COA
Council on Aging

Clinton County

PQR

Provider Quality Report

April 1 – June 30, 2019

Provider Quality Report: Table of Contents

Service Metrics	
Service	Page(s)
Introduction	3
Adult Day Service	4
Consumer Directed Care	5
Electronic Monitoring System	6
Home Delivered Meals	7
Home Medical Equipment	8
Home Modification	9
Homemaking	10
Personal Care	11
Respite	12
Transportation	13

Satisfaction Metrics	
Service	Page(s)
Home Care Assistance	14 - 17
Home Delivered Meals	18 - 19
Medical Transportation	19 - 20

Provider Quality Report: Introduction

Clinton 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.

- Quarters are representative of a calendar year (e.g. Quarter 1 is January through March).

- A satisfaction metric or SASI (Service Adequacy and Satisfaction Instrument) can be found at the end of each report for Homecare Assistance or Personal care and Homemaker, Home Delivered Meals and Transportation.

- Providers do not have an individual page for data. Each provider with data is listed in a grid per service.

Billable Unit Conversions:

The unit of service definitions changed for several services with the implementation of CareDirector. For continuity of 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

Home Medical Equipment:

New contracts went into effect for the HME providers in April, 2019 after a Request for Proposal (RFP) was published. Providers were awarded specific pieces of equipment based on responses given through the RFP process. Current reports for Quarter 2 reflect number of clients, market share, and billable units based on the new contracts as compared to Quarter 1.

Provider Quality Report: Service Metrics

Clinton County ESP

Adult Day Service

Billable Units by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Clinton County Adult Day Center, Inc.	235	381	**616**
Totals	**235**	**381**	**616**

Market Share		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Adult Day Center, Inc.	100.00%	100.00%
Totals	**100%**	**100%**

Total Clients by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Clinton County Adult Day Center, Inc.	9	12	**21**
Totals	**9**	**12**	**21**

Provider Quality Report: Service Metrics

Clinton County ESP

Consumer Directed Care

Billable Units by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Acumen Fiscal Agent	60	29	**89**
Totals	**60**	**29**	**89**

Market Share		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Acumen Fiscal Agent	100.00%	100.00%
Totals	**100%**	**100%**

Total Clients by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Acumen Fiscal Agent	17	18	**35**
Totals	**17**	**18**	**35**

Provider Quality Report: Service Metrics

Clinton County ESP

Electronic Monitoring System

Billable Units by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Guardian Medical Monitoring, Inc.	1,152	902	**2,054**
Totals	**1,152**	**902**	**2,054**

Market Share		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Guardian Medical Monitoring, Inc.	100.00%	100.00%
Totals	**100%**	**100%**

Total Clients by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Guardian Medical Monitoring, Inc.	303	317	**620**
Totals	**303**	**317**	**620**

Provider Quality Report: Service Metrics

Clinton County ESP

Home Delivered Meals

Billable Units by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Clinton County Community Action Program	6,915	7,383	**14,298**
Totals	**6,915**	**7,383**	**14,298**

Market Share		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	100.00%	100.00%
Totals	**100%**	**100%**

Total Clients by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Clinton County Community Action Program	100	111	**211**
Totals	**100**	**111**	**211**

Provider Quality Report: Service Metrics

Clinton County ESP

Home Medical Equipment

Billable Units by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Advanced Medical Equipment, Inc.	1	2	**3**
Bernens Medical	2	5	**7**
Littleton Homecare Supply Inc	16	7	**23**
Mullaney's Pharmacy & Home Health Care	No Data	1	**1**
Totals	**19**	**15**	**34**

Market Share		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Advanced Medical Equipment, Inc.	5.26%	13.33%
Bernens Medical	10.53%	33.33%
Littleton Homecare Supply Inc	84.21%	46.67%
Mullaney's Pharmacy & Home Health Care	No Data	6.67%
Totals	**100%**	**100%**

Total Clients by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Advanced Medical Equipment, Inc.	1	2	**3**
Bernens Medical	2	4	**6**
Littleton Homecare Supply Inc	13	3	**16**
Mullaney's Pharmacy & Home Health Care	No Data	1	**1**
Totals	**16**	**10**	**26**

Provider Quality Report: Service Metrics

Clinton County ESP

Home Modification

Billable Units by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Home First	7	3	**10**
Littleton Homecare Supply Inc	1	No Data	**1**
MedAdapt Ltd.	1	No Data	**1**
People Working Cooperatively, Inc.	1	No Data	**1**
Tri-State Maintenance	No Data	1	**1**
Totals	**10**	**4**	**14**

Market Share		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Home First	70.00%	75.00%
Littleton Homecare Supply Inc	10.00%	No Data
MedAdapt Ltd.	10.00%	No Data
People Working Cooperatively, Inc.	10.00%	No Data
Tri-State Maintenance	No Data	25.00%
Totals	**100%**	**100%**

Total Clients by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Home First	6	3	**9**
Littleton Homecare Supply Inc	1	No Data	**1**
MedAdapt Ltd.	1	No Data	**1**
People Working Cooperatively, Inc.	1	No Data	**1**
Tri-State Maintenance	No Data	1	**1**
Totals	**9**	**4**	**13**

Provider Quality Report: Service Metrics

Clinton County ESP

Homemaking

Billable Units by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Assisted Care by Black Stone	729	678	**1,407**
Clinton County Community Action Program	2,835	2,908	**5,743**
First Community Health Services, LLC	183	235	**418**
Gabriel's Angels Homecare, LLC	514	640	**1,154**
Katy's Home Health Care LLC	No Data	109	**109**
Totals	**4,262**	**4,569**	**8,830**

Market Share		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Assisted Care by Black Stone	17.11%	14.83%
Clinton County Community Action Program	66.53%	63.65%
First Community Health Services, LLC	4.30%	5.14%
Gabriel's Angels Homecare, LLC	12.06%	14.00%
Katy's Home Health Care LLC	No Data	2.37%
Totals	**100%**	**100%**

Total Clients by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Assisted Care by Black Stone	31	30	**61**
Clinton County Community Action Program	161	160	**321**
First Community Health Services, LLC	12	13	**25**
Gabriel's Angels Homecare, LLC	26	27	**53**
Katy's Home Health Care LLC	No Data	11	**11**
Totals	**230**	**241**	**471**

Provider Quality Report: Service Metrics

Clinton County ESP

Personal Care

Billable Units by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Assisted Care by Black Stone	30	377	**407**
First Community Health Services, LLC	50	57	**106**
Katy's Home Health Care LLC	No Data	144	**144**
Totals	**80**	**578**	**657**

Market Share		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Assisted Care by Black Stone	37.74%	65.24%
First Community Health Services, LLC	62.26%	9.83%
Katy's Home Health Care LLC	No Data	24.94%
Totals	**100%**	**100%**

Total Clients by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Assisted Care by Black Stone	7	26	**33**
First Community Health Services, LLC	4	4	**8**
Katy's Home Health Care LLC	No Data	11	**11**
Totals	**11**	**41**	**52**

Provider Quality Report: Service Metrics

Clinton County ESP

Respite

Billable Units by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
First Community Health Services, LLC	3	20	**23**
Katy's Home Health Care LLC	No Data	16	**16**
Totals	**3**	**36**	**39**

Market Share		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
First Community Health Services, LLC	100.00%	54.93%
Katy's Home Health Care LLC	No Data	45.07%
Totals	**100%**	**100%**

Total Clients by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
First Community Health Services, LLC	1	1	**2**
Katy's Home Health Care LLC	No Data	1	**1**
Totals	**1**	**2**	**3**

Provider Quality Report: Service Metrics

Clinton County ESP

Transportation

Billable Units by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Clinton County Community Action Program	16	44	**60**
Totals	**16**	**44**	**60**

Market Share		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	100.00%	100.00%
Totals	**100%**	**100%**

Total Clients by Provider			
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**	**Totals**
Clinton County Community Action Program	9	2	**11**
Totals	**9**	**2**	**11**

Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Home Care Assistance SASI Scores

Overall Percentage		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Assisted Care by Black Stone	95.5%	98.4%
Clinton County Community Action Program	97.1%	99.3%
First Community Health Services, LLC	95.0%	96.0%
Gabriel's Angels Homecare, LLC	95.0%	95.4%
Katy's Home Health Care LLC	No Data	100.0%

Are the people at [provider name] responsive?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Assisted Care by Black Stone	100.0%	94.6%
Clinton County Community Action Program	100.0%	100.0%
First Community Health Services, LLC	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%
Katy's Home Health Care LLC	No Data	100.0%

Do the people at [provider name] let you know about changes to your service?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Assisted Care by Black Stone	83.3%	94.6%
Clinton County Community Action Program	100.0%	100.0%
First Community Health Services, LLC	50.0%	100.0%
Gabriel's Angels Homecare, LLC	75.0%	100.0%
Katy's Home Health Care LLC	No Data	100.0%

Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Home Care Assistance SASI Scores - Continued

Do you have the same aide each time?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Assisted Care by Black Stone	100.0%	100.0%
Clinton County Community Action Program	97.1%	100.0%
First Community Health Services, LLC	100.0%	80.0%
Gabriel's Angels Homecare, LLC	100.0%	84.6%
Katy's Home Health Care LLC	No Data	100.0%

Do you like the way your aide treats you?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Assisted Care by Black Stone	100.0%	100.0%
Clinton County Community Action Program	100.0%	100.0%
First Community Health Services, LLC	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%
Katy's Home Health Care LLC	No Data	100.0%

Do you trust your aide?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Assisted Care by Black Stone	100.0%	100.0%
Clinton County Community Action Program	97.1%	100.0%
First Community Health Services, LLC	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%
Katy's Home Health Care LLC	No Data	100.0%

Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Home Care Assistance SASI Scores - Continued

Does your aide do a good job?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Assisted Care by Black Stone	100.0%	100.0%
Clinton County Community Action Program	94.3%	98.6%
First Community Health Services, LLC	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%
Katy's Home Health Care LLC	No Data	100.0%

Does your aide do the things you ask them to do?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Assisted Care by Black Stone	100.0%	100.0%
Clinton County Community Action Program	97.1%	98.6%
First Community Health Services, LLC	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%
Katy's Home Health Care LLC	No Data	100.0%

If your aide is not available, are you offered another aide?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Assisted Care by Black Stone	100.0%	100.0%
Clinton County Community Action Program	100.0%	100.0%
First Community Health Services, LLC	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%
Katy's Home Health Care LLC	No Data	100.0%

Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Home Care Assistance SASI Scores - Continued

Is your aide dependable?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Assisted Care by Black Stone	100.0%	100.0%
Clinton County Community Action Program	97.1%	100.0%
First Community Health Services, LLC	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	69.2%
Katy's Home Health Care LLC	No Data	100.0%

Would you recommend [provider name] to a family member or friend?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Assisted Care by Black Stone	71.4%	94.6%
Clinton County Community Action Program	88.6%	95.7%
First Community Health Services, LLC	100.0%	80.0%
Gabriel's Angels Homecare, LLC	75.0%	100.0%
Katy's Home Health Care LLC	No Data	100.0%

Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Home Delivered Meals SASI Scores

Overall Percentage		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	96.9%	97.8%

Are the people at [provider name] responsive?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	100.0%	100.0%

Are your meals good?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	91.7%	96.4%

Can you depend on your meals driver?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	100.0%	100.0%

Do the people at [provider name] let you know about changes to your service?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	95.7%	100.0%

Do you eat your home-delivered meals?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	100.0%	96.4%

Do you have a good choice of meals?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	95.8%	92.9%

Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Home Delivered Meals SASI Scores - Continued

Do your meals help you follow a healthy diet?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	100.0%	100.0%

Would you recommend [provider name] to a family member or friend?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	91.7%	96.4%

Medical Transportation SASI Scores

Overall Percentage		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	No Data	100.0%

Can you depend on your transportation service?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	No Data	100.0%

Do you feel safe and secure during your ride?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	No Data	100.0%

Do you get as much help as you need to get in/out of the vehicle?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	No Data	100.0%

Do you get as much help as you need to get to the vehicle?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	No Data	100.0%

Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Medical Transportation SASI Scores - Continued

Do you like the way the scheduling staff at [provider name] treat you?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	No Data	100.0%

Do you like the way your driver treats you?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	No Data	100.0%

Does the driver get you to your appointment at the scheduled time?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	No Data	100.0%

Does the service get you home from your appointment in a reasonable amount of time?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	No Data	100.0%

Is the ride a pleasant experience?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	No Data	100.0%

Would you recommend [provider name] to a family member or friend?		
Provider Name	**2019, Quarter 1**	**2019, Quarter 2**
Clinton County Community Action Program	No Data	100.0%