Q1	Q2
A Miracle Home Care	93.9%	96.6%	97.1%	100.0%
Assisted Care by Black Stone	95.1%	93.0%	96.1%	94.7%
Helping Hands Private Duty Homecare	97.2%	96.6%	90.8%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	97.1%	98.1%	99.2%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%

If your aide is not available, are you offered another aide?				
Historical Average: 90.3%	2019	2019	2020	2020
½ Historical Standard Deviation: 6.0%				
Provider Name	Q3	Q4	Q1	Q2
A Miracle Home Care	90.4%	80.0%	86.7%	100.0%
Assisted Care by Black Stone	89.8%	71.1%	86.0%	77.8%
Helping Hands Private Duty Homecare	98.2%	95.5%	92.9%	95.7%
Interim HomeStyles of Greater Cincinnati, Inc.	94.5%	93.6%	98.1%	100.0%
Nova Home Care	100.0%	80.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	80.0%	100.0%	100.0%

¹Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Is your aide dependable?				
Historical Average: 89.6%	2019	2019	2020	2020
½ Historical Standard Deviation: 6.4%				
Provider Name	Q3	Q4	Q1	Q2
A Miracle Home Care	86.6%	90.8%	87.1%	93.3%
Assisted Care by Black Stone	95.1%	84.2%	92.2%	89.5%
Helping Hands Private Duty Homecare	93.3%	90.7%	86.0%	96.5%
Interim HomeStyles of Greater Cincinnati, Inc.	94.9%	89.4%	95.8%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	83.3%	100.0%	100.0%

Would you recommend [HCA Service Provider] to a family member or friend?				
Historical Average: 88.0%	2019	2019	2020	2020
½ Historical Standard Deviation: 6.6%				
Provider Name	Q3	Q4	Q1	Q2
A Miracle Home Care	90.8%	90.7%	77.5%	86.7%
Assisted Care by Black Stone	93.4%	75.4%	90.2%	88.9%
Helping Hands Private Duty Homecare	96.6%	89.3%	89.5%	96.5%
Interim HomeStyles of Greater Cincinnati, Inc.	95.6%	94.2%	96.6%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%

¹Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

Overall Percentage				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Central Connections	99.0%	98.2%	97.2%	100.0%
Oxford Senior Citizens, Inc.	98.9%	96.7%	100.0%	100.0%
Partners in Prime	96.6%	95.4%	96.6%	98.1%
Warren County Community Services	97.1%	97.5%	99.5%	96.1%
Wesley Community Services	97.1%	93.7%	97.0%	97.5%

Are the people at [HDM Service Provider] responsive?				
Historical Average: 98.5%				
½ Historical Standard Deviation: 1.4%				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	98.9%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%
Partners in Prime	98.6%	96.5%	98.5%	97.9%
Warren County Community Services	93.3%	100.0%	100.0%	100.0%
Wesley Community Services	98.3%	94.8%	98.5%	98.0%

Are your meals good?				
Historical Average: 94.6%				
½ Historical Standard Deviation: 2.1%				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Central Connections	96.5%	96.6%	92.9%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%
Partners in Prime	94.4%	92.6%	92.9%	98.1%
Warren County Community Services	100.0%	90.0%	100.0%	93.8%
Wesley Community Services	96.2%	88.9%	96.1%	98.2%

¹Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

Can you depend on your meals driver?				
Historical Average: 99.4%	2019	2019	2020	2020
½ Historical Standard Deviation: 0.6%				
Provider Name	Q3	Q4	Q1	Q2
Central Connections	100.0%	97.7%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%
Partners in Prime	98.3%	98.8%	99.4%	98.1%
Warren County Community Services	100.0%	100.0%	100.0%	100.0%
Wesley Community Services	99.2%	95.6%	99.3%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?				
Historical Average: 97.9%	2019	2019	2020	2020
½ Historical Standard Deviation: 1.6%				
Provider Name	Q3	Q4	Q1	Q2
Central Connections	100.0%	98.5%	98.9%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.5%	96.7%	97.1%	98.0%
Warren County Community Services	100.0%	100.0%	100.0%	100.0%
Wesley Community Services	97.6%	95.9%	97.9%	97.9%

Do you eat your home delivered meals?				
Historical Average: 98.8%	2019	2019	2020	2020
½ Historical Standard Deviation: 0.8%				
Provider Name	Q3	Q4	Q1	Q2
Central Connections	97.7%	100.0%	98.2%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%
Partners in Prime	98.9%	98.8%	99.4%	100.0%
Warren County Community Services	100.0%	100.0%	100.0%	100.0%
Wesley Community Services	99.2%	98.5%	98.7%	100.0%

¹Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?				
Historical Average: 93.6%				
½ Historical Standard Deviation: 2.8%				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Central Connections	98.8%	96.6%	93.8%	100.0%
Oxford Senior Citizens, Inc.	95.5%	73.3%	100.0%	100.0%
Partners in Prime	91.0%	84.6%	90.4%	94.3%
Warren County Community Services	89.2%	95.0%	95.8%	81.3%
Wesley Community Services	93.2%	85.1%	91.6%	89.3%

Do your meals help you follow a healthy diet?				
Historical Average: 97.1%				
½ Historical Standard Deviation: 1.8%				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	99.1%	100.0%
Oxford Senior Citizens, Inc.	95.5%	100.0%	100.0%	100.0%
Partners in Prime	97.2%	98.8%	100.0%	100.0%
Warren County Community Services	94.6%	100.0%	100.0%	100.0%
Wesley Community Services	95.5%	97.0%	97.4%	98.2%

Would you recommend [HDM Service Provider] to a family member or friend?				
Historical Average: 97.1%				
½ Historical Standard Deviation: 1.6%				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Central Connections	98.8%	96.6%	95.5%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%
Partners in Prime	96.7%	96.3%	95.5%	98.1%
Warren County Community Services	100.0%	95.0%	100.0%	93.8%
Wesley Community Services	97.7%	94.1%	96.7%	98.2%

¹Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Overall Percentage				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Central Connections	98.5%	99.4%	97.8%	100.0%
Meda-Care Transportation, Inc.	92.9%	87.7%	90.4%	100.0%
Partners in Prime	98.5%	98.0%	100.0%	100.0%
Universal Transportation Systems	96.4%	88.7%	92.5%	97.5%
Warren County Community Services	No Data	100.0%	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	No Data

Can you depend on your transportation service?				
Historical Average: 96.1%				
½ Historical Standard Deviation: 2.3%				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Central Connections	96.7%	100.0%	98.0%	100.0%
Meda-Care Transportation, Inc.	88.5%	76.9%	84.0%	100.0%
Partners in Prime	97.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	93.1%	84.1%	85.7%	100.0%
Warren County Community Services	No Data	100.0%	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	No Data

Do you feel safe and secure during your ride?				
Historical Average: 98.6%				
½ Historical Standard Deviation: 1.4%				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Central Connections	98.3%	100.0%	98.0%	100.0%
Meda-Care Transportation, Inc.	92.6%	100.0%	91.7%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	95.6%	96.4%	100.0%
Warren County Community Services	No Data	100.0%	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	No Data

¹Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get in/out of the vehicle?				
Historical Average: 97.6%	2019	2019	2020	2020
½ Historical Standard Deviation: 2.5%				
Provider Name	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	98.0%	100.0%
Meda-Care Transportation, Inc.	96.3%	84.6%	88.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	98.9%	91.2%	97.6%	95.0%
Warren County Community Services	No Data	100.0%	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	No Data

Do you get as much help as you need to get to the vehicle?				
Historical Average: 97.6%	2019	2019	2020	2020
½ Historical Standard Deviation: 2.2%				
Provider Name	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	98.0%	100.0%
Meda-Care Transportation, Inc.	96.3%	84.6%	92.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	97.7%	89.7%	97.6%	100.0%
Warren County Community Services	No Data	100.0%	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	No Data

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?				
Historical Average: 96.9%	2019	2019	2020	2020
½ Historical Standard Deviation: 2.2%				
Provider Name	Q3	Q4	Q1	Q2
Central Connections	100.0%	98.4%	96.1%	100.0%
Meda-Care Transportation, Inc.	96.3%	92.3%	96.0%	100.0%
Partners in Prime	100.0%	92.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	94.1%	100.0%	100.0%
Warren County Community Services	No Data	100.0%	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	No Data

¹Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?				
Historical Average: 98.6%	2019	2019	2020	2020
½ Historical Standard Deviation: 1.7%				
Provider Name	Q3	Q4	Q1	Q2
Central Connections	100.0%	98.4%	98.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	96.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	98.9%	100.0%	97.6%	100.0%
Warren County Community Services	No Data	100.0%	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	No Data

Does the driver get you to your appointment at the scheduled time?				
Historical Average: 98.0%	2019	2019	2020	2020
½ Historical Standard Deviation: 1.9%				
Provider Name	Q3	Q4	Q1	Q2
Central Connections	98.3%	100.0%	98.0%	100.0%
Meda-Care Transportation, Inc.	92.6%	76.9%	88.0%	100.0%
Partners in Prime	96.9%	100.0%	100.0%	100.0%
Universal Transportation Systems	94.3%	85.5%	92.9%	90.0%
Warren County Community Services	No Data	100.0%	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	No Data

Does the service get you home from your appointment in a reasonable amount of time?				
Historical Average: 93.1%	2019	2019	2020	2020
½ Historical Standard Deviation: 4.5%				
Provider Name	Q3	Q4	Q1	Q2
Central Connections	95.0%	98.4%	98.0%	100.0%
Meda-Care Transportation, Inc.	85.2%	69.2%	80.0%	100.0%
Partners in Prime	93.9%	96.0%	100.0%	100.0%
Universal Transportation Systems	88.6%	70.6%	75.0%	90.0%
Warren County Community Services	No Data	100.0%	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	No Data

¹Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?				
Historical Average: 98.0%	2019	2019	2020	2020
½ Historical Standard Deviation: 1.9%				
Provider Name	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	98.0%	100.0%
Meda-Care Transportation, Inc.	92.6%	100.0%	96.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	96.6%	91.2%	96.4%	100.0%
Warren County Community Services	No Data	100.0%	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	No Data

Would you recommend [Transportation Service Provider] to a family member or friend?				
Historical Average: 96.8%	2019	2019	2020	2020
½ Historical Standard Deviation: 2.4%				
Provider Name	Q3	Q4	Q1	Q2
Central Connections	96.7%	98.4%	98.0%	100.0%
Meda-Care Transportation, Inc.	88.9%	92.3%	92.0%	100.0%
Partners in Prime	97.0%	92.0%	100.0%	100.0%
Universal Transportation Systems	95.5%	85.5%	85.7%	100.0%
Warren County Community Services	No Data	100.0%	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	No Data

¹Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.



Appendix A: Methodology for SASI Analysis

Butler County ESP

Methodology for Calculating Historical Average, ½ Historical Standard Deviation, and Establishing Color Coding Schema

1. SASI counts and Yes/No answers for each SASI question from 24,977 SASIs collected over a two year period from October 1, 2016 through December 31st 2018 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$ was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e. $[(\text{STDDEV})/2]$.
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in **RED**.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in **GREEN**.
7. Color coding was first applied to the Quarter 3, 2019 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

SASI Scores Color Coding Legend

Top Performer	> ½ Historical Standard Deviation Above the Mean
Under Performer	< ½ Historical Standard Deviation Below the Mean
Average Performer	<= ½ Historical Standard Deviation Above and >= ½ Historical Standard Deviation Below the Mean
Insufficient Sample Size	< 7 SASIs contribute to score



Appendix B: Terminated Providers

Butler County ESP

Provider	Service No Longer Delivered	Termination Effective
Active Day of Franklin	Adult Day Service	8/16/2019
Advanced Medical	Home Medical Equipment	4/15/2020
Algo Termite & Pest Control	Pest Control	7/29/2019
Littleton Homecare Supply Inc	Home Medical Equipment	7/13/2020
Nova Home Care	Independent Living Assistance	2/1/2019
Wesley Community Services	Transportation	6/30/2020