



Hamilton County



Provider Quality Report

Quarter 2, 2023

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Provider Quality Report: Introduction

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GENERAL INFORMATION

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).
- Medical Transportation SASI scores for Q4 reflect no data due to the transition of all clients to Home52.
- 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
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

SASI Scoring:

SASI scores consist of smaller sample sizes which may impact provider scores.

Provider Quality Report: Provider Activity

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Provider	Service No Longer Delivered	Termination Effective
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
Comfort Keepers	Home Care Assistance	10/1/2021
Helping Hands Private Duty Homecare	Home Care Assistance	9/27/2022
Partners in Prime	Independent Living Assistance	3/2/2022
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2022

Provider	Service Delivered	Effective
Palco, Inc.	Consumer Directed Care	1/10/2022
Tri-State Maintenance	HME	2/17/2023
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
Eastern Personnel Services	Home Care Assistance	7/19/2021
LCD Home Health Agency	Home Care Assistance	5/17/2021
Senior Helpers (legal name SH of Southern Ohio)	Home Care Assistance	5/3/2021
Warming Hearts Homecare LLC	Independent Living Assistance	6/1/2022

Provider	Service On Hold	Effective
Amaramedical Health Care Services, Inc.	Home Care Assistance	9/7/2022 - 2/3/23
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022 - 4/12/2022

Provider Quality Report: Service Metrics

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Adult Day Service

Billable Units									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Total Billable Units
Active Day of Cincinnati	284	264	209	232	196	529	477	560	2,748
Bayley Life ADC	791	776	746	802	851	778	767	809	6,318
Day Share Senior Services	128	0	0	41	87	85	179	226	746
Lincoln Heights Outreach Inc.	199	154	258	141	143	170	179	238	1,481
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	0	0	14	35	49
Total Billable Units	1,402	1,193	1,213	1,216	1,276	1,562	1,615	1,867	11,342

Market Share								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
Active Day of Cincinnati	20.23%	22.13%	17.20%	19.09%	15.32%	33.85%	29.50%	29.97%
Bayley Life ADC	56.44%	65.00%	61.53%	65.94%	66.65%	49.82%	47.46%	43.33%
Day Share Senior Services	9.13%	0	0	3.37%	6.82%	5.44%	11.08%	12.10%
Lincoln Heights Outreach Inc.	14.20%	12.87%	21.28%	11.60%	11.21%	10.89%	11.08%	12.72%
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	0	0	0.87%	1.87%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Avg. Distinct Clients Served
Active Day of Cincinnati	10	10	11	15	12	17	19	21	14
Bayley Life ADC	36	34	32	32	35	33	26	30	32
Day Share Senior Services	1	0	0	2	2	2	6	8	4
Lincoln Heights Outreach Inc.	9	7	8	4	3	6	5	7	6
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	0	0	1	1	1
Total Distinct Clients Served	56	51	51	53	52	58	57	67	14

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Consumer Directed Care

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Acumen Fiscal Agent	21,485	24,247	24,236	23,862	34	0	0	0	93,864
Palco, Inc.	0	0	0	0	24,900	22,996	38,217	35,075	121,189
Total Billable Units	21,485	24,247	24,236	23,862	24,934	22,996	38,217	35,075	215,053

Market Share								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%	0.14%	0	0	0
Palco, Inc.	0	0	0	0	99.86%	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									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Acumen Fiscal Agent	232	260	272	283	2	0	0	0	210
Palco, Inc.	0	0	0	0	247	280	355	374	314
Total Distinct Clients Served	232	260	272	283	249	280	355	374	256

Provider Quality Report: Service Metrics

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Home Care Assistance

Billable Units									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Total Billable Units
A Best Home Care, Inc.	153	174	152	121	167	220	326	411	1,722
A Miracle Home Care	24,482	24,824	24,189	26,843	29,422	30,653	33,415	35,652	229,481
Always There Healthcare LLC	474	598	960	1,473	1,051	2,061	1,641	1,572	9,829
Amaramedical Health Care Services, Inc.	6,679	6,838	5,742	5,142	4,937	4,677	4,923	5,080	44,018
Assisted Care by Black Stone of CIN	6,709	12,065	8,429	8,489	7,745	7,541	7,261	7,132	65,370
Comfort and Care Home Health Agency, Inc.	922	440	193	197	253	212	91	174	2,481
Comfort Keepers	393	0	0	0	0	0	0	0	393
Day Share Senior Services	346	315	278	153	140	383	464	474	2,553
Eastern Personnel Services, Inc.	0	0	1,302	1,111	592	1,201	804	1,674	6,684
Helping Hands Private Duty Homecare	9,647	8,193	6,165	6,978	1,739	0	0	0	32,722
Hillebrand Home Health	4,058	3,745	3,528	3,664	3,951	3,736	3,553	3,051	29,286
Interim HomeStyles of Greater Cincinnati, Inc.	5,079	4,569	4,565	4,476	4,079	3,683	3,611	2,420	32,483
LCD Home Health Agency	0	6	33	96	104	291	273	286	1,089
Nova Home Care	4,262	4,535	4,255	4,878	5,168	5,281	5,502	5,447	39,328
Prime Home Care, LLC	967	1,027	839	796	464	330	304	332	5,057
Quality Care	7,694	7,484	6,523	6,992	6,817	7,171	7,362	7,174	57,216
SH of Southern Ohio LLC	0	0	32	118	1,286	2,554	2,530	3,120	9,639
Superior Home Care, Inc.	5,814	5,463	4,585	4,863	5,119	5,042	5,073	5,199	41,157
Total Billable Units	77,678	80,275	71,768	76,389	73,033	75,035	77,131	79,198	610,506

Market Share								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	0.20%	0.22%	0.21%	0.16%	0.23%	0.29%	0.42%	0.52%
A Miracle Home Care	31.52%	30.92%	33.70%	35.14%	40.29%	40.85%	43.32%	45.02%
Always There Healthcare LLC	0.61%	0.75%	1.34%	1.93%	1.44%	2.75%	2.13%	1.98%
Amaramedical Health Care Services, Inc.	8.60%	8.52%	8.00%	6.73%	6.76%	6.23%	6.38%	6.41%
Assisted Care by Black Stone of CIN	8.64%	15.03%	11.74%	11.11%	10.60%	10.05%	9.41%	9.01%
Comfort and Care Home Health Agency, Inc.	1.19%	0.55%	0.27%	0.26%	0.35%	0.28%	0.12%	0.22%
Comfort Keepers	0.51%	0	0	0	0	0	0	0
Day Share Senior Services	0.44%	0.39%	0.39%	0.20%	0.19%	0.51%	0.60%	0.60%
Eastern Personnel Services, Inc.	0	0	1.81%	1.45%	0.81%	1.60%	1.04%	2.11%
Helping Hands Private Duty Homecare	12.42%	10.21%	8.59%	9.13%	2.38%	0	0	0
Hillebrand Home Health	5.22%	4.66%	4.92%	4.80%	5.41%	4.98%	4.61%	3.85%
Interim HomeStyles of Greater Cincinnati, Inc.	6.54%	5.69%	6.36%	5.86%	5.59%	4.91%	4.68%	3.06%
LCD Home Health Agency	0	0.01%	0.05%	0.13%	0.14%	0.39%	0.35%	0.36%
Nova Home Care	5.49%	5.65%	5.93%	6.39%	7.08%	7.04%	7.13%	6.88%
Prime Home Care, LLC	1.24%	1.28%	1.17%	1.04%	0.63%	0.44%	0.39%	0.42%
Quality Care	9.91%	9.32%	9.09%	9.15%	9.33%	9.56%	9.54%	9.06%
SH of Southern Ohio LLC	0	0	0.04%	0.15%	1.76%	3.40%	3.28%	3.94%
Superior Home Care, Inc.	7.48%	6.81%	6.39%	6.37%	7.01%	6.72%	6.58%	6.56%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Distinct Clients Served									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Avg. Distinct Clients Served
A Best Home Care, Inc.	6	7	4	3	3	6	6	9	6
A Miracle Home Care	770	700	688	686	815	832	926	958	797
Always There Healthcare LLC	11	21	36	44	41	53	47	48	38
Amaramedical Health Care Services, Inc.	195	172	157	120	113	110	108	116	136
Assisted Care by Black Stone of CIN	296	294	289	297	290	266	235	209	272
Comfort and Care Home Health Agency, Inc.	36	24	8	8	14	10	9	6	14
Comfort Keepers	14	0	0	0	0	0	0	0	14
Day Share Senior Services	5	5	5	5	4	13	13	13	8
Eastern Personnel Services, Inc.	0	0	43	31	41	39	27	27	35
Helping Hands Private Duty Homecare	370	300	252	248	211	0	0	0	276
Hillebrand Home Health	105	95	87	84	81	82	73	68	84
Interim HomeStyles of Greater Cincinnati, Inc.	174	148	136	124	119	111	101	98	126
LCD Home Health Agency	0	1	1	2	2	6	6	5	3
Nova Home Care	100	102	124	136	138	137	143	140	128
Prime Home Care, LLC	26	24	22	19	14	10	10	10	17
Quality Care	249	242	218	211	203	196	206	217	218
SH of Southern Ohio LLC	0	0	2	9	69	73	88	103	57
Superior Home Care, Inc.	171	159	145	165	183	172	176	189	170
Total Distinct Clients Served	2,528	2,294	2,217	2,192	2,341	2,116	2,174	2,216	140

Provider Quality Report: Service Metrics

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Electronic Monitoring System

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Guardian Medical Monitoring, Inc.	8,978	8,707	8,318	8,199	8,362	8,091	6,815	9,020	66,488
Total Billable Units	8,978	8,707	8,318	8,199	8,362	8,091	6,815	9,020	66,488

Market Share								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
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									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,985	2,922	2,779	2,753	2,756	2,690	2,651	2,691	2,778
Total Distinct Clients Served	2,985	2,922	2,779	2,753	2,756	2,690	2,651	2,691	2,778

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Delivered Meals

Billable Units									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Total Billable Units
Deupree Meals on Wheels	19,881	19,129	17,887	18,394	19,162	20,647	19,873	19,006	153,979
Maple Knoll Outreach Services for Seniors	15,034	14,418	13,538	13,179	14,778	15,871	14,893	13,970	115,681
Mayerson JCC (Jewish Community Center)	12,271	11,833	11,286	12,121	13,497	16,698	15,772	16,244	109,722
Meals on Wheels of SW Ohio and Northern Kentucky	130,456	129,658	119,922	126,274	129,648	140,338	140,418	149,539	1,066,253
North College Hill Senior Center	11,835	11,121	10,811	11,058	8,396	0	0	0	53,221
Total Billable Units	189,477	186,159	173,444	181,026	185,481	193,554	190,956	198,759	1,498,856

Market Share								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
Deupree Meals on Wheels	10.49%	10.28%	10.31%	10.16%	10.33%	10.67%	10.41%	9.56%
Maple Knoll Outreach Services for Seniors	7.93%	7.74%	7.81%	7.28%	7.97%	8.20%	7.80%	7.03%
Mayerson JCC (Jewish Community Center)	6.48%	6.36%	6.51%	6.70%	7.28%	8.63%	8.26%	8.17%
Meals on Wheels of SW Ohio and Northern Kentucky	68.85%	69.65%	69.14%	69.75%	69.90%	72.51%	73.53%	75.24%
North College Hill Senior Center	6.25%	5.97%	6.23%	6.11%	4.53%	0	0	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Avg. Distinct Clients Served
Deupree Meals on Wheels	295	263	263	265	294	290	283	270	278
Maple Knoll Outreach Services for Seniors	236	220	222	218	253	236	232	215	229
Mayerson JCC (Jewish Community Center)	185	183	171	176	217	231	235	230	204
Meals on Wheels of SW Ohio and Northern Kentucky	1,953	1,886	1,841	1,907	2,007	2,059	2,156	2,227	2,005
North College Hill Senior Center	180	170	166	173	170	0	0	0	172
Total Distinct Clients Served	2,849	2,722	2,663	2,739	2,941	2,816	2,906	2,942	610

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Medical Equipment

Billable Units									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Total Billable Units
American Ramp Systems	10	11	20	30	28	29	35	46	209
Bernens Medical	118	160	136	175	151	130	176	157	1,203
Home First	14	8	9	1	4	3	4	2	45
Mullaney's Pharmacy & Home Health Care	58	63	62	87	62	78	81	88	579
Stateline Medical Equipment	23	15	13	9	5	9	5	7	86
Total Billable Units	223	257	240	302	250	249	301	300	2,122

Market Share								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
American Ramp Systems	4.48%	4.28%	8.33%	9.93%	11.20%	11.65%	11.63%	15.33%
Bernens Medical	52.91%	62.26%	56.67%	57.95%	60.40%	52.21%	58.47%	52.33%
Home First	6.28%	3.11%	3.75%	0.33%	1.60%	1.20%	1.33%	0.67%
Mullaney's Pharmacy & Home Health Care	26.01%	24.51%	25.83%	28.81%	24.80%	31.33%	26.91%	29.33%
Stateline Medical Equipment	10.31%	5.84%	5.42%	2.98%	2.00%	3.61%	1.66%	2.33%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Avg. Distinct Clients Served
American Ramp Systems	5	5	8	13	13	12	14	19	11
Bernens Medical	92	126	112	142	126	99	142	134	122
Home First	12	8	9	1	3	3	4	2	5
Mullaney's Pharmacy & Home Health Care	56	53	52	78	56	67	71	79	64
Stateline Medical Equipment	19	15	11	8	5	9	4	7	10
Total Distinct Clients Served	184	207	192	242	203	190	235	241	42

Provider Quality Report: Service Metrics

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Home Modification

Billable Units									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	4	6	3	4	3	7	7	4	38
Home First	24	38	29	12	16	7	11	7	144
MedAdapt Ltd.	29	20	19	22	25	38	26	30	209
People Working Cooperatively, Inc.	0	0	2	0	0	0	0	0	2
Stateline Medical Equipment	12	18	25	22	37	26	15	30	185
Tri-State Maintenance	7	8	3	13	18	16	16	16	97
Total Billable Units	76	90	81	73	99	94	75	87	675

Market Share								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
Custom Home Elevator & Lift Co. Inc.	5.26%	6.67%	3.70%	5.48%	3.03%	7.45%	9.33%	4.60%
Home First	31.58%	42.22%	35.80%	16.44%	16.16%	7.45%	14.67%	8.05%
MedAdapt Ltd.	38.16%	22.22%	23.46%	30.14%	25.25%	40.43%	34.67%	34.48%
People Working Cooperatively, Inc.	0	0	2.47%	0	0	0	0	0
Stateline Medical Equipment	15.79%	20.00%	30.86%	30.14%	37.37%	27.66%	20.00%	34.48%
Tri-State Maintenance	9.21%	8.89%	3.70%	17.81%	18.18%	17.02%	21.33%	18.39%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	4	6	3	4	3	7	7	4	5
Home First	22	36	24	11	13	7	11	5	16
MedAdapt Ltd.	28	20	18	22	25	36	25	29	25
People Working Cooperatively, Inc.	0	0	2	0	0	0	0	0	2
Stateline Medical Equipment	12	17	23	22	37	26	15	30	23
Tri-State Maintenance	6	8	3	12	18	15	16	16	12
Total Distinct Clients Served	72	87	73	71	96	91	74	84	16

Provider Quality Report: Service Metrics

Hamilton County ESP

Independent Living Assistance

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Meals on Wheels of SW Ohio and Northern Kentucky	410	406	398	692	658	608	522	491	4,185
Partners in Prime	19	9	0	0	0	0	0	0	27
Total Billable Units	429	414	398	692	658	608	522	491	4,212

Market Share									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Meals on Wheels of SW Ohio and Northern Kentucky	95.68%	97.95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Partners in Prime	4.32%	2.05%	0	0	0	0	0	0	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Meals on Wheels of SW Ohio and Northern Kentucky	60	66	62	95	100	87	70	60	75
Partners in Prime	1	1	0	0	0	0	0	0	1
Total Distinct Clients Served	61	67	62	95	100	87	70	60	60

Provider Quality Report: Service Metrics

Hamilton County ESP

Major Housecleaning

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Home First	16	9	9	8	6	7	2	6	63
Total Billable Units	16	9	9	8	6	7	2	6	63

Market Share									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Home First	100.00%	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%	100.00%

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Home First	16	9	9	8	6	7	2	6	8
Total Distinct Clients Served	16	9	9	8	6	7	2	6	8

Provider Quality Report: Service Metrics

Hamilton County ESP

Pest Control

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
All Gone Termite & Pest Control, Inc.	37	45	30	38	39	42	29	44	304
Milt's Termite & Pest Control	13	19	15	27	19	24	20	23	160
Total Billable Units	50	64	45	65	58	66	49	67	464

Market Share									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
All Gone Termite & Pest Control, Inc.	74.00%	70.31%	66.67%	58.46%	67.24%	63.64%	59.18%	65.67%	
Milt's Termite & Pest Control	26.00%	29.69%	33.33%	41.54%	32.76%	36.36%	40.82%	34.33%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	13	17	16	12	16	14	11	14	14
Milt's Termite & Pest Control	7	10	10	11	13	12	11	10	11
Total Distinct Clients Served	20	27	26	23	29	26	22	24	12

Provider Quality Report: Service Metrics

Hamilton County ESP

Transportation

Billable Units									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Total Billable Units
home52 Transportation	5,688	5,623	9,939	7,662	10,329	9,617	10,962	10,898	70,716
Kemper Shuttle Services	709	0	0	0	0	0	0	0	709
Maple Knoll Outreach Services for Seniors	115	0	0	0	0	0	0	0	115
Meals on Wheels of SW Ohio and Northern Kentucky	55	0	0	0	0	0	0	0	55
Meda-Care Transportation, Inc.	2,375	0	0	0	0	0	0	0	2,375
Universal Transportation Systems	201	0	0	0	0	0	0	0	201
Total Billable Units	9,143	5,623	9,939	7,662	10,329	9,617	10,962	10,898	74,173

Market Share								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
home52 Transportation	62.21%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Kemper Shuttle Services	7.75%	0	0	0	0	0	0	0
Maple Knoll Outreach Services for Seniors	1.26%	0	0	0	0	0	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	0.60%	0	0	0	0	0	0	0
Meda-Care Transportation, Inc.	25.98%	0	0	0	0	0	0	0
Universal Transportation Systems	2.20%	0	0	0	0	0	0	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Avg. Distinct Clients Served
home52 Transportation	601	557	661	663	723	689	707	728	666
Kemper Shuttle Services	65	0	0	0	0	0	0	0	65
Maple Knoll Outreach Services for Seniors	21	0	0	0	0	0	0	0	21
Meals on Wheels of SW Ohio and Northern Kentucky	12	0	0	0	0	0	0	0	12
Meda-Care Transportation, Inc.	207	0	0	0	0	0	0	0	104
Universal Transportation Systems	36	0	0	0	0	0	0	0	36
Total Distinct Clients Served	942	557	661	663	723	689	707	728	405

Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton County ESP SASI Counts

Home Care Assistance								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	1	3	1	2	0	1	0	1
A Miracle Home Care	167	118	128	105	123	124	151	131
Always There Healthcare LLC	0	2	4	5	9	5	10	9
Amaramedical Health Care Services, Inc.	49	27	35	25	23	12	24	15
Assisted Care by Black Stone of CIN	82	61	53	57	48	56	34	46
Comfort and Care Home Health Agency, Inc.	3	0	1	1	2	1	0	1
Comfort Keepers	4	0	0	0	0	0	0	0
Eastern Personnel Services, Inc.	0	7	5	3	10	9	0	5
Helping Hands Private Duty Homecare	96	54	52	52	10	0	1	0
Hillebrand Home Health	20	18	15	19	11	16	18	18
Interim HomeStyles of Greater Cincinnati, Inc.	43	33	31	23	20	23	24	14
LCD Home Health Agency	0	0	0	0	1	1	0	1
Nova Home Care	17	13	19	21	16	24	23	18
Prime Home Care, LLC	8	7	2	6	3	2	0	1
Quality Care	63	45	37	33	26	38	36	35
SH of Southern Ohio LLC	0	0	0	0	1	14	14	13
Superior Home Care, Inc.	34	32	22	37	17	28	33	29

Home Delivered Meals								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	1	1	0	0	0	0	0	1
Deupree Meals on Wheels	58	48	37	35	37	49	44	38
Maple Knoll Outreach Services for Seniors	47	43	30	28	33	39	34	27
Mayerson JCC (Jewish Community Center)	33	24	32	26	17	22	40	30
Meals on Wheels of SW Ohio and Northern Kentucky	436	337	315	303	253	328	316	336
North College Hill Senior Center	41	23	31	29	23	0	0	0

Medical Transportation								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	21	0	0	0	0	0	0	0
Maple Knoll Outreach Services for Seniors	5	0	0	0	0	0	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	3	0	0	0	0	0	0	0
Meda-Care Transportation, Inc.	74	0	0	0	0	0	0	0
Universal Transportation Systems	7	0	0	0	0	0	0	0

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	83.3%	100.0%	100.0%	No Data	90.0%	No Data	70.0%
A Miracle Home Care	92.2%	91.4%	91.3%	90.6%	94.1%	93.1%	91.3%	93.2%
Always There Healthcare LLC	No Data	100.0%	97.5%	100.0%	90.3%	75.5%	93.8%	84.6%
Amaramedical Health Care Services, Inc.	83.5%	82.3%	85.0%	72.4%	87.7%	81.7%	87.4%	92.2%
Assisted Care by Black Stone of CIN	89.5%	93.7%	93.0%	92.2%	93.1%	94.0%	93.5%	91.4%
Comfort and Care Home Health Agency, Inc.	86.7%	No Data	80.0%	100.0%	100.0%	70.0%	No Data	90.0%
Comfort Keepers	65.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	No Data	No Data	No Data	100.0%	95.0%	No Data
Eastern Personnel Services, Inc.	No Data	71.4%	58.0%	90.0%	89.8%	67.2%	No Data	89.0%
Helping Hands Private Duty Homecare	85.1%	88.6%	88.2%	94.3%	81.6%	No Data	100.0%	No Data
Hillebrand Home Health	100.0%	96.0%	98.7%	96.3%	99.1%	98.6%	97.7%	99.4%
Interim HomeStyles of Greater Cincinnati, Inc.	90.5%	87.1%	92.6%	98.1%	97.0%	92.4%	94.3%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	100.0%	80.0%	No Data	100.0%
Nova Home Care	96.3%	95.3%	98.9%	89.1%	87.9%	95.0%	96.0%	80.1%
Prime Home Care, LLC	90.8%	98.6%	100.0%	84.7%	90.0%	100.0%	No Data	90.0%
Quality Care	88.7%	86.9%	92.6%	93.2%	96.1%	89.5%	93.4%	92.1%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	90.0%	94.7%	85.7%	94.6%
Superior Home Care, Inc.	96.1%	92.2%	95.9%	98.0%	93.7%	96.4%	94.4%	99.7%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
A Miracle Home Care	90.3%	89.6%	90.3%	89.1%	94.3%	91.9%	93.1%	92.9%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	83.3%
Amaramedical Health Care Services, Inc.	78.0%	78.9%	81.3%	60.0%	95.0%	70.0%	80.0%	83.3%
Assisted Care by Black Stone of CIN	89.0%	96.0%	93.3%	90.0%	90.0%	95.9%	96.4%	91.9%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Comfort Keepers	50.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Eastern Personnel Services, Inc.	No Data	71.4%	40.0%	66.7%	100.0%	55.6%	No Data	100.0%
Helping Hands Private Duty Homecare	83.1%	83.3%	90.7%	93.9%	70.0%	No Data	100.0%	No Data
Hillebrand Home Health	100.0%	94.1%	100.0%	100.0%	100.0%	92.9%	94.1%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	89.2%	88.9%	88.0%	100.0%	100.0%	85.7%	95.2%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%
Nova Home Care	100.0%	92.3%	100.0%	89.5%	86.7%	100.0%	95.2%	83.3%
Prime Home Care, LLC	87.5%	100.0%	100.0%	66.7%	100.0%	100.0%	No Data	100.0%
Quality Care	91.7%	97.6%	91.2%	90.3%	100.0%	94.3%	93.8%	96.6%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	92.3%	83.3%	100.0%
Superior Home Care, Inc.	100.0%	93.3%	100.0%	100.0%	93.3%	100.0%	96.0%	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

Hamilton County ESP

Home Care Assistance SASI Scores

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%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
A Miracle Home Care	91.4%	88.5%	86.7%	90.1%	87.8%	85.9%	91.5%	91.7%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	75.0%	75.0%	100.0%	75.0%
Amaramedical Health Care Services, Inc.	72.7%	84.2%	84.8%	55.0%	76.5%	71.4%	87.5%	90.9%
Assisted Care by Black Stone of CIN	86.1%	94.1%	88.6%	90.2%	86.5%	91.7%	87.0%	86.1%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Comfort Keepers	50.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Eastern Personnel Services, Inc.	No Data	71.4%	40.0%	66.7%	87.5%	50.0%	No Data	100.0%
Helping Hands Private Duty Homecare	86.4%	88.0%	82.6%	94.1%	70.0%	No Data	100.0%	No Data
Hillebrand Home Health	100.0%	88.9%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	92.5%	84.6%	96.3%	100.0%	100.0%	88.2%	94.4%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	100.0%	0.0%	No Data	100.0%
Nova Home Care	100.0%	91.7%	100.0%	84.2%	100.0%	100.0%	100.0%	92.9%
Prime Home Care, LLC	87.5%	100.0%	100.0%	83.3%	100.0%	100.0%	No Data	100.0%
Quality Care	86.9%	92.9%	88.2%	96.8%	100.0%	88.5%	96.3%	92.6%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	0.0%	77.8%	60.0%	90.9%
Superior Home Care, Inc.	100.0%	89.7%	90.5%	97.1%	91.7%	95.5%	95.8%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	100.0%	66.7%	100.0%	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	83.2%	83.1%	81.6%	86.4%	88.3%	82.3%	82.6%	87.5%
Always There Healthcare LLC	No Data	100.0%	75.0%	100.0%	77.8%	60.0%	70.0%	75.0%
Amaramedical Health Care Services, Inc.	81.6%	70.4%	85.3%	68.0%	85.7%	81.8%	79.2%	100.0%
Assisted Care by Black Stone of CIN	84.0%	83.6%	90.2%	87.3%	82.2%	78.6%	81.8%	86.7%
Comfort and Care Home Health Agency, Inc.	66.7%	No Data	No Data	100.0%	100.0%	No Data	No Data	100.0%
Comfort Keepers	75.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	No Data	No Data	No Data	100.0%	83.3%	No Data
Eastern Personnel Services, Inc.	No Data	57.1%	No Data	100.0%	80.0%	55.6%	No Data	80.0%
Helping Hands Private Duty Homecare	54.3%	66.7%	72.0%	84.6%	70.0%	No Data	100.0%	No Data
Hillebrand Home Health	100.0%	100.0%	86.7%	89.5%	90.9%	100.0%	94.4%	94.4%
Interim HomeStyles of Greater Cincinnati, Inc.	81.0%	75.0%	87.1%	95.7%	85.0%	95.7%	87.5%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%
Nova Home Care	87.5%	84.6%	100.0%	76.2%	75.0%	79.2%	91.3%	61.1%
Prime Home Care, LLC	75.0%	100.0%	100.0%	100.0%	33.3%	100.0%	No Data	100.0%
Quality Care	71.4%	64.4%	83.3%	83.9%	96.2%	67.6%	82.9%	82.9%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	92.9%	85.7%	84.6%
Superior Home Care, Inc.	88.2%	87.1%	86.4%	94.6%	88.2%	89.3%	87.9%	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

Hamilton County ESP

Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	98.2%	97.5%	99.2%	96.1%	98.4%	100.0%	98.0%	100.0%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	93.8%	85.2%	88.6%	92.0%	100.0%	90.9%	100.0%	100.0%
Assisted Care by Black Stone of CIN	98.8%	98.4%	100.0%	98.2%	100.0%	100.0%	97.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Comfort Keepers	75.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Eastern Personnel Services, Inc.	No Data	85.7%	80.0%	100.0%	90.0%	100.0%	No Data	100.0%
Helping Hands Private Duty Homecare	97.9%	98.1%	100.0%	98.1%	100.0%	No Data	100.0%	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	97.7%	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Quality Care	96.8%	95.6%	100.0%	100.0%	96.2%	100.0%	97.1%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	92.9%	100.0%
Superior Home Care, Inc.	100.0%	96.9%	100.0%	100.0%	94.1%	100.0%	96.9%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	96.4%	96.6%	98.4%	97.1%	96.7%	99.2%	96.6%	96.0%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	85.7%
Amaramedical Health Care Services, Inc.	89.6%	88.5%	85.7%	80.0%	95.2%	90.9%	95.7%	100.0%
Assisted Care by Black Stone of CIN	97.6%	93.4%	96.1%	98.2%	100.0%	100.0%	97.0%	93.3%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Comfort Keepers	75.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	No Data	No Data	No Data	100.0%	66.7%	No Data
Eastern Personnel Services, Inc.	No Data	71.4%	80.0%	100.0%	90.0%	100.0%	No Data	100.0%
Helping Hands Private Duty Homecare	94.7%	98.1%	94.2%	98.1%	100.0%	No Data	100.0%	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	97.7%	93.8%	100.0%	100.0%	100.0%	100.0%	95.8%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%
Nova Home Care	100.0%	92.3%	100.0%	100.0%	100.0%	95.8%	95.7%	88.9%
Prime Home Care, LLC	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	No Data	100.0%
Quality Care	95.2%	91.1%	94.4%	96.8%	96.2%	100.0%	100.0%	97.1%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	93.5%	95.5%	100.0%	93.8%	96.4%	96.8%	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

Hamilton 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	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	100.0%	66.7%	100.0%	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	95.2%	94.1%	96.8%	91.3%	97.5%	99.2%	94.0%	96.9%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	87.8%	88.9%	85.7%	84.0%	95.2%	90.9%	91.3%	92.9%
Assisted Care by Black Stone of CIN	96.3%	100.0%	98.1%	98.2%	100.0%	100.0%	100.0%	91.3%
Comfort and Care Home Health Agency, Inc.	66.7%	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Comfort Keepers	75.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Eastern Personnel Services, Inc.	No Data	71.4%	80.0%	100.0%	90.0%	75.0%	No Data	100.0%
Helping Hands Private Duty Homecare	95.8%	94.4%	86.5%	95.9%	80.0%	No Data	100.0%	No Data
Hillebrand Home Health	100.0%	94.4%	100.0%	89.5%	100.0%	100.0%	94.4%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	97.7%	93.8%	96.8%	100.0%	90.0%	100.0%	95.8%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%
Nova Home Care	100.0%	100.0%	100.0%	95.2%	93.8%	95.8%	95.7%	83.3%
Prime Home Care, LLC	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	No Data	100.0%
Quality Care	95.2%	91.1%	100.0%	93.3%	96.2%	97.2%	94.3%	97.1%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	92.9%	100.0%
Superior Home Care, Inc.	94.1%	93.8%	95.5%	100.0%	93.8%	96.4%	97.0%	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	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	100.0%	66.7%	100.0%	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	96.4%	94.1%	98.4%	93.3%	97.5%	98.4%	94.0%	97.7%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	89.8%	85.2%	82.9%	87.5%	85.7%	90.9%	91.7%	93.3%
Assisted Care by Black Stone of CIN	95.1%	100.0%	98.1%	96.4%	100.0%	100.0%	100.0%	95.7%
Comfort and Care Home Health Agency, Inc.	66.7%	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Comfort Keepers	75.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Eastern Personnel Services, Inc.	No Data	71.4%	80.0%	100.0%	90.0%	75.0%	No Data	100.0%
Helping Hands Private Duty Homecare	93.8%	96.2%	88.5%	98.1%	80.0%	No Data	100.0%	No Data
Hillebrand Home Health	100.0%	94.4%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	97.7%	96.9%	96.8%	100.0%	100.0%	95.7%	95.8%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%
Nova Home Care	100.0%	100.0%	94.7%	100.0%	93.3%	95.8%	100.0%	94.4%
Prime Home Care, LLC	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	No Data	100.0%
Quality Care	95.2%	86.7%	100.0%	96.8%	92.3%	94.3%	100.0%	97.1%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	92.9%	100.0%
Superior Home Care, Inc.	97.1%	90.6%	95.5%	97.3%	94.1%	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

Hamilton County ESP

Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%								
½ Historical Standard Deviation: 6.0%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
A Miracle Home Care	88.1%	91.1%	87.0%	89.7%	93.3%	92.1%	85.7%	86.5%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	83.3%	75.0%	87.5%	66.7%
Amaramedical Health Care Services, Inc.	72.5%	76.2%	83.9%	57.9%	76.2%	66.7%	78.9%	81.8%
Assisted Care by Black Stone of CIN	77.3%	89.8%	90.5%	84.3%	89.2%	88.6%	91.3%	93.9%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Comfort Keepers	50.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Eastern Personnel Services, Inc.	No Data	71.4%	40.0%	100.0%	100.0%	50.0%	No Data	50.0%
Helping Hands Private Duty Homecare	83.1%	85.4%	88.9%	95.8%	85.7%	No Data	100.0%	No Data
Hillebrand Home Health	100.0%	93.8%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	80.0%	73.1%	83.3%	94.1%	94.7%	81.0%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%
Nova Home Care	93.3%	100.0%	100.0%	78.9%	80.0%	100.0%	100.0%	69.2%
Prime Home Care, LLC	83.3%	100.0%	100.0%	80.0%	66.7%	100.0%	No Data	No Data
Quality Care	88.1%	89.7%	87.9%	90.0%	95.8%	91.2%	90.0%	86.2%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	91.7%	63.6%	77.8%
Superior Home Care, Inc.	96.7%	93.1%	100.0%	97.0%	100.0%	94.1%	85.7%	100.0%

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	100.0%	66.7%	100.0%	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	92.7%	87.1%	86.6%	87.5%	92.5%	91.9%	88.6%	92.9%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	77.8%	80.0%	90.0%	75.0%
Amaramedical Health Care Services, Inc.	83.7%	77.8%	82.9%	68.0%	77.3%	81.8%	83.3%	93.3%
Assisted Care by Black Stone of CIN	84.1%	88.5%	86.3%	87.7%	91.5%	85.5%	90.9%	86.7%
Comfort and Care Home Health Agency, Inc.	66.7%	No Data	No Data	100.0%	100.0%	No Data	No Data	100.0%
Comfort Keepers	75.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Eastern Personnel Services, Inc.	No Data	71.4%	40.0%	100.0%	80.0%	55.6%	No Data	80.0%
Helping Hands Private Duty Homecare	76.6%	86.8%	86.3%	90.2%	90.0%	No Data	100.0%	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	86.0%	80.6%	87.1%	95.7%	100.0%	87.0%	91.7%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%
Nova Home Care	94.1%	92.3%	100.0%	85.7%	75.0%	83.3%	91.3%	61.1%
Prime Home Care, LLC	87.5%	100.0%	100.0%	83.3%	100.0%	100.0%	No Data	100.0%
Quality Care	77.8%	75.6%	86.5%	93.5%	92.3%	75.7%	91.2%	80.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	92.9%	92.9%	92.3%
Superior Home Care, Inc.	88.2%	93.8%	95.5%	97.2%	94.1%	96.3%	93.8%	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

Hamilton County ESP

Home Care Assistance SASI Scores

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	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	100.0%	66.7%	100.0%	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	89.8%	92.3%	88.2%	85.6%	94.2%	90.2%	89.3%	90.5%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	88.9%	80.0%	90.0%	85.7%
Amaramedical Health Care Services, Inc.	85.7%	88.0%	88.6%	72.0%	90.5%	81.8%	86.4%	86.7%
Assisted Care by Black Stone of CIN	86.6%	93.3%	88.5%	91.1%	91.3%	100.0%	93.9%	88.6%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%
Comfort Keepers	50.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Eastern Personnel Services, Inc.	No Data	71.4%	100.0%	66.7%	90.0%	55.6%	No Data	80.0%
Helping Hands Private Duty Homecare	84.9%	88.7%	92.0%	94.2%	70.0%	No Data	100.0%	No Data
Hillebrand Home Health	100.0%	94.4%	100.0%	94.7%	100.0%	100.0%	94.4%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	85.7%	84.4%	93.5%	95.7%	100.0%	91.3%	87.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%
Nova Home Care	88.2%	100.0%	94.7%	81.0%	75.0%	100.0%	91.3%	77.8%
Prime Home Care, LLC	87.5%	85.7%	100.0%	83.3%	100.0%	100.0%	No Data	100.0%
Quality Care	88.7%	84.4%	94.6%	90.3%	96.0%	86.5%	88.2%	91.4%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	92.9%	100.0%
Superior Home Care, Inc.	97.1%	90.6%	100.0%	97.3%	94.1%	96.3%	93.8%	96.6%

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

Hamilton County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%
Deupree Meals on Wheels	98.5%	98.7%	99.7%	99.3%	99.3%	97.9%	98.9%	98.7%
Maple Knoll Outreach Services for Seniors	96.2%	98.3%	98.8%	98.7%	95.7%	98.4%	97.2%	99.5%
Mayerson JCC (Jewish Community Center)	96.2%	97.4%	98.4%	99.5%	100.0%	96.0%	98.8%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.4%	98.0%	98.8%	97.9%	98.7%	98.5%	97.6%	98.0%
North College Hill Senior Center	97.5%	98.4%	99.6%	99.1%	99.5%	No Data	No Data	No Data

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
1/2 Historical Standard Deviation: 1.4%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.2%	99.0%	99.3%	99.6%	100.0%	99.7%	98.6%	100.0%
North College Hill Senior Center	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data

Are your meals good?								
Historical Average: 94.6%								
1/2 Historical Standard Deviation: 2.1%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%
Deupree Meals on Wheels	98.2%	95.8%	97.2%	97.1%	97.3%	98.0%	97.7%	97.4%
Maple Knoll Outreach Services for Seniors	93.3%	88.4%	96.7%	96.4%	90.9%	94.7%	97.1%	96.3%
Mayerson JCC (Jewish Community Center)	93.9%	91.7%	96.8%	100.0%	100.0%	86.4%	97.5%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	97.9%	96.4%	97.8%	96.0%	98.0%	96.9%	95.9%	95.8%
North College Hill Senior Center	95.1%	95.7%	96.7%	100.0%	100.0%	No Data	No Data	No Data

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

Hamilton County ESP

Home Delivered Meals SASI Scores

Can you depend on your meals driver?

Historical Average: 99.4%

½ Historical Standard Deviation: 0.6%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	97.9%	100.0%	100.0%	100.0%	100.0%	97.4%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	97.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.8%	99.1%	99.0%	98.3%	99.2%	99.1%	99.4%	99.4%
North College Hill Senior Center	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data

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%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	97.7%	100.0%	100.0%	100.0%	96.2%	100.0%	96.0%	100.0%
Mayerson JCC (Jewish Community Center)	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.5%	99.0%	100.0%	99.6%	98.9%	99.1%	98.4%	98.9%
North College Hill Senior Center	95.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	97.9%	100.0%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	96.9%	100.0%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.5%	99.1%	99.7%	99.3%	99.6%	99.4%	99.4%	100.0%
North College Hill Senior Center	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton 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	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%
Deupree Meals on Wheels	93.1%	95.7%	100.0%	100.0%	97.3%	93.9%	95.5%	94.7%
Maple Knoll Outreach Services for Seniors	89.4%	97.7%	96.7%	92.9%	87.9%	94.9%	87.9%	100.0%
Mayerson JCC (Jewish Community Center)	93.9%	95.8%	96.9%	96.2%	100.0%	90.9%	97.5%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	94.2%	94.3%	95.8%	94.6%	95.2%	96.0%	93.3%	93.1%
North College Hill Senior Center	95.1%	91.3%	100.0%	96.6%	95.7%	No Data	No Data	No Data

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.8%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%
Deupree Meals on Wheels	98.3%	97.9%	100.0%	100.0%	100.0%	97.9%	100.0%	97.4%
Maple Knoll Outreach Services for Seniors	97.9%	100.0%	96.7%	100.0%	97.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	97.0%	95.8%	96.9%	100.0%	100.0%	90.9%	95.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.8%	98.5%	99.4%	98.3%	98.8%	98.5%	97.8%	98.2%
North College Hill Senior Center	95.0%	100.0%	100.0%	96.6%	100.0%	No Data	No Data	No Data

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.6%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%
Deupree Meals on Wheels	98.3%	100.0%	100.0%	97.1%	100.0%	98.0%	97.7%	100.0%
Maple Knoll Outreach Services for Seniors	95.7%	100.0%	100.0%	100.0%	97.0%	100.0%	97.1%	100.0%
Mayerson JCC (Jewish Community Center)	97.0%	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.1%	98.2%	99.4%	97.0%	99.6%	99.4%	98.1%	98.5%
North College Hill Senior Center	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	90.4%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	94.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	93.5%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	87.1%	No Data	No Data	No Data	No Data	No Data	No Data	No Data

Can you depend on your transportation service?								
Historical Average: 96.1% ½ Historical Standard Deviation: 2.3%								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	90.5%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	80.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	94.4%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	71.4%	No Data	No Data	No Data	No Data	No Data	No Data	No Data

Do you feel safe and secure during your ride?								
Historical Average: 98.6% ½ Historical Standard Deviation: 1.4%								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	90.5%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	97.2%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton 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%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	90.5%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	93.1%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data

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

Historical Average: 97.6%

½ Historical Standard Deviation: 2.2%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	90.5%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	91.7%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data

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

Historical Average: 96.9%

½ Historical Standard Deviation: 2.2%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	90.5%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.8%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	85.7%	No Data	No Data	No Data	No Data	No Data	No Data	No Data

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton 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%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	90.5%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	98.6%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data

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

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	90.5%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	91.7%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	71.4%	No Data	No Data	No Data	No Data	No Data	No Data	No Data

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%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	90.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	80.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	88.9%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	71.4%	No Data	No Data	No Data	No Data	No Data	No Data	No Data

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%	2021	2021	2022	2022	2022	2022	2023	2023
1/2 Historical Standard Deviation: 1.9%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	90.5%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	80.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	91.7%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2021	2021	2022	2022	2022	2022	2023	2023
1/2 Historical Standard Deviation: 2.4%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	90.5%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	91.7%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	71.4%	No Data	No Data	No Data	No Data	No Data	No Data	No Data

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

Appendix A: Methodology for SASI Analysis

Hamilton 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 19,955 SASIs collected over a two year period from July 1, 2021 through June 30th 2023 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, 2021 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