



Butler County



Provider Quality Report

Quarter 3, 2022



Provider Quality Report: Table of Contents

Service Metrics	
Service	Page
Introduction	3
Provider Activity	4
Adult Day Service	5
Electronic Monitoring System	6
Consumer Directed Care	7
Home Care Assistance	8
Home Delivered Meals	9
Home Medical Equipment	10
Home Modification	11
Independent Living Assistance	12
Major Housecleaning	13
Pest Control	14
Transportation	15

Satisfaction Metrics	
Service	Page(s)
SASI Counts	16
Home Care Assistance	17 - 20
Home Delivered Meals	21 - 23
Medical Transportation	24 - 27

Appendix A: Methodology for SASI Analysis	28
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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.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is Jan-March).
- As of Q3 2021 Cincinnati Area Senior Services(CASS) data will be included with Meals on Wheels of SW Ohio and Northern Kentucky due to a partnership merger.
- As of Q1 2022 Appendix B has been changed from "Providers Terminated" to "Provider Activity" listing all status changes made during the periods of review in this report. All Providers who recently had a change in status to one of the following: Terminated, Newly added, or placed 'On Hold' can be found here.
- As of Q2 2022, the Service Metrics page order has been rearranged to have Consumer Directed Care be followed by Home Care Assistance providers.

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
Homemaking	1 unit is equal to 15 minutes	1 unit = 1 hour
Personal Care	1 unit is equal to 15 minutes	1 unit = 1 hour
Respite	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. As per executive order from the Governor of Ohio, all Adult Day Care Centers were authorized for reopening in October 2020.

Provider Quality Report: Provider Activity

Butler County ESP

Terminated Providers	Service No Longer Delivered	Termination Effective
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
Helping Hands Private Duty Homecare	Home Care Assistance	9/27/2022

New Providers	Service Delivered	Effective
Palco, Inc.	Consumer Directed Care	1/10/2022
A Best Home Care	Home Care Assistance	5/1/2021
Always There Healthcare	Home Care Assistance	5/17/2021
Comfort and Care Home Health Agency, Inc.	Home Care Assistance	5/17/2021
LCD Home Health Agency	Home Care Assistance	5/17/2021
Quality Care	Home Care Assistance	5/1/2021
Senior Helpers (legal name SH of Southern Ohio)	Home Care Assistance	5/3/2021
Oxford Senior Citizens, Inc.	Independent Living Assistance	8/1/2022
Warming Hearts Homecare LLC	Independent Living Assistance	6/1/2022
Kemper Shuttle Services	Transportation	10/1/2021
Transport-U Transportation	Transportation	10/1/2021
Valley Transport LLC	Transportation	10/1/2021

Providers On Hold	Service On Hold	Effective
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Provider Quality Report: Service Metrics

Butler County ESP

Adult Day Service

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Oxford Senior Citizens, Inc.	0	52	100	124	78	66	60	128	608
Total Billable Units	0	52	100	124	78	66	60	128	608

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Oxford Senior Citizens, Inc.	0	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	0	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Oxford Senior Citizens, Inc.	0	4	5	4	3	3	3	8	4
Total Distinct Clients Served	0	4	5	4	3	3	3	8	4

Provider Quality Report: Service Metrics

Butler County ESP

Electronic Monitoring System

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Guardian Medical Monitoring, Inc.	6,872	6,968	6,981	7,215	6,936	7,022	6,871	6,900	55,764
Total Billable Units	6,872	6,968	6,981	7,215	6,936	7,022	6,871	6,900	55,764

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,191	2,193	2,196	2,231	2,205	2,132	2,093	2,033	2,159
Total Distinct Clients Served	2,191	2,193	2,196	2,231	2,205	2,132	2,093	2,033	2,159

Provider Quality Report: Service Metrics

Butler County ESP

Consumer Directed Care

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
Acumen Fiscal Agent	8,002	8,261	9,589	10,719	12,381	12,173	11,070	0	72,194
Palco, Inc.	0	0	0	0	0	0	0	11,746	11,746
Total Billable Units	8,002	8,261	9,589	10,719	12,381	12,173	11,070	11,746	83,940

Market Share								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0
Palco, Inc.	0	0	0	0	0	0	0	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
Acumen Fiscal Agent	111	115	131	144	150	144	148	0	135
Palco, Inc.	0	0	0	0	0	0	0	124	124
Total Distinct Clients Served	111	115	131	144	150	144	148	124	133

Home Care Assistance

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
A Best Home Care, Inc.	0	0	0	0	0	4	43	41	87
A Miracle Home Care	7,329	7,508	8,662	8,631	9,001	8,923	9,206	9,428	68,687
Always There Healthcare LLC	0	0	0	20	23	29	81	58	210
Assisted Care by Black Stone of CIN	2,654	2,632	2,440	1,558	2,556	1,704	1,602	1,508	16,653
Comfort and Care Home Health Agency, Inc.	0	0	228	715	337	266	328	177	2,049
Helping Hands Private Duty Homecare	8,982	8,802	8,503	7,294	5,900	4,229	4,039	1,114	48,863
Interim HomeStyles of Greater Cincinnati, Inc.	5,686	5,471	5,689	4,837	3,918	4,007	3,335	3,262	36,204
Nova Home Care	265	295	360	717	810	585	771	613	4,414
Prime Home Care, LLC	366	294	360	292	315	197	171	219	2,212
Quality Care	0	0	398	802	419	186	191	176	2,170
SH of Southern Ohio LLC	0	0	0	113	580	913	1,406	2,408	5,419
Superior Home Care, Inc.	0	0	0	0	0	0	0	38	38
Total Billable Units	25,281	25,001	26,639	24,977	23,859	21,041	21,172	19,038	187,006

Market Share								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	0	0	0	0	0	0.02%	0.20%	0.21%
A Miracle Home Care	28.99%	30.03%	32.52%	34.55%	37.73%	42.41%	43.48%	49.52%
Always There Healthcare LLC	0	0	0	0.08%	0.10%	0.14%	0.38%	0.30%
Assisted Care by Black Stone of CIN	10.50%	10.53%	9.16%	6.24%	10.71%	8.10%	7.57%	7.92%
Comfort and Care Home Health Agency, Inc.	0	0	0.85%	2.86%	1.41%	1.26%	1.55%	0.93%
Helping Hands Private Duty Homecare	35.53%	35.21%	31.92%	29.20%	24.73%	20.10%	19.08%	5.85%
Interim HomeStyles of Greater Cincinnati, Inc.	22.49%	21.88%	21.36%	19.36%	16.42%	19.04%	15.75%	17.13%
Nova Home Care	1.05%	1.18%	1.35%	2.87%	3.39%	2.78%	3.64%	3.22%
Prime Home Care, LLC	1.45%	1.17%	1.35%	1.17%	1.32%	0.93%	0.81%	1.15%
Quality Care	0	0	1.49%	3.21%	1.75%	0.88%	0.90%	0.92%
SH of Southern Ohio LLC	0	0	0	0.45%	2.43%	4.34%	6.64%	12.65%
Superior Home Care, Inc.	0	0	0	0	0	0	0	0.20%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
A Best Home Care, Inc.	0	0	0	0	0	1	1	1	1
A Miracle Home Care	238	235	280	300	306	301	289	311	283
Always There Healthcare LLC	0	0	0	1	2	3	4	3	3
Assisted Care by Black Stone of CIN	98	95	89	73	72	53	47	44	71
Comfort and Care Home Health Agency, Inc.	0	0	37	47	31	26	21	16	30
Helping Hands Private Duty Homecare	392	373	335	301	255	221	168	151	275
Interim HomeStyles of Greater Cincinnati, Inc.	229	201	199	174	140	143	128	116	166
Nova Home Care	5	7	10	33	43	34	32	26	24
Prime Home Care, LLC	10	9	13	14	10	7	8	8	10
Quality Care	0	0	45	51	38	22	19	11	31
SH of Southern Ohio LLC	0	0	0	14	20	53	71	149	61
Superior Home Care, Inc.	0	0	0	0	0	0	0	4	4
Total Distinct Clients Served	972	920	1,008	1,008	917	864	788	840	99

Provider Quality Report: Service Metrics

Butler County ESP

Home Delivered Meals

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
Central Connections	27,635	26,679	29,464	32,810	30,251	30,024	29,599	30,892	237,354
Meals on Wheels of SW Ohio and Northern Kentucky	23,031	19,767	20,778	18,839	19,426	17,538	18,335	16,477	154,191
Oxford Senior Citizens, Inc.	3,140	3,119	3,242	3,019	3,055	3,180	3,230	3,044	25,029
Partners in Prime	33,518	33,882	31,651	30,702	30,149	26,736	26,394	27,288	240,320
Warren County Community Service	15,830	15,337	15,291	14,629	15,498	16,170	18,759	19,093	130,607
Total Billable Units	103,154	98,784	100,426	99,999	98,379	93,648	96,317	96,794	787,501

Market Share								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	26.79%	27.01%	29.34%	32.81%	30.75%	32.06%	30.73%	31.92%
Meals on Wheels of SW Ohio and Northern Kentucky	22.33%	20.01%	20.69%	18.84%	19.75%	18.73%	19.04%	17.02%
Oxford Senior Citizens, Inc.	3.04%	3.16%	3.23%	3.02%	3.11%	3.40%	3.35%	3.14%
Partners in Prime	32.49%	34.30%	31.52%	30.70%	30.65%	28.55%	27.40%	28.19%
Warren County Community Service	15.35%	15.53%	15.23%	14.63%	15.75%	17.27%	19.48%	19.73%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
Central Connections	415	428	457	501	465	459	470	517	464
Meals on Wheels of SW Ohio and Northern Kentucky	327	340	341	322	311	297	296	275	314
Oxford Senior Citizens, Inc.	59	61	61	51	55	57	56	51	56
Partners in Prime	546	550	521	486	455	418	404	427	476
Warren County Community Service	245	238	226	228	250	286	312	314	262
Total Distinct Clients Served	1,592	1,617	1,606	1,588	1,536	1,517	1,538	1,584	314

Provider Quality Report: Service Metrics

Butler County ESP

Home Medical Equipment

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
American Ramp Systems	33	33	32	50	52	46	48	41	335
Bernens Medical	109	116	110	129	111	119	110	142	946
Home First	3	0	3	0	3	2	2	1	14
Mullaney's Pharmacy & Home Health Care	33	32	52	41	29	36	42	46	311
Stateline Medical Equipment	5	6	3	15	13	6	7	17	72
Total Billable Units	183	187	200	235	208	209	209	247	1,678

Market Share								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
American Ramp Systems	18.03%	17.65%	16.00%	21.28%	25.00%	22.01%	22.97%	16.60%
Bernens Medical	59.56%	62.03%	55.00%	54.89%	53.37%	56.94%	52.63%	57.49%
Home First	1.64%	0	1.50%	0	1.44%	0.96%	0.96%	0.40%
Mullaney's Pharmacy & Home Health Care	18.03%	17.11%	26.00%	17.45%	13.94%	17.22%	20.10%	18.62%
Stateline Medical Equipment	2.73%	3.21%	1.50%	6.38%	6.25%	2.87%	3.35%	6.88%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
American Ramp Systems	12	13	14	19	18	18	20	17	16
Bernens Medical	84	81	75	97	76	77	76	101	83
Home First	3	0	3	0	3	2	2	1	2
Mullaney's Pharmacy & Home Health Care	25	28	40	32	22	29	34	32	30
Stateline Medical Equipment	5	6	3	14	5	6	7	17	8
Total Distinct Clients Served	129	128	135	162	124	132	139	168	29

Provider Quality Report: Service Metrics

Butler County ESP

Home Modification

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	1	4	3	5	2	4	3	3	25
Home First	13	7	21	22	25	9	9	3	109
MedAdapt Ltd.	28	12	23	22	11	17	15	22	150
People Working Cooperatively, Inc.	2	6	0	0	1	2	2	0	13
Stateline Medical Equipment	13	10	11	21	27	19	17	33	151
Tri-State Maintenance	17	17	25	19	19	18	15	25	155
Total Billable Units	74	56	83	89	85	69	61	86	603

Market Share									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	
Custom Home Elevator & Lift Co. Inc.	1.35%	7.14%	3.61%	5.62%	2.35%	5.80%	4.92%	3.49%	
Home First	17.57%	12.50%	25.30%	24.72%	29.41%	13.04%	14.75%	3.49%	
MedAdapt Ltd.	37.84%	21.43%	27.71%	24.72%	12.94%	24.64%	24.59%	25.58%	
People Working Cooperatively, Inc.	2.70%	10.71%	0	0	1.18%	2.90%	3.28%	0	
Stateline Medical Equipment	17.57%	17.86%	13.25%	23.60%	31.76%	27.54%	27.87%	38.37%	
Tri-State Maintenance	22.97%	30.36%	30.12%	21.35%	22.35%	26.09%	24.59%	29.07%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	1	4	3	4	2	4	3	3	3
Home First	12	7	20	21	21	9	9	3	13
MedAdapt Ltd.	27	12	22	20	10	16	14	21	18
People Working Cooperatively, Inc.	2	6	0	0	1	2	2	0	3
Stateline Medical Equipment	13	10	11	21	27	18	17	32	19
Tri-State Maintenance	15	16	24	19	17	15	15	24	18
Total Distinct Clients Served	70	55	80	85	78	64	60	83	13

Provider Quality Report: Service Metrics

Butler County ESP

Independent Living Assistance

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
Central Connections	101	106	107	91	101	81	159	115	860
Oxford Senior Citizens, Inc.	0	0	0	0	0	0	0	2	2
Partners in Prime	1,160	1,210	1,273	1,269	1,155	1,034	990	982	9,073
Total Billable Units	1,261	1,315	1,380	1,360	1,256	1,115	1,149	1,099	9,934

Market Share								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	8.01%	8.02%	7.72%	6.69%	8.02%	7.25%	13.82%	10.48%
Oxford Senior Citizens, Inc.	0	0	0	0	0	0	0	0.16%
Partners in Prime	91.99%	91.98%	92.28%	93.31%	91.98%	92.75%	86.18%	89.36%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
Central Connections	34	35	41	39	40	39	62	66	45
Oxford Senior Citizens, Inc.	0	0	0	0	0	0	0	1	1
Partners in Prime	275	271	267	261	250	219	216	214	247
Total Distinct Clients Served	309	306	308	300	290	258	278	281	137

Provider Quality Report: Service Metrics

Butler County ESP

Major Housecleaning

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Home First	3	2	9	2	1	2	7	6	32
Total Billable Units	3	2	9	2	1	2	7	6	32

Market Share									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Home First	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Home First	3	2	9	2	1	2	7	6	4
Total Distinct Clients Served	3	2	9	2	1	2	7	6	4

Provider Quality Report: Service Metrics

Butler County ESP

Pest Control

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
All Gone Termite & Pest Control, Inc.	25	1	23	34	36	22	32	20	193
Milt's Termite & Pest Control	4	2	2	8	17	17	20	25	95
Total Billable Units	29	3	25	42	53	39	52	45	288

Market Share								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
All Gone Termite & Pest Control, Inc.	86.21%	33.33%	92.00%	80.95%	67.92%	56.41%	61.54%	44.44%
Milt's Termite & Pest Control	13.79%	66.67%	8.00%	19.05%	32.08%	43.59%	38.46%	55.56%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	14	1	12	16	15	11	14	11	12
Milt's Termite & Pest Control	2	1	1	5	8	8	12	11	6
Total Distinct Clients Served	16	2	13	21	23	19	26	22	9

Provider Quality Report: Service Metrics

Butler County ESP

Transportation

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
Central Connections	935	1,059	1,189	1,140	897	986	914	986	8,106
Kemper Shuttle Services	0	0	0	0	191	197	120	109	617
Meda-Care Transportation, Inc.	589	459	594	630	353	330	294	313	3,562
Oxford Senior Citizens, Inc.	0	0	0	0	0	0	6	3	9
Partners in Prime	460	498	426	382	310	266	344	452	3,138
Transport-U Transportation, LLC	0	0	0	0	42	80	130	168	420
Universal Transportation Systems	606	1,014	699	631	504	275	551	308	4,588
Valley Transport LLC	0	0	0	0	129	169	201	255	754
Warren County Community Service	22	2	44	12	53	57	74	102	366
Total Billable Units	2,612	3,032	2,952	2,795	2,479	2,360	2,634	2,696	21,560

Market Share									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	
Central Connections	35.80%	34.93%	40.28%	40.79%	36.18%	41.78%	34.70%	36.57%	
Kemper Shuttle Services	0	0	0	0	7.70%	8.35%	4.56%	4.04%	
Meda-Care Transportation, Inc.	22.55%	15.14%	20.12%	22.54%	14.24%	13.98%	11.16%	11.61%	
Oxford Senior Citizens, Inc.	0	0	0	0	0	0	0.23%	0.11%	
Partners in Prime	17.61%	16.42%	14.43%	13.67%	12.51%	11.27%	13.06%	16.77%	
Transport-U Transportation, LLC	0	0	0	0	1.69%	3.39%	4.94%	6.23%	
Universal Transportation Systems	23.20%	33.44%	23.68%	22.58%	20.33%	11.65%	20.92%	11.42%	
Valley Transport LLC	0	0	0	0	5.20%	7.16%	7.63%	9.46%	
Warren County Community Service	0.84%	0.07%	1.49%	0.43%	2.14%	2.42%	2.81%	3.78%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
Central Connections	108	108	121	117	107	109	98	106	109
Kemper Shuttle Services	0	0	0	0	11	6	11	7	9
Meda-Care Transportation, Inc.	43	46	62	60	45	39	42	41	47
Oxford Senior Citizens, Inc.	0	0	0	0	0	0	1	2	2
Partners in Prime	59	63	56	50	38	31	33	46	47
Transport-U Transportation, LLC	0	0	0	0	12	9	14	17	13
Universal Transportation Systems	68	82	79	74	60	45	48	44	63
Valley Transport LLC	0	0	0	0	24	22	19	26	23
Warren County Community Service	4	1	5	3	7	10	13	13	7
Total Distinct Clients Served	282	300	323	304	304	271	279	302	44

Provider Quality Report: Satisfaction Metrics

Butler County ESP

Butler County ESP SASI Counts

Home Care Assistance								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	0	0	0	0	0	1	0	1
A Miracle Home Care	74	95	75	100	96	108	103	100
Always There Healthcare LLC	0	0	0	0	1	0	3	1
Assisted Care by Black Stone of CIN	36	42	29	46	22	29	21	20
Comfort and Care Home Health Agency, Inc.	0	0	0	4	10	12	9	9
Helping Hands Private Duty Homecare	123	127	112	105	88	86	53	23
Interim HomeStyles of Greater Cincinnati, Inc.	80	93	62	69	63	54	49	39
Nova Home Care	2	3	3	5	12	11	6	12
Prime Home Care, LLC	2	5	2	4	6	1	2	1
Quality Care	0	0	0	12	10	8	5	6
SH of Southern Ohio LLC	0	0	0	0	4	13	15	34
Superior Home Care, Inc.	0	0	0	0	0	0	0	1

Home Delivered Meals								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	91	142	109	146	142	158	131	151
Meals on Wheels of SW Ohio and Northern Kentucky	121	113	93	122	93	104	91	87
Oxford Senior Citizens, Inc.	16	14	13	17	10	23	10	18
Partners in Prime	149	186	177	142	163	150	149	137
Warren County Community Service	64	84	81	62	85	71	90	95

Medical Transportation								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	41	51	47	48	54	66	57	53
Kemper Shuttle Services	0	0	0	0	0	5	6	7
Meda-Care Transportation, Inc.	23	20	21	28	27	24	25	18
Oxford Senior Citizens, Inc.	0	0	0	0	0	0	0	1
Partners in Prime	25	39	24	35	24	28	19	23
Transport-U Transportation, LLC	0	0	0	0	0	5	4	6
Universal Transportation Systems	47	43	34	45	48	40	24	30
Valley Transport LLC	0	0	0	0	0	7	10	5
Warren County Community Service	3	2	1	4	6	5	2	4

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Overall Percentage

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	92.9%	86.1%	89.8%	84.6%	90.0%	91.1%	91.7%	92.3%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	60.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	94.5%	95.8%	90.0%	91.0%	83.4%	95.4%	97.8%	99.4%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	97.5%	89.0%	80.0%	69.6%	52.5%
Helping Hands Private Duty Homecare	90.8%	91.8%	93.2%	92.7%	91.6%	91.9%	93.1%	77.1%
Interim HomeStyles of Greater Cincinnati, Inc.	96.3%	97.3%	98.8%	95.4%	94.8%	96.5%	95.1%	93.0%
Nova Home Care	95.0%	100.0%	96.7%	93.0%	87.3%	94.3%	91.7%	75.8%
Prime Home Care, LLC	100.0%	95.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%
Quality Care	No Data	No Data	No Data	85.5%	80.3%	80.9%	87.5%	61.2%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	97.5%	93.4%	85.9%	88.7%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Are the people at [HCA Service Provider] responsive?

Historical Average: 90.2%

½ Historical Standard Deviation: 5.4%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	88.5%	77.8%	89.2%	79.8%	91.5%	89.4%	88.6%	89.8%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	96.8%	94.4%	91.7%	84.6%	83.3%	92.3%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	100.0%	100.0%	75.0%	77.8%	66.7%
Helping Hands Private Duty Homecare	90.3%	93.3%	94.7%	92.9%	94.3%	93.1%	97.9%	73.7%
Interim HomeStyles of Greater Cincinnati, Inc.	98.5%	100.0%	98.2%	98.4%	100.0%	97.8%	92.9%	94.3%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	83.3%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	No Data	No Data	No Data	90.9%	87.5%	85.7%	100.0%	80.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	90.9%	81.8%	84.6%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	87.7%	76.1%	85.9%	81.1%	89.9%	90.9%	89.0%	87.5%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	91.7%	88.5%	84.6%	77.8%	88.9%	94.4%	94.1%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	75.0%	100.0%	66.7%	62.5%	66.7%
Helping Hands Private Duty Homecare	85.3%	86.8%	91.3%	91.9%	93.6%	91.0%	96.1%	80.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.6%	97.6%	98.2%	95.3%	96.6%	95.9%	95.5%	91.4%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	83.3%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	No Data	No Data	No Data	100.0%	100.0%	85.7%	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	91.7%	84.6%	78.6%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	87.8%	80.0%	77.3%	69.1%	77.4%	82.1%	82.2%	87.0%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	91.7%	92.9%	85.7%	91.3%	72.7%	96.6%	95.2%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	100.0%	70.0%	58.3%	66.7%	0.0%
Helping Hands Private Duty Homecare	71.5%	72.2%	78.6%	67.3%	65.9%	75.6%	69.8%	56.5%
Interim HomeStyles of Greater Cincinnati, Inc.	83.3%	88.0%	93.5%	85.3%	90.5%	90.6%	87.5%	84.6%
Nova Home Care	50.0%	100.0%	66.7%	50.0%	83.3%	72.7%	66.7%	75.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	No Data	No Data	No Data	50.0%	50.0%	37.5%	75.0%	16.7%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	75.0%	83.3%	93.3%	78.8%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	97.3%	96.8%	94.7%	95.9%	96.9%	97.1%	97.1%	97.0%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	94.4%	100.0%	96.6%	100.0%	95.2%	96.6%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	100.0%	100.0%	91.7%	88.9%	77.8%
Helping Hands Private Duty Homecare	99.2%	99.2%	97.3%	99.0%	100.0%	98.8%	98.1%	95.7%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	98.9%	100.0%	100.0%	96.8%	98.1%	100.0%	97.4%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	75.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	75.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	93.3%	97.1%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	94.6%	92.6%	93.2%	90.7%	95.8%	94.2%	96.0%	96.0%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	94.4%	100.0%	89.7%	100.0%	95.2%	96.6%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	100.0%	100.0%	91.7%	77.8%	66.7%
Helping Hands Private Duty Homecare	96.7%	96.9%	96.4%	98.1%	93.2%	96.5%	94.3%	87.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	98.9%	100.0%	98.6%	96.8%	96.3%	100.0%	97.4%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	75.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	75.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	91.7%	93.3%	97.1%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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%

½ Historical Standard Deviation: 3.5%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	97.3%	93.7%	96.0%	87.8%	95.8%	93.3%	95.0%	96.0%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	0.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	94.4%	100.0%	93.1%	95.7%	90.5%	96.6%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	100.0%	90.0%	91.7%	77.8%	66.7%
Helping Hands Private Duty Homecare	95.9%	95.3%	97.3%	97.1%	93.1%	97.7%	98.1%	78.3%
Interim HomeStyles of Greater Cincinnati, Inc.	97.5%	98.9%	100.0%	100.0%	96.8%	98.1%	95.9%	94.9%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	66.7%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	No Data	No Data	No Data	83.3%	90.0%	100.0%	50.0%	60.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	92.3%	86.7%	94.1%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Does your aide do the things you ask them to do?

Historical Average: 95.7%

½ Historical Standard Deviation: 3.0%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	97.3%	93.7%	96.0%	92.9%	95.8%	96.2%	95.1%	96.0%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	94.4%	100.0%	93.1%	97.8%	90.5%	96.6%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	100.0%	90.0%	91.7%	77.8%	66.7%
Helping Hands Private Duty Homecare	99.2%	97.6%	94.6%	97.1%	94.3%	95.3%	100.0%	91.3%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	98.9%	100.0%	100.0%	95.2%	96.2%	100.0%	97.4%
Nova Home Care	100.0%	100.0%	100.0%	80.0%	91.7%	100.0%	100.0%	75.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	No Data	No Data	No Data	91.7%	90.0%	100.0%	75.0%	75.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	86.7%	94.1%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

If your aide is not available, are you offered another aide?

Historical Average: 90.3%

½ Historical Standard Deviation: 6.0%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	93.8%	85.0%	87.5%	83.9%	84.9%	89.7%	91.3%	90.7%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	0.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	90.3%	90.6%	79.2%	75.8%	75.0%	100.0%	88.2%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	100.0%	70.0%	66.7%	33.3%	25.0%
Helping Hands Private Duty Homecare	92.3%	91.7%	95.0%	97.8%	96.2%	90.0%	95.3%	65.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.7%	96.1%	98.0%	89.7%	86.5%	95.6%	87.8%	82.4%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	83.3%	88.9%	83.3%	83.3%
Prime Home Care, LLC	100.0%	50.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%
Quality Care	No Data	No Data	No Data	81.8%	55.6%	50.0%	75.0%	40.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	72.7%	83.3%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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%

1/2 Historical Standard Deviation: 6.4%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	94.5%	87.4%	86.5%	83.7%	84.4%	87.0%	91.2%	89.0%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	0.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	94.4%	95.2%	89.7%	89.1%	77.3%	96.6%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	100.0%	80.0%	83.3%	77.8%	55.6%
Helping Hands Private Duty Homecare	87.7%	89.8%	92.9%	90.5%	90.9%	88.4%	86.8%	78.3%
Interim HomeStyles of Greater Cincinnati, Inc.	92.5%	96.7%	100.0%	91.3%	93.7%	98.1%	95.9%	94.9%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	83.3%	75.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	No Data	No Data	No Data	66.7%	60.0%	62.5%	100.0%	50.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	91.7%	86.7%	91.2%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Would you recommend [HCA Service Provider] to a family member or friend?

Historical Average: 88.0%

1/2 Historical Standard Deviation: 6.6%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	90.5%	77.9%	92.0%	80.8%	88.2%	91.6%	91.1%	93.9%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	0.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	94.4%	92.9%	93.1%	91.3%	76.2%	93.1%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	100.0%	90.0%	83.3%	55.6%	33.3%
Helping Hands Private Duty Homecare	90.2%	95.2%	93.8%	95.1%	94.3%	93.0%	94.3%	65.2%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	98.9%	100.0%	95.7%	95.2%	98.1%	95.9%	94.9%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	91.7%	81.8%	83.3%	66.7%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	No Data	No Data	No Data	90.9%	70.0%	87.5%	100.0%	40.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	92.3%	80.0%	88.2%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

¹Appendix A describes the methodology used to calculate historical average, 1/2 historical standard deviation, and identifies the color coding schema.

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

Overall Percentage

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	98.5%	97.3%	95.7%	97.8%	96.3%	97.5%	97.7%	98.4%
Meals on Wheels of SW Ohio and Northern Kentucky	96.4%	98.1%	96.8%	97.7%	95.4%	97.0%	98.1%	97.7%
Oxford Senior Citizens, Inc.	98.4%	98.2%	95.9%	98.5%	96.3%	95.7%	89.9%	92.8%
Partners in Prime	96.8%	97.0%	96.7%	97.9%	98.5%	98.8%	98.4%	95.5%
Warren County Community Service	98.0%	99.2%	96.5%	99.2%	98.5%	98.4%	98.3%	99.3%

Are the people at [HDM Service Provider] responsive?

Historical Average: 98.5%

½ Historical Standard Deviation: 1.4%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	95.7%	96.6%	99.1%	99.1%	98.4%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.1%	100.0%	100.0%	98.1%	100.0%	96.6%	98.7%	97.2%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%
Partners in Prime	99.2%	98.1%	100.0%	100.0%	99.2%	100.0%	100.0%	99.1%
Warren County Community Service	98.0%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%

Are your meals good?

Historical Average: 94.6%

½ Historical Standard Deviation: 2.1%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	94.4%	95.7%	90.8%	95.2%	91.5%	94.9%	93.9%	97.3%
Meals on Wheels of SW Ohio and Northern Kentucky	95.8%	99.1%	91.4%	96.7%	92.4%	95.1%	95.6%	97.7%
Oxford Senior Citizens, Inc.	93.8%	100.0%	92.3%	100.0%	100.0%	91.3%	90.0%	88.9%
Partners in Prime	92.6%	95.2%	92.0%	96.5%	96.9%	96.7%	95.3%	91.2%
Warren County Community Service	95.2%	98.8%	92.5%	98.4%	96.5%	97.2%	94.4%	98.9%

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%

½ Historical Standard Deviation: 0.6%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	100.0%	98.2%	99.3%	100.0%	99.4%	99.2%	99.3%
Meals on Wheels of SW Ohio and Northern Kentucky	98.3%	100.0%	98.9%	99.2%	98.9%	100.0%	100.0%	98.9%
Oxford Senior Citizens, Inc.	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	99.5%	100.0%	98.6%	99.4%	99.3%	100.0%	99.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?

Historical Average: 97.9%

½ Historical Standard Deviation: 1.6%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	97.4%	98.9%	99.2%	98.4%	99.2%	97.5%	95.2%
Meals on Wheels of SW Ohio and Northern Kentucky	96.2%	100.0%	100.0%	100.0%	95.2%	96.9%	97.4%	97.3%
Oxford Senior Citizens, Inc.	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	98.8%	99.3%	99.1%	100.0%	99.3%	100.0%	94.4%
Warren County Community Service	100.0%	97.2%	96.9%	100.0%	98.6%	98.4%	98.7%	100.0%

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	99.3%	99.1%	98.6%	98.6%	98.1%	98.5%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.3%	98.2%	97.8%	100.0%	96.8%	100.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	90.0%	94.4%
Partners in Prime	98.0%	98.4%	98.3%	99.3%	99.4%	99.3%	99.3%	96.4%
Warren County Community Service	98.4%	100.0%	98.8%	100.0%	98.8%	100.0%	98.9%	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%

Provider Name	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	95.6%	95.1%	88.1%	95.9%	90.8%	94.9%	94.6%	98.7%
Meals on Wheels of SW Ohio and Northern Kentucky	89.3%	91.2%	90.3%	92.6%	84.9%	90.3%	93.3%	95.4%
Oxford Senior Citizens, Inc.	100.0%	85.7%	91.7%	94.1%	70.0%	91.3%	80.0%	70.6%
Partners in Prime	88.6%	90.3%	89.3%	92.1%	94.4%	96.6%	94.6%	92.7%
Warren County Community Service	95.3%	98.8%	92.6%	98.4%	96.5%	95.8%	96.6%	96.8%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

Provider Name	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	98.9%	98.6%	98.2%	97.9%	96.5%	98.7%	99.2%	98.7%
Meals on Wheels of SW Ohio and Northern Kentucky	98.3%	97.3%	98.9%	96.7%	96.7%	99.0%	100.0%	98.9%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	91.3%	90.0%	94.4%
Partners in Prime	98.0%	97.3%	97.7%	98.6%	99.4%	100.0%	99.3%	95.6%
Warren County Community Service	98.4%	98.8%	95.1%	96.8%	98.8%	97.2%	97.8%	100.0%

Would you recommend [HDM Service Provider] to a family member or friend?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

Provider Name	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	98.9%	96.5%	95.4%	97.3%	95.7%	96.8%	98.5%	98.0%
Meals on Wheels of SW Ohio and Northern Kentucky	96.7%	99.1%	96.7%	98.3%	97.8%	98.0%	100.0%	96.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	91.3%	80.0%	94.1%
Partners in Prime	98.0%	98.4%	97.1%	98.6%	99.4%	99.3%	98.7%	94.9%
Warren County Community Service	98.4%	100.0%	97.5%	100.0%	98.8%	98.6%	100.0%	98.9%

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								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	98.8%	99.4%	99.7%	100.0%	99.4%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	96.0%	100.0%	98.6%
Meda-Care Transportation, Inc.	97.0%	90.0%	85.2%	86.8%	94.3%	91.7%	87.7%	91.1%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Partners in Prime	99.6%	99.0%	100.0%	99.1%	98.3%	97.9%	100.0%	99.6%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	98.0%	100.0%	93.0%
Universal Transportation Systems	95.5%	90.5%	92.6%	84.4%	89.3%	93.5%	90.0%	90.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	94.0%	88.0%
Warren County Community Service	100.0%	100.0%	100.0%	97.5%	90.0%	98.0%	100.0%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%	100.0%	98.1%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	85.7%
Meda-Care Transportation, Inc.	95.7%	85.0%	81.0%	82.1%	88.5%	91.7%	84.0%	88.9%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Partners in Prime	96.0%	94.9%	100.0%	97.1%	87.5%	85.7%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	83.3%
Universal Transportation Systems	91.5%	81.4%	88.2%	71.1%	80.9%	90.0%	91.3%	80.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	90.0%	80.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	97.9%	98.1%	98.5%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	95.0%	95.2%	89.3%	96.2%	91.7%	91.3%	94.4%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	97.7%	100.0%	91.1%	93.8%	95.0%	91.3%	96.6%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	90.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	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

Medical Transportation SASI Scores

Do you get as much help as you need to get in/out of the vehicle?

Historical Average: 97.6%

½ Historical Standard Deviation: 2.5%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	95.0%	90.5%	89.3%	100.0%	95.8%	91.7%	94.4%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Universal Transportation Systems	97.9%	88.4%	91.2%	93.3%	93.6%	97.5%	87.0%	93.3%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you get as much help as you need to get to the vehicle?

Historical Average: 97.6%

½ Historical Standard Deviation: 2.2%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	95.0%	81.0%	92.9%	100.0%	91.7%	95.8%	94.4%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Universal Transportation Systems	97.9%	88.4%	97.1%	93.3%	95.8%	97.4%	91.3%	93.3%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?

Historical Average: 96.9%

½ Historical Standard Deviation: 2.2%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	95.0%	95.2%	92.6%	92.0%	91.7%	91.3%	94.4%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	83.3%
Universal Transportation Systems	91.5%	97.7%	97.1%	91.1%	95.8%	100.0%	95.7%	96.7%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	80.0%	60.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	66.7%	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

Medical Transportation SASI Scores

Do you like the way your driver treats you?

Historical Average: 98.6%

½ Historical Standard Deviation: 1.7%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	90.0%	95.2%	85.7%	92.6%	95.8%	91.7%	94.4%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	97.7%	97.1%	97.8%	97.9%	100.0%	95.7%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	95.7%	90.0%	76.2%	82.1%	92.6%	87.5%	80.0%	94.4%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Partners in Prime	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Universal Transportation Systems	93.5%	90.7%	85.3%	77.8%	85.4%	90.0%	82.6%	83.3%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	80.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?

Historical Average: 93.1%

½ Historical Standard Deviation: 4.5%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	100.0%	100.0%	95.8%	98.1%	98.5%	100.0%	98.1%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	80.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	82.6%	75.0%	71.4%	82.1%	92.3%	83.3%	83.3%	77.8%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	80.0%	100.0%	80.0%
Universal Transportation Systems	91.5%	76.7%	79.4%	64.4%	70.8%	77.5%	87.0%	76.7%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	80.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	83.3%	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

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2020	2021	2021	2021	2021	2022	2022	2022
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	95.0%	90.5%	85.7%	96.3%	91.7%	91.7%	94.4%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Universal Transportation Systems	97.9%	97.7%	100.0%	88.9%	93.6%	97.5%	91.3%	96.7%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	90.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%								
½ Historical Standard Deviation: 2.4%								
Provider Name	2020	2021	2021	2021	2021	2022	2022	2022
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.1%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	80.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	95.7%	85.0%	76.2%	85.7%	92.3%	95.8%	76.0%	83.3%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Partners in Prime	100.0%	97.4%	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	83.3%
Universal Transportation Systems	93.5%	88.4%	91.2%	75.0%	85.4%	90.0%	87.0%	83.3%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	90.0%	80.0%
Warren County Community Service	100.0%	100.0%	100.0%	75.0%	83.3%	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.

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 22,931 SASIs collected over a two year period from October 1, 2020 through September 30, 2022 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 4, 2020 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