



## Butler County



## Provider Quality Report

Quarter 1, 2022

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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. Quarter1 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.

#### **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. Any provider with billable units during quarter 2 is the direct result of late billing. As per executive order from the Governor of Ohio, all Adult Day Care Centers were authorized for reopening in October 2020.

#### **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									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Bayley Life ADC	1	0	0	0	0	0	0	0	1
Oxford Senior Citizens, Inc.	0	0	0	52	100	124	78	66	420
<b>Total Billable Units</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>52</b>	<b>100</b>	<b>124</b>	<b>78</b>	<b>66</b>	<b>421</b>

Market Share									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Bayley Life ADC	100.00%	0	0	0	0	0	0	0	
Oxford Senior Citizens, Inc.	0	0	0	100.00%	100.00%	100.00%	100.00%	100.00%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Bayley Life ADC	1	0	0	0	0	0	0	0	1
Oxford Senior Citizens, Inc.	0	0	0	4	5	4	3	3	4
<b>Total Distinct Clients Served</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>

## Provider Quality Report: Service Metrics

Butler County ESP

### Consumer Directed Care

Billable Units									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Acumen Fiscal Agent	7,699	7,924	8,002	8,261	9,589	10,719	12,381	12,173	76,747
<b>Total Billable Units</b>	<b>7,699</b>	<b>7,924</b>	<b>8,002</b>	<b>8,261</b>	<b>9,589</b>	<b>10,719</b>	<b>12,381</b>	<b>12,173</b>	<b>76,747</b>

Market Share								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Acumen Fiscal Agent	106	117	111	115	131	144	150	144	127
<b>Total Distinct Clients Served</b>	<b>106</b>	<b>117</b>	<b>111</b>	<b>115</b>	<b>131</b>	<b>144</b>	<b>150</b>	<b>144</b>	<b>127</b>

## Provider Quality Report: Service Metrics

Butler County ESP

### Electronic Monitoring System

Billable Units									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	6,667	6,739	6,872	6,968	6,981	7,215	6,936	7,022	55,399
<b>Total Billable Units</b>	<b>6,667</b>	<b>6,739</b>	<b>6,872</b>	<b>6,968</b>	<b>6,981</b>	<b>7,215</b>	<b>6,936</b>	<b>7,022</b>	<b>55,399</b>

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

Distinct Clients Served									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,136	2,180	2,191	2,193	2,196	2,231	2,205	2,132	2,183
<b>Total Distinct Clients Served</b>	<b>2,136</b>	<b>2,180</b>	<b>2,191</b>	<b>2,193</b>	<b>2,196</b>	<b>2,231</b>	<b>2,205</b>	<b>2,132</b>	<b>2,183</b>

## Provider Quality Report: Service Metrics

### Butler County ESP

#### Home Care Assistance

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
A Best Home Care, Inc.	0	0	0	0	0	0	0	4	4
A Miracle Home Care	6,463	7,355	7,329	7,508	8,662	8,631	9,001	8,923	63,872
Always There Healthcare LLC	0	0	0	0	0	20	23	29	72
Assisted Care by Black Stone of CIN	3,415	2,713	2,654	2,632	2,440	1,558	2,556	1,704	19,671
Comfort and Care Home Health Agency, Inc.	0	0	0	0	228	715	337	266	1,545
Helping Hands Private Duty Homecare	11,718	10,761	8,982	8,802	8,503	7,294	5,900	4,229	66,190
Interim HomeStyles of Greater Cincinnati, Inc.	6,157	6,429	5,686	5,471	5,689	4,837	3,918	4,007	42,193
Nova Home Care	255	276	265	295	360	717	810	585	3,561
Prime Home Care, LLC	324	390	366	294	360	292	315	197	2,536
Quality Care	0	0	0	0	398	802	419	186	1,804
SH of Southern Ohio LLC	0	0	0	0	0	113	580	913	1,606
<b>Total Billable Units</b>	<b>28,332</b>	<b>27,924</b>	<b>25,281</b>	<b>25,001</b>	<b>26,639</b>	<b>24,977</b>	<b>23,859</b>	<b>21,041</b>	<b>203,052</b>

Market Share									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	
A Best Home Care, Inc.	0	0	0	0	0	0	0	0.02%	
A Miracle Home Care	22.81%	26.34%	28.99%	30.03%	32.52%	34.55%	37.73%	42.41%	
Always There Healthcare LLC	0	0	0	0	0	0.08%	0.10%	0.14%	
Assisted Care by Black Stone of CIN	12.05%	9.72%	10.50%	10.53%	9.16%	6.24%	10.71%	8.10%	
Comfort and Care Home Health Agency, Inc.	0	0	0	0	0.85%	2.86%	1.41%	1.26%	
Helping Hands Private Duty Homecare	41.36%	38.54%	35.53%	35.21%	31.92%	29.20%	24.73%	20.10%	
Interim HomeStyles of Greater Cincinnati, Inc.	21.73%	23.02%	22.49%	21.88%	21.36%	19.36%	16.42%	19.04%	
Nova Home Care	0.90%	0.99%	1.05%	1.18%	1.35%	2.87%	3.39%	2.78%	
Prime Home Care, LLC	1.14%	1.40%	1.45%	1.17%	1.35%	1.17%	1.32%	0.93%	
Quality Care	0	0	0	0	1.49%	3.21%	1.75%	0.88%	
SH of Southern Ohio LLC	0	0	0	0	0	0.45%	2.43%	4.34%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
A Best Home Care, Inc.	0	0	0	0	0	0	0	1	1
A Miracle Home Care	197	219	238	235	280	300	306	301	260
Always There Healthcare LLC	0	0	0	0	0	1	2	3	2
Assisted Care by Black Stone of CIN	117	104	98	95	89	73	72	53	88
Comfort and Care Home Health Agency, Inc.	0	0	0	0	37	47	31	26	35
Helping Hands Private Duty Homecare	497	443	392	373	335	301	255	221	352
Interim HomeStyles of Greater Cincinnati, Inc.	234	253	229	201	199	174	140	143	197
Nova Home Care	6	5	5	7	10	33	43	34	18
Prime Home Care, LLC	11	11	10	9	13	14	10	7	11
Quality Care	0	0	0	0	45	51	38	22	39
SH of Southern Ohio LLC	0	0	0	0	0	14	20	53	29
<b>Total Distinct Clients Served</b>	<b>1,062</b>	<b>1,035</b>	<b>972</b>	<b>920</b>	<b>1,008</b>	<b>1,008</b>	<b>917</b>	<b>864</b>	<b>124</b>

## Provider Quality Report: Service Metrics

### Butler County ESP

#### Home Delivered Meals

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
Central Connections	33,185	27,137	27,635	26,679	29,464	32,810	30,251	30,024	237,185
Meals on Wheels of SW Ohio and Northern Kentucky	30,642	26,023	23,031	19,767	20,778	18,839	19,426	17,538	176,044
Oxford Senior Citizens, Inc.	3,620	3,224	3,140	3,119	3,242	3,019	3,055	3,180	25,599
Partners in Prime	29,058	29,482	33,518	33,882	31,651	30,702	30,149	26,736	245,178
Warren County Community Service	11,918	12,649	15,830	15,337	15,291	14,629	15,498	16,170	117,322
<b>Total Billable Units</b>	<b>108,423</b>	<b>98,515</b>	<b>103,154</b>	<b>98,784</b>	<b>100,426</b>	<b>99,999</b>	<b>98,379</b>	<b>93,648</b>	<b>801,328</b>

Market Share									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	
Central Connections	30.61%	27.55%	26.79%	27.01%	29.34%	32.81%	30.75%	32.06%	
Meals on Wheels of SW Ohio and Northern Kentucky	28.26%	26.42%	22.33%	20.01%	20.69%	18.84%	19.75%	18.73%	
Oxford Senior Citizens, Inc.	3.34%	3.27%	3.04%	3.16%	3.23%	3.02%	3.11%	3.40%	
Partners in Prime	26.80%	29.93%	32.49%	34.30%	31.52%	30.70%	30.65%	28.55%	
Warren County Community Service	10.99%	12.84%	15.35%	15.53%	15.23%	14.63%	15.75%	17.27%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
Central Connections	382	408	415	428	457	501	465	459	439
Meals on Wheels of SW Ohio and Northern Kentucky	432	375	327	340	341	322	311	297	343
Oxford Senior Citizens, Inc.	63	60	59	61	61	51	55	57	58
Partners in Prime	447	493	546	550	521	486	455	418	490
Warren County Community Service	188	191	245	238	226	228	250	286	232
<b>Total Distinct Clients Served</b>	<b>1,512</b>	<b>1,527</b>	<b>1,592</b>	<b>1,617</b>	<b>1,606</b>	<b>1,588</b>	<b>1,536</b>	<b>1,517</b>	<b>312</b>



## Provider Quality Report: Service Metrics

### Butler County ESP

#### Home Medical Equipment

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
Advanced Medical Equipment, Inc.	2	0	0	0	0	0	0	0	2
American Ramp Systems	49	31	33	33	32	50	52	46	326
Bernens Medical	80	111	109	116	110	129	111	119	885
Home First	4	1	3	0	3	0	3	2	16
Mullaney's Pharmacy & Home Health Care	40	41	33	32	52	41	29	36	304
Stateline Medical Equipment	6	8	5	6	3	15	13	6	62
<b>Total Billable Units</b>	<b>181</b>	<b>192</b>	<b>183</b>	<b>187</b>	<b>200</b>	<b>235</b>	<b>208</b>	<b>209</b>	<b>1,595</b>

Market Share								
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Advanced Medical Equipment, Inc.	1.10%	0	0	0	0	0	0	0
American Ramp Systems	27.07%	16.15%	18.03%	17.65%	16.00%	21.28%	25.00%	22.01%
Bernens Medical	44.20%	57.81%	59.56%	62.03%	55.00%	54.89%	53.37%	56.94%
Home First	2.21%	0.52%	1.64%	0	1.50%	0	1.44%	0.96%
Mullaney's Pharmacy & Home Health Care	22.10%	21.35%	18.03%	17.11%	26.00%	17.45%	13.94%	17.22%
Stateline Medical Equipment	3.31%	4.17%	2.73%	3.21%	1.50%	6.38%	6.25%	2.87%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
Advanced Medical Equipment, Inc.	2	0	0	0	0	0	0	0	2
American Ramp Systems	18	16	12	13	14	19	18	18	16
Bernens Medical	58	86	84	81	75	97	76	77	79
Home First	3	1	3	0	3	0	3	2	3
Mullaney's Pharmacy & Home Health Care	36	35	25	28	40	32	22	29	31
Stateline Medical Equipment	6	8	5	6	3	14	5	6	7
<b>Total Distinct Clients Served</b>	<b>123</b>	<b>146</b>	<b>129</b>	<b>128</b>	<b>135</b>	<b>162</b>	<b>124</b>	<b>132</b>	<b>28</b>

## Provider Quality Report: Service Metrics

### Butler County ESP

#### Home Modification

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	2	4	1	4	3	5	2	4	25
Home First	2	6	13	7	21	22	25	9	105
MedAdapt Ltd.	12	37	28	12	23	22	11	17	162
People Working Cooperatively, Inc.	2	1	2	6	0	0	1	2	14
Stateline Medical Equipment	1	3	13	10	11	21	27	19	105
Tri-State Maintenance	10	16	17	17	25	19	19	18	141
<b>Total Billable Units</b>	<b>29</b>	<b>67</b>	<b>74</b>	<b>56</b>	<b>83</b>	<b>89</b>	<b>85</b>	<b>69</b>	<b>552</b>

Market Share									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	
Custom Home Elevator & Lift Co. Inc.	6.90%	5.97%	1.35%	7.14%	3.61%	5.62%	2.35%	5.80%	
Home First	6.90%	8.96%	17.57%	12.50%	25.30%	24.72%	29.41%	13.04%	
MedAdapt Ltd.	41.38%	55.22%	37.84%	21.43%	27.71%	24.72%	12.94%	24.64%	
People Working Cooperatively, Inc.	6.90%	1.49%	2.70%	10.71%	0	0	1.18%	2.90%	
Stateline Medical Equipment	3.45%	4.48%	17.57%	17.86%	13.25%	23.60%	31.76%	27.54%	
Tri-State Maintenance	34.48%	23.88%	22.97%	30.36%	30.12%	21.35%	22.35%	26.09%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	2	4	1	4	3	4	2	4	3
Home First	2	6	12	7	20	21	21	9	12
MedAdapt Ltd.	12	35	27	12	22	20	10	16	19
People Working Cooperatively, Inc.	2	1	2	6	0	0	1	2	2
Stateline Medical Equipment	1	3	13	10	11	21	27	18	13
Tri-State Maintenance	10	16	15	16	24	19	17	15	17
<b>Total Distinct Clients Served</b>	<b>29</b>	<b>65</b>	<b>70</b>	<b>55</b>	<b>80</b>	<b>85</b>	<b>78</b>	<b>64</b>	<b>11</b>

## Provider Quality Report: Service Metrics

Butler County ESP

### Independent Living Assistance

Billable Units									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	90	95	101	106	107	91	101	81	770
Partners in Prime	1,245	1,273	1,160	1,210	1,273	1,269	1,155	1,034	9,619
<b>Total Billable Units</b>	<b>1,335</b>	<b>1,368</b>	<b>1,261</b>	<b>1,315</b>	<b>1,380</b>	<b>1,360</b>	<b>1,256</b>	<b>1,115</b>	<b>10,389</b>

Market Share								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	6.72%	6.91%	8.01%	8.02%	7.72%	6.69%	8.02%	7.25%
Partners in Prime	93.28%	93.09%	91.99%	91.98%	92.28%	93.31%	91.98%	92.75%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Central Connections	28	31	34	35	41	39	40	39	36
Partners in Prime	293	284	275	271	267	261	250	219	265
<b>Total Distinct Clients Served</b>	<b>321</b>	<b>315</b>	<b>309</b>	<b>306</b>	<b>308</b>	<b>300</b>	<b>290</b>	<b>258</b>	<b>150</b>

## Provider Quality Report: Service Metrics

Butler County ESP

### Major Housecleaning

Billable Units									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Home First	4	2	3	2	9	2	1	2	25
<b>Total Billable Units</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>9</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>25</b>

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

Distinct Clients Served									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Home First	4	2	3	2	9	2	1	2	3
<b>Total Distinct Clients Served</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>9</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>

## Provider Quality Report: Service Metrics

### Butler County ESP

#### Pest Control

Billable Units									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
All Gone Termite & Pest Control, Inc.	24	0	25	1	23	34	36	22	165
Milt's Termite & Pest Control	3	5	4	2	2	8	17	17	58
<b>Total Billable Units</b>	<b>27</b>	<b>5</b>	<b>29</b>	<b>3</b>	<b>25</b>	<b>42</b>	<b>53</b>	<b>39</b>	<b>223</b>

Market Share								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
All Gone Termite & Pest Control, Inc.	88.89%	0	86.21%	33.33%	92.00%	80.95%	67.92%	56.41%
Milt's Termite & Pest Control	11.11%	100.00%	13.79%	66.67%	8.00%	19.05%	32.08%	43.59%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	10	0	14	1	12	16	15	11	11
Milt's Termite & Pest Control	1	3	2	1	1	5	8	8	4
<b>Total Distinct Clients Served</b>	<b>11</b>	<b>3</b>	<b>16</b>	<b>2</b>	<b>13</b>	<b>21</b>	<b>23</b>	<b>19</b>	<b>7</b>

## Provider Quality Report: Service Metrics

### Butler County ESP

#### Transportation

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
Central Connections	654	901	935	1,059	1,189	1,140	897	986	7,761
Kemper Shuttle Services	0	0	0	0	0	0	191	197	388
Meda-Care Transportation, Inc.	481	687	589	459	594	630	353	330	4,123
Partners in Prime	467	540	460	498	426	382	310	266	3,349
Transport-U Transportation, LLC	0	0	0	0	0	0	42	80	122
Universal Transportation Systems	494	835	606	1,014	699	631	504	275	5,058
Valley Transport LLC	0	0	0	0	0	0	129	169	298
Warren County Community Service	16	14	22	2	44	12	53	57	220
<b>Total Billable Units</b>	<b>2,112</b>	<b>2,977</b>	<b>2,612</b>	<b>3,032</b>	<b>2,952</b>	<b>2,795</b>	<b>2,479</b>	<b>2,360</b>	<b>21,319</b>

Market Share									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	
Central Connections	30.97%	30.27%	35.80%	34.93%	40.28%	40.79%	36.18%	41.78%	
Kemper Shuttle Services	0	0	0	0	0	0	7.70%	8.35%	
Meda-Care Transportation, Inc.	22.77%	23.08%	22.55%	15.14%	20.12%	22.54%	14.24%	13.98%	
Partners in Prime	22.11%	18.14%	17.61%	16.42%	14.43%	13.67%	12.51%	11.27%	
Transport-U Transportation, LLC	0	0	0	0	0	0	1.69%	3.39%	
Universal Transportation Systems	23.39%	28.05%	23.20%	33.44%	23.68%	22.58%	20.33%	11.65%	
Valley Transport LLC	0	0	0	0	0	0	5.20%	7.16%	
Warren County Community Service	0.76%	0.47%	0.84%	0.07%	1.49%	0.43%	2.14%	2.42%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
Central Connections	87	105	108	108	121	117	107	109	108
Kemper Shuttle Services	0	0	0	0	0	0	11	6	9
Meda-Care Transportation, Inc.	30	46	43	46	62	60	45	39	46
Partners in Prime	48	54	59	63	56	50	38	31	50
Transport-U Transportation, LLC	0	0	0	0	0	0	12	9	11
Universal Transportation Systems	46	86	68	82	79	74	60	45	68
Valley Transport LLC	0	0	0	0	0	0	24	22	23
Warren County Community Service	3	4	4	1	5	3	7	10	5
<b>Total Distinct Clients Served</b>	<b>214</b>	<b>295</b>	<b>282</b>	<b>300</b>	<b>323</b>	<b>304</b>	<b>304</b>	<b>271</b>	<b>50</b>

## Provider Quality Report: Satisfaction Metrics

### Butler County ESP

#### Butler County ESP SASI Counts

Home Care Assistance								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	0	0	0	0	0	0	0	1
A Miracle Home Care	15	86	74	95	75	100	96	102
Always There Healthcare LLC	0	0	0	0	0	0	1	0
Assisted Care by Black Stone of CIN	19	43	36	42	29	46	22	29
Comfort and Care Home Health Agency, Inc.	0	0	0	0	0	4	10	12
Helping Hands Private Duty Homecare	57	138	123	127	112	105	89	85
Interim HomeStyles of Greater Cincinnati, Inc.	24	88	80	93	62	69	63	52
Nova Home Care	1	3	2	3	3	5	12	11
Prime Home Care, LLC	1	4	2	5	2	4	6	1
Quality Care	0	0	0	0	0	12	10	8
SH of Southern Ohio LLC	0	0	0	0	0	0	4	13

Home Delivered Meals								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	22	117	91	142	109	146	142	155
Meals on Wheels of SW Ohio and Northern Kentucky	56	133	121	113	93	122	93	101
Oxford Senior Citizens, Inc.	3	25	16	14	13	17	10	23
Partners in Prime	53	136	149	186	177	142	163	149
Warren County Community Service	16	51	64	84	81	62	85	71

Medical Transportation								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	13	57	41	51	47	48	53	66
Kemper Shuttle Services	0	0	0	0	0	0	0	5
Meda-Care Transportation, Inc.	6	24	23	20	21	28	27	22
Partners in Prime	11	31	25	39	24	35	24	28
Transport-U Transportation, LLC	0	0	0	0	0	0	0	5
Universal Transportation Systems	20	41	47	43	34	45	48	39
Valley Transport LLC	0	0	0	0	0	0	0	7
Warren County Community Service	1	1	3	2	1	4	6	5

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Home Care Assistance SASI Scores

Overall Percentage								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	92.0%	88.1%	92.9%	86.1%	89.8%	84.6%	90.0%	91.2%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	60.0%	No Data
Assisted Care by Black Stone of CIN	89.1%	97.0%	94.5%	95.8%	90.0%	91.0%	83.4%	95.4%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	No Data	No Data	97.5%	89.0%	80.0%
Helping Hands Private Duty Homecare	95.2%	90.7%	90.8%	91.8%	93.2%	92.7%	91.4%	91.9%
Interim HomeStyles of Greater Cincinnati, Inc.	98.8%	98.2%	96.3%	97.3%	98.8%	95.4%	94.8%	96.4%
Nova Home Care	100.0%	100.0%	95.0%	100.0%	96.7%	93.0%	87.3%	94.3%
Prime Home Care, LLC	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	90.0%
Quality Care	No Data	No Data	No Data	No Data	No Data	85.5%	80.3%	80.9%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	97.5%	93.4%

#### Are the people at [HCA Service Provider] responsive?

Historical Average: 90.2%

½ Historical Standard Deviation: 5.4%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	93.3%	84.1%	88.5%	77.8%	89.2%	79.8%	91.5%	89.0%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	82.4%	97.3%	96.8%	94.4%	91.7%	84.6%	83.3%	92.3%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	75.0%
Helping Hands Private Duty Homecare	92.2%	90.8%	90.3%	93.3%	94.7%	92.9%	94.3%	93.1%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	98.5%	100.0%	98.2%	98.4%	100.0%	97.7%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%
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	No Data	No Data	90.9%	87.5%	85.7%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	90.9%

#### 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	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	93.3%	76.7%	87.7%	76.1%	85.9%	81.1%	89.9%	90.4%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	78.9%	94.4%	100.0%	91.7%	88.5%	84.6%	77.8%	88.9%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	No Data	No Data	75.0%	100.0%	66.7%
Helping Hands Private Duty Homecare	91.8%	91.6%	85.3%	86.8%	91.3%	91.9%	93.7%	90.9%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	98.7%	95.6%	97.6%	98.2%	95.3%	96.6%	95.7%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%
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	No Data	No Data	100.0%	100.0%	85.7%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	91.7%

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



## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### 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%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	66.7%	81.0%	87.8%	80.0%	77.3%	69.1%	77.4%	83.0%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	89.5%	95.3%	91.7%	92.9%	85.7%	91.3%	72.7%	96.6%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	70.0%	58.3%
Helping Hands Private Duty Homecare	80.7%	63.5%	71.5%	72.2%	78.6%	67.3%	65.2%	75.3%
Interim HomeStyles of Greater Cincinnati, Inc.	87.5%	92.0%	83.3%	88.0%	93.5%	85.3%	90.5%	90.2%
Nova Home Care	100.0%	100.0%	50.0%	100.0%	66.7%	50.0%	83.3%	72.7%
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	No Data	No Data	50.0%	50.0%	37.5%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	75.0%	83.3%

##### Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	100.0%	96.5%	97.3%	96.8%	94.7%	95.9%	96.9%	96.9%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	94.7%	100.0%	94.4%	100.0%	96.6%	100.0%	95.2%	96.6%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	91.7%
Helping Hands Private Duty Homecare	100.0%	100.0%	99.2%	99.2%	97.3%	99.0%	100.0%	98.8%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	96.8%	98.1%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%
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	No Data	No Data	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

##### Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	92.9%	96.5%	94.6%	92.6%	93.2%	90.7%	95.8%	94.8%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	100.0%	100.0%	94.4%	100.0%	89.7%	100.0%	95.2%	96.6%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	91.7%
Helping Hands Private Duty Homecare	100.0%	98.6%	96.7%	96.9%	96.4%	98.1%	92.1%	96.5%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	98.9%	100.0%	98.6%	96.8%	96.2%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%
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	No Data	No Data	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	91.7%

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

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### 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%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	93.3%	94.2%	97.3%	93.7%	96.0%	87.8%	95.8%	93.9%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	0.0%	No Data
Assisted Care by Black Stone of CIN	94.7%	95.3%	94.4%	100.0%	93.1%	95.7%	90.5%	96.6%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	90.0%	91.7%
Helping Hands Private Duty Homecare	98.2%	94.9%	95.9%	95.3%	97.3%	97.1%	93.2%	97.6%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	97.5%	98.9%	100.0%	100.0%	96.8%	98.1%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%
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	No Data	No Data	83.3%	90.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	92.3%

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

Historical Average: 95.7%

½ Historical Standard Deviation: 3.0%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	100.0%	95.3%	97.3%	93.7%	96.0%	92.9%	95.8%	95.9%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	94.7%	100.0%	94.4%	100.0%	93.1%	97.8%	90.5%	96.6%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	90.0%	91.7%
Helping Hands Private Duty Homecare	100.0%	97.1%	99.2%	97.6%	94.6%	97.1%	94.3%	95.3%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	95.2%	96.1%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	91.7%	100.0%
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	No Data	No Data	91.7%	90.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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

Historical Average: 90.3%

½ Historical Standard Deviation: 6.0%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	100.0%	82.2%	93.8%	85.0%	87.5%	83.9%	84.9%	90.2%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	0.0%	No Data
Assisted Care by Black Stone of CIN	77.8%	97.2%	90.3%	90.6%	79.2%	75.8%	75.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	70.0%	66.7%
Helping Hands Private Duty Homecare	95.7%	93.9%	92.3%	91.7%	95.0%	97.8%	96.3%	89.9%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	95.9%	95.7%	96.1%	98.0%	89.7%	86.5%	95.3%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	88.9%
Prime Home Care, LLC	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	0.0%
Quality Care	No Data	No Data	No Data	No Data	No Data	81.8%	55.6%	50.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%								
¼ Historical Standard Deviation: 6.4%								
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	93.3%	88.4%	94.5%	87.4%	86.5%	83.7%	84.4%	86.3%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	0.0%	No Data
Assisted Care by Black Stone of CIN	89.5%	97.7%	94.4%	95.2%	89.7%	89.1%	77.3%	96.6%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	80.0%	83.3%
Helping Hands Private Duty Homecare	96.5%	84.8%	87.7%	89.8%	92.9%	90.5%	91.0%	88.2%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	96.6%	92.5%	96.7%	100.0%	91.3%	93.7%	98.1%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%
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	No Data	No Data	66.7%	60.0%	62.5%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	91.7%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%								
¼ Historical Standard Deviation: 6.6%								
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	86.7%	86.0%	90.5%	77.9%	92.0%	80.8%	88.2%	91.1%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	0.0%	No Data
Assisted Care by Black Stone of CIN	88.9%	93.0%	94.4%	92.9%	93.1%	91.3%	76.2%	93.1%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	90.0%	83.3%
Helping Hands Private Duty Homecare	96.5%	92.0%	90.2%	95.2%	93.8%	95.1%	94.3%	92.9%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	98.9%	100.0%	98.9%	100.0%	95.7%	95.2%	98.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	81.8%
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	No Data	No Data	90.9%	70.0%	87.5%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	92.3%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ¼ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Home Delivered Meals SASI Scores

Overall Percentage								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	98.3%	98.5%	97.3%	95.7%	97.8%	96.3%	97.5%
Meals on Wheels of SW Ohio and Northern Kentucky	97.5%	97.5%	96.4%	98.1%	96.8%	97.7%	95.4%	97.1%
Oxford Senior Citizens, Inc.	100.0%	98.0%	98.4%	98.2%	95.9%	98.5%	96.3%	95.7%
Partners in Prime	98.1%	97.3%	96.8%	97.0%	96.7%	97.9%	98.5%	98.8%
Warren County Community Service	96.1%	97.9%	98.0%	99.2%	96.5%	99.2%	98.5%	98.4%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	98.9%	100.0%	95.7%	96.6%	99.1%	99.1%	98.3%
Meals on Wheels of SW Ohio and Northern Kentucky	98.0%	100.0%	98.1%	100.0%	100.0%	98.1%	100.0%	96.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.9%	100.0%	99.2%	98.1%	100.0%	100.0%	99.2%	100.0%
Warren County Community Service	100.0%	100.0%	98.0%	100.0%	98.5%	100.0%	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	97.4%	94.4%	95.7%	90.8%	95.2%	91.5%	94.8%
Meals on Wheels of SW Ohio and Northern Kentucky	98.2%	98.5%	95.8%	99.1%	91.4%	96.7%	92.4%	95.0%
Oxford Senior Citizens, Inc.	100.0%	95.8%	93.8%	100.0%	92.3%	100.0%	100.0%	91.3%
Partners in Prime	98.1%	94.9%	92.6%	95.2%	92.0%	96.5%	96.9%	96.6%
Warren County Community Service	93.8%	98.0%	95.2%	98.8%	92.5%	98.4%	96.5%	97.2%

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

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### 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%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	98.2%	99.3%	100.0%	99.3%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	97.0%	98.3%	100.0%	98.9%	99.2%	98.9%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	98.1%	99.3%	100.0%	99.5%	100.0%	98.6%	99.4%	99.3%
Warren County Community Service	100.0%	98.0%	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%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	98.9%	100.0%	97.4%	98.9%	99.2%	98.4%	99.2%
Meals on Wheels of SW Ohio and Northern Kentucky	97.9%	96.6%	96.2%	100.0%	100.0%	100.0%	95.2%	96.8%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%
Partners in Prime	98.0%	97.2%	100.0%	98.8%	99.3%	99.1%	100.0%	99.3%
Warren County Community Service	100.0%	94.9%	100.0%	97.2%	96.9%	100.0%	98.6%	98.4%

##### Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	99.1%	100.0%	99.3%	99.1%	98.6%	98.6%	98.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	98.3%	98.2%	97.8%	100.0%	96.8%	100.0%
Oxford Senior Citizens, Inc.	100.0%	96.0%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%
Partners in Prime	100.0%	98.5%	98.0%	98.4%	98.3%	99.3%	99.4%	99.3%
Warren County Community Service	100.0%	100.0%	98.4%	100.0%	98.8%	100.0%	98.8%	100.0%

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

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### 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%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	94.9%	95.6%	95.1%	88.1%	95.9%	90.8%	94.8%
Meals on Wheels of SW Ohio and Northern Kentucky	89.3%	91.6%	89.3%	91.2%	90.3%	92.6%	84.9%	91.0%
Oxford Senior Citizens, Inc.	100.0%	96.0%	100.0%	85.7%	91.7%	94.1%	70.0%	91.3%
Partners in Prime	94.3%	93.3%	88.6%	90.3%	89.3%	92.1%	94.4%	96.6%
Warren County Community Service	81.3%	96.1%	95.3%	98.8%	92.6%	98.4%	96.5%	95.8%

##### Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	99.1%	98.9%	98.6%	98.2%	97.9%	96.5%	98.7%
Meals on Wheels of SW Ohio and Northern Kentucky	98.2%	99.2%	98.3%	97.3%	98.9%	96.7%	96.7%	99.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.3%
Partners in Prime	100.0%	97.1%	98.0%	97.3%	97.7%	98.6%	99.4%	100.0%
Warren County Community Service	100.0%	98.0%	98.4%	98.8%	95.1%	96.8%	98.8%	97.2%

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	98.3%	98.9%	96.5%	95.4%	97.3%	95.7%	96.7%
Meals on Wheels of SW Ohio and Northern Kentucky	98.2%	97.0%	96.7%	99.1%	96.7%	98.3%	97.8%	98.0%
Oxford Senior Citizens, Inc.	100.0%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.3%
Partners in Prime	98.1%	98.5%	98.0%	98.4%	97.1%	98.6%	99.4%	99.3%
Warren County Community Service	93.8%	98.0%	98.4%	100.0%	97.5%	100.0%	98.8%	98.6%

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

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Medical Transportation SASI Scores

Overall Percentage								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	99.4%	99.7%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	No Data	96.0%
Meda-Care Transportation, Inc.	100.0%	92.0%	97.0%	90.0%	85.2%	86.8%	94.3%	92.7%
Partners in Prime	100.0%	99.3%	99.6%	99.0%	100.0%	99.1%	98.3%	97.9%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	98.0%
Universal Transportation Systems	97.5%	95.1%	95.5%	90.5%	92.6%	84.4%	89.3%	93.3%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	100.0%	0.0%	100.0%	100.0%	100.0%	97.5%	90.0%	98.0%

Can you depend on your transportation service?								
Historical Average: 96.1% ½ Historical Standard Deviation: 2.3%								
Provider Name	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	87.5%	95.7%	85.0%	81.0%	82.1%	88.5%	90.9%
Partners in Prime	100.0%	96.7%	96.0%	94.9%	100.0%	97.1%	87.5%	85.7%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Universal Transportation Systems	100.0%	95.1%	91.5%	81.4%	88.2%	71.1%	80.9%	89.7%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6% ½ Historical Standard Deviation: 1.4%								
Provider Name	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	98.1%	98.5%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	91.7%	100.0%	95.0%	95.2%	89.3%	96.2%	90.9%
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	No Data	No Data	100.0%
Universal Transportation Systems	100.0%	97.6%	100.0%	97.7%	100.0%	91.1%	93.8%	94.9%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### 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%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
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	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	95.8%	100.0%	95.0%	90.5%	89.3%	100.0%	95.5%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Universal Transportation Systems	95.0%	100.0%	97.9%	88.4%	91.2%	93.3%	93.6%	97.4%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	100.0%	0.0%	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%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	95.8%	100.0%	95.0%	81.0%	92.9%	100.0%	95.5%
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	No Data	No Data	100.0%
Universal Transportation Systems	100.0%	97.6%	97.9%	88.4%	97.1%	93.3%	95.8%	97.4%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	100.0%	0.0%	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%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
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	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	95.8%	100.0%	95.0%	95.2%	92.6%	92.0%	90.9%
Partners in Prime	100.0%	96.7%	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	No Data	No Data	100.0%
Universal Transportation Systems	100.0%	100.0%	91.5%	97.7%	97.1%	91.1%	95.8%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%

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



## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### 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%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.1%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	91.7%	100.0%	90.0%	95.2%	85.7%	92.6%	95.5%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Universal Transportation Systems	100.0%	92.7%	100.0%	97.7%	97.1%	97.8%	97.9%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	100.0%	0.0%	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%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
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	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	87.5%	95.7%	90.0%	76.2%	82.1%	92.6%	90.9%
Partners in Prime	100.0%	100.0%	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Universal Transportation Systems	90.0%	95.1%	93.5%	90.7%	85.3%	77.8%	85.4%	89.7%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	83.3%	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%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%	98.1%	98.5%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	No Data	80.0%
Meda-Care Transportation, Inc.	100.0%	87.0%	82.6%	75.0%	71.4%	82.1%	92.3%	90.9%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	80.0%
Universal Transportation Systems	90.0%	85.4%	91.5%	76.7%	79.4%	64.4%	70.8%	76.9%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	83.3%	80.0%

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

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### 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 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	95.8%	100.0%	95.0%	90.5%	85.7%	96.3%	90.9%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Universal Transportation Systems	100.0%	95.1%	97.9%	97.7%	100.0%	88.9%	93.6%	97.4%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	100.0%	0.0%	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 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
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	No Data	No Data	80.0%
Meda-Care Transportation, Inc.	100.0%	91.7%	95.7%	85.0%	76.2%	85.7%	92.3%	95.5%
Partners in Prime	100.0%	100.0%	100.0%	97.4%	100.0%	100.0%	95.8%	100.0%
Transport-U Transportation, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Universal Transportation Systems	100.0%	92.7%	93.5%	88.4%	91.2%	75.0%	85.4%	89.7%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	100.0%	0.0%	100.0%	100.0%	100.0%	75.0%	83.3%	100.0%

<sup>1</sup>Appendix: 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: Provider Activity

### Butler County ESP

Provider - Terminated	Service No Longer Delivered	Termination Effective
Advanced Medical	Home Medical Equipment	4/15/2020
Littleton Homecare Supply Inc	Home Medical Equipment	7/13/2020
Wesley Community Services	Transportation	6/30/2020

Provider - New	Service Delivered	Effective
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
Kemper Shuttle Services	Transportation	10/1/2021
Transport-U Transportation	Transportation	10/1/2021
Valley Transport LLC	Transportation	10/1/2021

Provider - On Hold	Service On Hold	Effective
Partners in Prime	Independent Living Assistance	11/12/2021 - 05/01/2022