



Hamilton County



Provider Quality Report

Quarter 4, 2022

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Provider Quality Report: Introduction

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Key changes to the Provider Quality Report (PQR)

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is Jan-March).
- As of Q3_2021 Cincinnati Area Senior Services(CASS) data will be included with Meals on Wheels of SW Ohio and Northern Kentucky due to a partnership merger.
- As of Q1 2022 Appendix B has been changed from "Providers Terminated" to "Provider Activity" listing all status changes made during the periods of review in this report. All Providers who recently had a change in status to one of the following: Terminated, Newly added, or placed 'On Hold' can be found here.
- Medical Transportation SASI scores for Q4_2021 reflect no data due to the transition of all clients to home52.

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
Home Care Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour
Independent Living Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour

Provider Quality Report: Provider Activity

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Terminated Providers	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

New Providers	Service Delivered	Effective
Palco, Inc.	Consumer Directed Care	1/10/2022
A Best Home Care	Home Care Assistance	5/1/2021
Always There Healthcare	Home Care Assistance	5/17/2021
Comfort and Care Home Health Agency, Inc.	Home Care Assistance	5/17/2021
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

Providers On Hold	Service On Hold	Effective
Amaramedical Health Care Services, Inc.	Home Care Assistance	9/7/2022
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022

Provider Quality Report: Service Metrics

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Adult Day Service

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Active Day of Cincinnati	6	222	284	264	209	232	196	529	1,940
Bayley Life ADC	514	719	791	776	746	802	851	778	5,976
Day Share Senior Services	0	0	128	0	0	41	87	85	341
Lincoln Heights Outreach Inc.	0	15	199	154	258	141	143	170	1,079
Total Billable Units	520	956	1,402	1,193	1,213	1,216	1,276	1,562	9,336

Market Share								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Active Day of Cincinnati	1.15%	23.23%	20.23%	22.13%	17.20%	19.09%	15.32%	33.85%
Bayley Life ADC	98.85%	75.25%	56.44%	65.00%	61.53%	65.94%	66.65%	49.82%
Day Share Senior Services	0	0	9.13%	0	0	3.37%	6.82%	5.44%
Lincoln Heights Outreach Inc.	0	1.52%	14.20%	12.87%	21.28%	11.60%	11.21%	10.89%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Active Day of Cincinnati	1	8	10	10	11	15	12	17	11
Bayley Life ADC	21	32	36	34	32	32	35	33	32
Day Share Senior Services	0	0	1	0	0	2	2	2	2
Lincoln Heights Outreach Inc.	0	3	9	7	8	4	3	6	6
Total Distinct Clients Served	22	43	56	51	51	53	52	58	14

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Electronic Monitoring System

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	9,068	8,898	8,978	8,707	8,318	8,199	8,362	8,091	68,619
Total Billable Units	9,068	8,898	8,978	8,707	8,318	8,199	8,362	8,091	68,619

Market Share								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	3,025	3,005	2,985	2,922	2,779	2,753	2,756	2,690	2,864
Total Distinct Clients Served	3,025	3,005	2,985	2,922	2,779	2,753	2,756	2,690	2,864

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Consumer Directed Care

Billable Units									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Total Billable Units
Acumen Fiscal Agent	18,630	20,054	21,485	24,247	24,236	23,862	34	0	132,548
Palco, Inc.	0	0	0	0	0	0	24,900	22,996	47,897
Total Billable Units	18,630	20,054	21,485	24,247	24,236	23,862	24,934	22,996	180,445

Market Share								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.14%	0
Palco, Inc.	0	0	0	0	0	0	99.86%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Avg. Distinct Clients Served
Acumen Fiscal Agent	207	207	232	260	272	283	2	0	209
Palco, Inc.	0	0	0	0	0	0	247	280	264
Total Distinct Clients Served	207	207	232	260	272	283	249	280	221

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Home Care Assistance

Billable Units									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Total Billable Units
A Best Home Care, Inc.	0	51	153	174	152	121	167	220	1,037
A Miracle Home Care	18,956	21,981	24,482	24,824	24,189	26,843	29,422	30,653	201,350
Always There Healthcare LLC	0	6	474	598	960	1,473	1,051	2,061	6,622
Amaramedical Health Care Services, Inc.	6,333	6,674	6,679	6,838	5,742	5,142	4,937	4,677	47,022
Assisted Care by Black Stone of CIN	10,806	10,538	6,709	12,065	8,429	8,489	7,745	7,541	72,320
Comfort and Care Home Health Agency, Inc.	0	262	922	440	193	197	253	212	2,478
Comfort Keepers	834	937	393	0	0	0	0	0	2,164
Day Share Senior Services	261	327	346	315	278	153	140	383	2,201
Eastern Personnel Services, Inc.	0	0	0	0	1,302	1,111	592	1,201	4,206
Helping Hands Private Duty Homecare	12,906	11,388	9,647	8,193	6,165	6,978	1,739	0	57,016
Hillebrand Home Health	3,540	3,896	4,058	3,745	3,528	3,664	3,951	3,736	30,117
Interim HomeStyles of Greater Cincinnati, Inc.	6,567	5,518	5,079	4,569	4,565	4,476	4,079	3,683	38,538
LCD Home Health Agency	0	0	0	6	33	96	104	291	530
Nova Home Care	3,740	4,445	4,262	4,535	4,255	4,878	5,168	5,281	36,565
Prime Home Care, LLC	1,026	1,113	967	1,027	839	796	464	330	6,560
Quality Care	7,239	8,191	7,694	7,484	6,523	6,992	6,817	7,171	58,110
SH of Southern Ohio LLC	0	0	0	0	32	118	1,286	2,554	3,989
Superior Home Care, Inc.	4,883	5,649	5,814	5,463	4,585	4,863	5,119	5,042	41,417
Total Billable Units	77,089	80,974	77,678	80,275	71,768	76,389	73,033	75,035	612,240

Market Share								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	0	0.06%	0.20%	0.22%	0.21%	0.16%	0.23%	0.29%
A Miracle Home Care	24.59%	27.15%	31.52%	30.92%	33.70%	35.14%	40.29%	40.85%
Always There Healthcare LLC	0	0.01%	0.61%	0.75%	1.34%	1.93%	1.44%	2.75%
Amaramedical Health Care Services, Inc.	8.22%	8.24%	8.60%	8.52%	8.00%	6.73%	6.76%	6.23%
Assisted Care by Black Stone of CIN	14.02%	13.01%	8.64%	15.03%	11.74%	11.11%	10.60%	10.05%
Comfort and Care Home Health Agency, Inc.	0	0.32%	1.19%	0.55%	0.27%	0.26%	0.35%	0.28%
Comfort Keepers	1.08%	1.16%	0.51%	0	0	0	0	0
Day Share Senior Services	0.34%	0.40%	0.44%	0.39%	0.39%	0.20%	0.19%	0.51%
Eastern Personnel Services, Inc.	0	0	0	0	1.81%	1.45%	0.81%	1.60%
Helping Hands Private Duty Homecare	16.74%	14.06%	12.42%	10.21%	8.59%	9.13%	2.38%	0
Hillebrand Home Health	4.59%	4.81%	5.22%	4.66%	4.92%	4.80%	5.41%	4.98%
Interim HomeStyles of Greater Cincinnati, Inc.	8.52%	6.81%	6.54%	5.69%	6.36%	5.86%	5.59%	4.91%
LCD Home Health Agency	0	0	0	0.01%	0.05%	0.13%	0.14%	0.39%
Nova Home Care	4.85%	5.49%	5.49%	5.65%	5.93%	6.39%	7.08%	7.04%
Prime Home Care, LLC	1.33%	1.37%	1.24%	1.28%	1.17%	1.04%	0.63%	0.44%
Quality Care	9.39%	10.12%	9.91%	9.32%	9.09%	9.15%	9.33%	9.56%
SH of Southern Ohio LLC	0	0	0	0	0.04%	0.15%	1.76%	3.40%
Superior Home Care, Inc.	6.33%	6.98%	7.48%	6.81%	6.39%	6.37%	7.01%	6.72%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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Home Care Assistance

Distinct Clients Served									
Provider Name	2021	2021	2021	2021	2022	2022	2022	2022	Avg. Distinct Clients Served
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
A Best Home Care, Inc.	0	4	6	7	4	3	3	6	5
A Miracle Home Care	613	655	770	700	688	686	815	832	720
Always There Healthcare LLC	0	1	11	21	36	44	41	53	30
Amaramedical Health Care Services, Inc.	196	194	195	172	157	120	113	110	157
Assisted Care by Black Stone of CIN	381	363	296	294	289	297	290	266	310
Comfort and Care Home Health Agency, Inc.	0	23	36	24	8	8	14	10	18
Comfort Keepers	11	18	14	0	0	0	0	0	14
Day Share Senior Services	5	5	5	5	5	5	4	13	6
Eastern Personnel Services, Inc.	0	0	0	0	43	31	41	39	39
Helping Hands Private Duty Homecare	463	413	370	300	252	248	211	0	322
Hillebrand Home Health	98	110	105	95	87	84	81	82	93
Interim HomeStyles of Greater Cincinnati, Inc.	225	185	174	148	136	124	119	111	153
LCD Home Health Agency	0	0	0	1	1	2	2	6	2
Nova Home Care	87	109	100	102	124	136	138	137	117
Prime Home Care, LLC	30	26	26	24	22	19	14	10	21
Quality Care	236	253	249	242	218	211	203	196	226
SH of Southern Ohio LLC	0	0	0	0	2	9	69	73	38
Superior Home Care, Inc.	171	173	171	159	145	165	183	172	167
Total Distinct Clients Served	2,516	2,532	2,528	2,294	2,217	2,192	2,341	2,116	151

Provider Quality Report: Service Metrics

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Home Delivered Meals

Billable Units									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Total Billable Units
Cincinnati Area Senior Services Inc	83,949	26,771	0	0	0	0	0	0	110,720
Deupree Meals on Wheels	20,993	20,042	19,881	19,129	17,887	18,394	19,162	20,647	156,135
Maple Knoll Outreach Services for Seniors	15,857	15,362	15,034	14,418	13,538	13,179	14,778	15,871	118,037
Mayerson JCC (Jewish Community Center)	10,023	10,908	12,271	11,833	11,286	12,121	13,497	16,698	98,637
Meals on Wheels of SW Ohio and Northern Kentucky	60,461	113,520	130,456	129,658	119,922	126,274	129,648	140,338	950,277
North College Hill Senior Center	13,078	11,419	11,835	11,121	10,811	11,058	8,396	0	77,718
Total Billable Units	204,361	198,022	189,477	186,159	173,444	181,026	185,481	193,554	1,511,524

Market Share								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Cincinnati Area Senior Services Inc	41.08%	13.52%	0	0	0	0	0	0
Deupree Meals on Wheels	10.27%	10.12%	10.49%	10.28%	10.31%	10.16%	10.33%	10.67%
Maple Knoll Outreach Services for Seniors	7.76%	7.76%	7.93%	7.74%	7.81%	7.28%	7.97%	8.20%
Mayerson JCC (Jewish Community Center)	4.90%	5.51%	6.48%	6.36%	6.51%	6.70%	7.28%	8.63%
Meals on Wheels of SW Ohio and Northern Kentucky	29.59%	57.33%	68.85%	69.65%	69.14%	69.75%	69.90%	72.51%
North College Hill Senior Center	6.40%	5.77%	6.25%	5.97%	6.23%	6.11%	4.53%	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 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Avg. Distinct Clients Served
Cincinnati Area Senior Services Inc	1,199	1,021	0	0	0	0	0	0	1,110
Deupree Meals on Wheels	310	298	295	263	263	265	294	290	285
Maple Knoll Outreach Services for Seniors	245	240	236	220	222	218	253	236	234
Mayerson JCC (Jewish Community Center)	164	167	185	183	171	176	217	231	187
Meals on Wheels of SW Ohio and Northern Kentucky	959	1,988	1,953	1,886	1,841	1,907	2,007	2,059	1,825
North College Hill Senior Center	193	182	180	170	166	173	170	0	176
Total Distinct Clients Served	3,070	3,896	2,849	2,722	2,663	2,739	2,941	2,816	578

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Medical Equipment

Billable Units									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Total Billable Units
American Ramp Systems	25	12	10	11	20	30	28	29	165
Bernens Medical	159	161	118	160	136	175	151	130	1,190
Home First	1	9	14	8	9	1	4	3	49
Mullaney's Pharmacy & Home Health Care	57	68	58	63	62	87	62	78	535
Stateline Medical Equipment	17	20	23	15	13	9	5	9	111
Total Billable Units	259	270	223	257	240	302	250	249	2,050

Market Share								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
American Ramp Systems	9.65%	4.44%	4.48%	4.28%	8.33%	9.93%	11.20%	11.65%
Bernens Medical	61.39%	59.63%	52.91%	62.26%	56.67%	57.95%	60.40%	52.21%
Home First	0.39%	3.33%	6.28%	3.11%	3.75%	0.33%	1.60%	1.20%
Mullaney's Pharmacy & Home Health Care	22.01%	25.19%	26.01%	24.51%	25.83%	28.81%	24.80%	31.33%
Stateline Medical Equipment	6.56%	7.41%	10.31%	5.84%	5.42%	2.98%	2.00%	3.61%
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 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Avg. Distinct Clients Served
American Ramp Systems	9	6	5	5	8	13	13	12	9
Bernens Medical	123	129	92	126	112	142	126	99	119
Home First	1	9	12	8	9	1	3	3	6
Mullaney's Pharmacy & Home Health Care	53	56	56	53	52	78	56	67	59
Stateline Medical Equipment	17	20	19	15	11	8	5	9	13
Total Distinct Clients Served	203	220	184	207	192	242	203	190	41

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Modification

Billable Units									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	7	7	4	6	3	4	3	7	41
Home First	19	18	24	38	29	12	16	7	163
MedAdapt Ltd.	37	43	29	20	19	22	25	38	233
People Working Cooperatively, Inc.	0	0	0	0	2	0	0	0	2
Stateline Medical Equipment	7	15	12	18	25	22	37	26	162
Tri-State Maintenance	5	9	7	8	3	13	18	16	79
Total Billable Units	75	92	76	90	81	73	99	94	680

Market Share								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Custom Home Elevator & Lift Co. Inc.	9.33%	7.61%	5.26%	6.67%	3.70%	5.48%	3.03%	7.45%
Home First	25.33%	19.57%	31.58%	42.22%	35.80%	16.44%	16.16%	7.45%
MedAdapt Ltd.	49.33%	46.74%	38.16%	22.22%	23.46%	30.14%	25.25%	40.43%
People Working Cooperatively, Inc.	0	0	0	0	2.47%	0	0	0
Stateline Medical Equipment	9.33%	16.30%	15.79%	20.00%	30.86%	30.14%	37.37%	27.66%
Tri-State Maintenance	6.67%	9.78%	9.21%	8.89%	3.70%	17.81%	18.18%	17.02%
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 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	6	7	4	6	3	4	3	7	5
Home First	18	18	22	36	24	11	13	7	19
MedAdapt Ltd.	37	42	28	20	18	22	25	36	29
People Working Cooperatively, Inc.	0	0	0	0	2	0	0	0	2
Stateline Medical Equipment	7	15	12	17	23	22	37	26	20
Tri-State Maintenance	5	7	6	8	3	12	18	15	9
Total Distinct Clients Served	73	89	72	87	73	71	96	91	16

Provider Quality Report: Service Metrics

Hamilton County ESP

Independent Living Assistance

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Cincinnati Area Senior Services Inc	188	70	0	0	0	0	0	0	258
Meals on Wheels of SW Ohio and Northern Kentucky	287	343	410	406	398	692	658	608	3,802
Partners in Prime	7	11	19	9	0	0	0	0	44
Total Billable Units	482	424	429	414	398	692	658	608	4,104

Market Share								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	39.04%	16.59%	0	0	0	0	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	59.55%	80.93%	95.68%	97.95%	100.00%	100.00%	100.00%	100.00%
Partners in Prime	1.40%	2.48%	4.32%	2.05%	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	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Cincinnati Area Senior Services Inc	54	38	0	0	0	0	0	0	46
Meals on Wheels of SW Ohio and Northern Kentucky	35	72	60	66	62	95	100	87	72
Partners in Prime	3	2	1	1	0	0	0	0	2
Total Distinct Clients Served	92	112	61	67	62	95	100	87	48

Provider Quality Report: Service Metrics

Hamilton County ESP

Major Housecleaning

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	9	6	16	9	9	8	6	7	70
Total Billable Units	9	6	16	9	9	8	6	7	70

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

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

Provider Quality Report: Service Metrics

Hamilton County ESP

Pest Control

Billable Units									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	4	22	37	45	30	38	39	42	257
Milt's Termite & Pest Control	10	13	13	19	15	27	19	24	140
Total Billable Units	14	35	50	64	45	65	58	66	397

Market Share								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
All Gone Termite & Pest Control, Inc.	28.57%	62.86%	74.00%	70.31%	66.67%	58.46%	67.24%	63.64%
Milt's Termite & Pest Control	71.43%	37.14%	26.00%	29.69%	33.33%	41.54%	32.76%	36.36%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	3	9	13	17	16	12	16	14	13
Milt's Termite & Pest Control	4	5	7	10	10	11	13	12	9
Total Distinct Clients Served	7	14	20	27	26	23	29	26	11

Provider Quality Report: Service Metrics

Hamilton County ESP

Transportation

Billable Units									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Total Billable Units
Cincinnati Area Senior Services Inc	251	103	0	0	0	0	0	0	354
home52 Transportation	0	911	5,688	5,623	9,939	7,662	10,329	9,617	49,769
Kemper Shuttle Services	2,269	1,764	709	0	0	0	0	0	4,742
Maple Knoll Outreach Services for Seniors	496	383	115	0	0	0	0	0	994
Meals on Wheels of SW Ohio and Northern Kentucky	0	149	55	0	0	0	0	0	204
Meda-Care Transportation, Inc.	6,146	5,702	2,375	0	0	0	0	0	14,223
Universal Transportation Systems	623	585	201	0	0	0	0	0	1,409
Total Billable Units	9,785	9,597	9,143	5,623	9,939	7,662	10,329	9,617	71,695

Market Share								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Cincinnati Area Senior Services Inc	2.57%	1.07%	0	0	0	0	0	0
home52 Transportation	0	9.49%	62.21%	100.00%	100.00%	100.00%	100.00%	100.00%
Kemper Shuttle Services	23.19%	18.38%	7.75%	0	0	0	0	0
Maple Knoll Outreach Services for Seniors	5.07%	3.99%	1.26%	0	0	0	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	0	1.55%	0.60%	0	0	0	0	0
Meda-Care Transportation, Inc.	62.81%	59.41%	25.98%	0	0	0	0	0
Universal Transportation Systems	6.37%	6.10%	2.20%	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 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Avg. Distinct Clients Served
Cincinnati Area Senior Services Inc	38	25	0	0	0	0	0	0	32
home52 Transportation	0	121	601	557	661	663	723	689	574
Kemper Shuttle Services	167	130	65	0	0	0	0	0	121
Maple Knoll Outreach Services for Seniors	42	41	21	0	0	0	0	0	35
Meals on Wheels of SW Ohio and Northern Kentucky	0	27	12	0	0	0	0	0	20
Meda-Care Transportation, Inc.	473	435	207	0	0	0	0	0	372
Universal Transportation Systems	57	60	36	0	0	0	0	0	51
Total Distinct Clients Served	777	839	942	557	661	663	723	689	254

Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton County ESP SASI Counts

Home Care Assistance								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	0	0	1	3	1	2	0	1
A Miracle Home Care	212	169	167	118	128	105	123	122
Always There Healthcare LLC	0	0	0	2	4	5	9	5
Amaramedical Health Care Services, Inc.	78	60	49	27	35	25	22	12
Assisted Care by Black Stone of CIN	161	150	82	61	53	57	48	56
Comfort and Care Home Health Agency, Inc.	0	0	3	0	1	1	2	1
Comfort Keepers	4	3	4	0	0	0	0	0
Eastern Personnel Services, Inc.	0	0	0	7	5	3	10	9
Helping Hands Private Duty Homecare	178	120	96	54	52	52	10	0
Hillebrand Home Health	32	36	20	18	15	19	11	15
Interim HomeStyles of Greater Cincinnati, Inc.	78	63	43	33	31	23	20	23
LCD Home Health Agency	0	0	0	0	0	0	1	1
Nova Home Care	26	29	17	13	19	21	16	23
Prime Home Care, LLC	6	12	8	7	2	6	3	2
Quality Care	75	72	63	45	37	33	26	38
SH of Southern Ohio LLC	0	0	0	0	0	0	1	14
Superior Home Care, Inc.	61	76	34	32	22	37	17	28

Home Delivered Meals								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	407	101	1	1	0	0	0	0
Deupree Meals on Wheels	88	91	58	48	37	35	37	49
Maple Knoll Outreach Services for Seniors	85	57	47	43	30	28	33	39
Mayerson JCC (Jewish Community Center)	56	41	33	24	32	26	17	22
Meals on Wheels of SW Ohio and Northern Kentucky	325	555	436	337	314	303	253	325
North College Hill Senior Center	60	44	41	23	31	29	23	0

Medical Transportation								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	12	4	0	0	0	0	0	0
Kemper Shuttle Services	77	44	21	0	0	0	0	0
Maple Knoll Outreach Services for Seniors	18	16	5	0	0	0	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	1	9	3	0	0	0	0	0
Meda-Care Transportation, Inc.	246	221	74	0	1	0	0	0
Universal Transportation Systems	31	29	7	0	0	0	0	0

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	83.3%	100.0%	100.0%	No Data	90.0%
A Miracle Home Care	88.3%	90.5%	92.2%	91.4%	91.3%	90.6%	94.1%	93.2%
Always There Healthcare LLC	No Data	No Data	No Data	100.0%	97.5%	100.0%	90.3%	75.5%
Amaramedical Health Care Services, Inc.	92.0%	91.2%	83.5%	82.3%	85.0%	72.4%	87.1%	81.7%
Assisted Care by Black Stone of CIN	87.2%	86.5%	89.5%	93.7%	93.0%	92.2%	93.1%	94.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	86.7%	No Data	80.0%	100.0%	100.0%	70.0%
Comfort Keepers	100.0%	100.0%	65.0%	No Data	No Data	No Data	No Data	No Data
Eastern Personnel Services, Inc.	No Data	No Data	No Data	71.4%	58.0%	90.0%	89.8%	67.2%
Helping Hands Private Duty Homecare	91.7%	90.2%	85.1%	88.6%	88.2%	94.3%	81.6%	No Data
Hillebrand Home Health	97.4%	98.9%	100.0%	96.0%	98.7%	96.3%	99.1%	98.5%
Interim HomeStyles of Greater Cincinnati, Inc.	91.5%	88.4%	90.5%	87.1%	92.6%	98.1%	97.0%	92.4%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	80.0%
Nova Home Care	93.7%	90.6%	96.3%	95.3%	98.9%	89.1%	87.9%	94.8%
Prime Home Care, LLC	77.0%	98.3%	90.8%	98.6%	100.0%	84.7%	90.0%	100.0%
Quality Care	95.0%	92.7%	88.7%	86.9%	92.6%	93.2%	96.1%	89.5%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	90.0%	94.7%
Superior Home Care, Inc.	97.9%	93.8%	96.1%	92.2%	95.9%	98.0%	93.7%	96.4%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
A Miracle Home Care	86.2%	91.4%	90.3%	89.6%	90.3%	89.1%	94.3%	91.7%
Always There Healthcare LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	75.0%
Amaramedical Health Care Services, Inc.	88.4%	87.7%	78.0%	78.9%	81.3%	60.0%	94.7%	70.0%
Assisted Care by Black Stone of CIN	86.2%	84.0%	89.0%	96.0%	93.3%	90.0%	90.0%	95.9%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Comfort Keepers	100.0%	100.0%	50.0%	No Data	No Data	No Data	No Data	No Data
Eastern Personnel Services, Inc.	No Data	No Data	No Data	71.4%	40.0%	66.7%	100.0%	55.6%
Helping Hands Private Duty Homecare	90.7%	90.8%	83.1%	83.3%	90.7%	93.9%	70.0%	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%	92.3%
Interim HomeStyles of Greater Cincinnati, Inc.	88.1%	87.0%	89.2%	88.9%	88.0%	100.0%	100.0%	85.7%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	95.2%	92.6%	100.0%	92.3%	100.0%	89.5%	86.7%	100.0%
Prime Home Care, LLC	100.0%	100.0%	87.5%	100.0%	100.0%	66.7%	100.0%	100.0%
Quality Care	95.7%	94.2%	91.7%	97.6%	91.2%	90.3%	100.0%	94.3%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	92.3%
Superior Home Care, Inc.	98.1%	92.6%	100.0%	93.3%	100.0%	100.0%	93.3%	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 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
A Miracle Home Care	81.9%	88.7%	91.4%	88.5%	86.7%	90.1%	87.8%	85.7%
Always There Healthcare LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	75.0%	75.0%
Amaramedical Health Care Services, Inc.	89.2%	85.7%	72.7%	84.2%	84.8%	55.0%	75.0%	71.4%
Assisted Care by Black Stone of CIN	84.9%	84.0%	86.1%	94.1%	88.6%	90.2%	86.5%	91.7%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Comfort Keepers	100.0%	100.0%	50.0%	No Data	No Data	No Data	No Data	No Data
Eastern Personnel Services, Inc.	No Data	No Data	No Data	71.4%	40.0%	66.7%	87.5%	50.0%
Helping Hands Private Duty Homecare	93.0%	85.2%	86.4%	88.0%	82.6%	94.1%	70.0%	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	88.9%	100.0%	94.1%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	89.4%	89.3%	92.5%	84.6%	96.3%	100.0%	100.0%	88.2%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	0.0%
Nova Home Care	95.2%	92.9%	100.0%	91.7%	100.0%	84.2%	100.0%	100.0%
Prime Home Care, LLC	80.0%	100.0%	87.5%	100.0%	100.0%	83.3%	100.0%	100.0%
Quality Care	94.1%	92.6%	86.9%	92.9%	88.2%	96.8%	100.0%	88.5%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	0.0%	77.8%
Superior Home Care, Inc.	100.0%	88.4%	100.0%	89.7%	90.5%	97.1%	91.7%	95.5%

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	66.7%	100.0%	100.0%	No Data	100.0%
A Miracle Home Care	83.0%	83.9%	83.2%	83.1%	81.6%	86.4%	88.3%	82.8%
Always There Healthcare LLC	No Data	No Data	No Data	100.0%	75.0%	100.0%	77.8%	60.0%
Amaramedical Health Care Services, Inc.	87.2%	86.4%	81.6%	70.4%	85.3%	68.0%	85.0%	81.8%
Assisted Care by Black Stone of CIN	76.4%	75.7%	84.0%	83.6%	90.2%	87.3%	82.2%	78.6%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	66.7%	No Data	0.0%	100.0%	100.0%	0.0%
Comfort Keepers	100.0%	100.0%	75.0%	No Data	No Data	No Data	No Data	No Data
Eastern Personnel Services, Inc.	No Data	No Data	No Data	57.1%	0.0%	100.0%	80.0%	55.6%
Helping Hands Private Duty Homecare	67.6%	70.9%	54.3%	66.7%	72.0%	84.6%	70.0%	No Data
Hillebrand Home Health	93.8%	97.2%	100.0%	100.0%	86.7%	89.5%	90.9%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	84.6%	77.8%	81.0%	75.0%	87.1%	95.7%	85.0%	95.7%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	88.5%	62.1%	87.5%	84.6%	100.0%	76.2%	75.0%	78.3%
Prime Home Care, LLC	83.3%	83.3%	75.0%	100.0%	100.0%	100.0%	33.3%	100.0%
Quality Care	86.5%	80.6%	71.4%	64.4%	83.3%	83.9%	96.2%	67.6%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	92.9%
Superior Home Care, Inc.	93.3%	90.7%	88.2%	87.1%	86.4%	94.6%	88.2%	89.3%

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%

1/2 Historical Standard Deviation: 2.7%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
A Miracle Home Care	97.1%	97.0%	98.2%	97.5%	99.2%	96.1%	98.4%	100.0%
Always There Healthcare LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	80.0%
Amaramedical Health Care Services, Inc.	98.7%	96.7%	93.8%	85.2%	88.6%	92.0%	100.0%	90.9%
Assisted Care by Black Stone of CIN	96.8%	96.6%	98.8%	98.4%	100.0%	98.2%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Day Share Senior Services	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	No Data	No Data	No Data	85.7%	80.0%	100.0%	90.0%	100.0%
Helping Hands Private Duty Homecare	98.9%	98.3%	97.9%	98.1%	100.0%	98.1%	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.	97.4%	96.8%	97.7%	100.0%	96.8%	100.0%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	100.0%	93.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	98.7%	98.6%	96.8%	95.6%	100.0%	100.0%	96.2%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Superior Home Care, Inc.	100.0%	97.4%	100.0%	96.9%	100.0%	100.0%	94.1%	100.0%

Do you trust your aide?

Historical Average: 94.9%

1/2 Historical Standard Deviation: 3.4%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
A Miracle Home Care	94.3%	94.6%	96.4%	96.6%	98.4%	97.1%	96.7%	100.0%
Always There Healthcare LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	75.0%
Amaramedical Health Care Services, Inc.	96.2%	96.6%	89.6%	88.5%	85.7%	80.0%	95.0%	90.9%
Assisted Care by Black Stone of CIN	94.2%	94.0%	97.6%	93.4%	96.1%	98.2%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Day Share Senior Services	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	No Data	No Data	No Data	71.4%	80.0%	100.0%	90.0%	100.0%
Helping Hands Private Duty Homecare	95.4%	96.6%	94.7%	98.1%	94.2%	98.1%	100.0%	No Data
Hillebrand Home Health	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	93.5%	92.1%	97.7%	93.8%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	92.3%	93.1%	100.0%	92.3%	100.0%	100.0%	100.0%	95.7%
Prime Home Care, LLC	83.3%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%
Quality Care	96.0%	97.2%	95.2%	91.1%	94.4%	96.8%	96.2%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Superior Home Care, Inc.	96.7%	94.7%	100.0%	93.5%	95.5%	100.0%	93.8%	96.4%

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 Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7% 1/2 Historical Standard Deviation: 3.5%								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	66.7%	100.0%	100.0%	No Data	100.0%
A Miracle Home Care	94.7%	91.1%	95.2%	94.1%	96.8%	91.3%	97.5%	99.2%
Always There Healthcare LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	75.0%
Amaramedical Health Care Services, Inc.	97.4%	95.0%	87.8%	88.9%	85.7%	84.0%	95.0%	90.9%
Assisted Care by Black Stone of CIN	91.1%	90.6%	96.3%	100.0%	98.1%	98.2%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	66.7%	No Data	100.0%	100.0%	100.0%	100.0%
Day Share Senior Services	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	No Data	No Data	No Data	71.4%	80.0%	100.0%	90.0%	75.0%
Helping Hands Private Duty Homecare	97.1%	95.8%	95.8%	94.4%	86.5%	95.9%	80.0%	No Data
Hillebrand Home Health	96.9%	97.2%	100.0%	94.4%	100.0%	89.5%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	96.2%	88.7%	97.7%	93.8%	96.8%	100.0%	90.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	96.2%	93.1%	100.0%	100.0%	100.0%	95.2%	93.8%	95.7%
Prime Home Care, LLC	83.3%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%
Quality Care	97.3%	94.4%	95.2%	91.1%	100.0%	93.3%	96.2%	97.2%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Superior Home Care, Inc.	100.0%	97.4%	94.1%	93.8%	95.5%	100.0%	93.8%	96.4%

Does your aide do the things you ask them to do?								
Historical Average: 95.7% 1/2 Historical Standard Deviation: 3.0%								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	66.7%	100.0%	100.0%	No Data	100.0%
A Miracle Home Care	94.3%	92.3%	96.4%	94.1%	98.4%	93.3%	97.5%	98.4%
Always There Healthcare LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	80.0%
Amaramedical Health Care Services, Inc.	96.2%	96.7%	89.8%	85.2%	82.9%	87.5%	85.0%	90.9%
Assisted Care by Black Stone of CIN	92.4%	93.3%	95.1%	100.0%	98.1%	96.4%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	66.7%	No Data	100.0%	100.0%	100.0%	100.0%
Day Share Senior Services	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	No Data	No Data	No Data	71.4%	80.0%	100.0%	90.0%	75.0%
Helping Hands Private Duty Homecare	97.2%	95.8%	93.8%	96.2%	88.5%	98.1%	80.0%	No Data
Hillebrand Home Health	96.9%	97.2%	100.0%	94.4%	100.0%	94.7%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	97.4%	93.7%	97.7%	96.9%	96.8%	100.0%	100.0%	95.7%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	96.2%	93.1%	100.0%	100.0%	94.7%	100.0%	93.3%	95.7%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%
Quality Care	98.7%	98.6%	95.2%	86.7%	100.0%	96.8%	92.3%	94.3%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Superior Home Care, Inc.	100.0%	98.7%	97.1%	90.6%	95.5%	97.3%	94.1%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3% 1/2 Historical Standard Deviation: 6.0%								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	0.0%
A Miracle Home Care	82.9%	87.8%	88.1%	91.1%	87.0%	89.7%	93.3%	91.9%
Always There Healthcare LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	83.3%	75.0%
Amaramedical Health Care Services, Inc.	84.6%	87.3%	72.5%	76.2%	83.9%	57.9%	75.0%	66.7%
Assisted Care by Black Stone of CIN	79.5%	81.7%	77.3%	89.8%	90.5%	84.3%	89.2%	88.6%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Day Share Senior Services	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	No Data	No Data	No Data	71.4%	40.0%	100.0%	100.0%	50.0%
Helping Hands Private Duty Homecare	95.3%	91.7%	83.1%	85.4%	88.9%	95.8%	85.7%	No Data
Hillebrand Home Health	96.4%	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	92.3%
Interim HomeStyles of Greater Cincinnati, Inc.	88.7%	82.1%	80.0%	73.1%	83.3%	94.1%	94.7%	81.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	0.0%
Nova Home Care	89.5%	100.0%	93.3%	100.0%	100.0%	78.9%	80.0%	100.0%
Prime Home Care, LLC	40.0%	100.0%	83.3%	100.0%	100.0%	80.0%	66.7%	100.0%
Quality Care	97.0%	93.5%	88.1%	89.7%	87.9%	90.0%	95.8%	91.2%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	91.7%
Superior Home Care, Inc.	96.2%	92.5%	96.7%	93.1%	100.0%	97.0%	100.0%	94.1%

Is your aide dependable?								
Historical Average: 89.6% 1/2 Historical Standard Deviation: 6.4%								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	66.7%	100.0%	100.0%	No Data	100.0%
A Miracle Home Care	85.8%	88.8%	92.7%	87.1%	86.6%	87.5%	92.5%	91.7%
Always There Healthcare LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	77.8%	80.0%
Amaramedical Health Care Services, Inc.	89.7%	90.0%	83.7%	77.8%	82.9%	68.0%	76.2%	81.8%
Assisted Care by Black Stone of CIN	84.6%	79.9%	84.1%	88.5%	86.3%	87.7%	91.5%	85.5%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	66.7%	No Data	0.0%	100.0%	100.0%	0.0%
Day Share Senior Services	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	No Data	No Data	No Data	71.4%	40.0%	100.0%	80.0%	55.6%
Helping Hands Private Duty Homecare	90.8%	85.7%	76.6%	86.8%	86.3%	90.2%	90.0%	No Data
Hillebrand Home Health	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	90.9%	82.5%	86.0%	80.6%	87.1%	95.7%	100.0%	87.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	88.5%	89.7%	94.1%	92.3%	100.0%	85.7%	75.0%	82.6%
Prime Home Care, LLC	66.7%	100.0%	87.5%	100.0%	100.0%	83.3%	100.0%	100.0%
Quality Care	93.3%	88.7%	77.8%	75.6%	86.5%	93.5%	92.3%	75.7%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	92.9%
Superior Home Care, Inc.	96.7%	93.2%	88.2%	93.8%	95.5%	97.2%	94.1%	96.3%

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 Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2021	2021	2021	2021	2022	2022	2022	2022
1/2 Historical Standard Deviation: 6.6%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	66.7%	100.0%	100.0%	No Data	100.0%
A Miracle Home Care	83.2%	89.3%	89.8%	92.3%	88.2%	85.6%	94.2%	90.1%
Always There Healthcare LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	88.9%	80.0%
Amaramedical Health Care Services, Inc.	92.1%	89.7%	85.7%	88.0%	88.6%	72.0%	90.0%	81.8%
Assisted Care by Black Stone of CIN	86.1%	85.1%	86.6%	93.3%	88.5%	91.1%	91.3%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	0.0%
Day Share Senior Services	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	No Data	No Data	No Data	71.4%	100.0%	66.7%	90.0%	55.6%
Helping Hands Private Duty Homecare	90.7%	91.2%	84.9%	88.7%	92.0%	94.2%	70.0%	No Data
Hillebrand Home Health	100.0%	97.2%	100.0%	94.4%	100.0%	94.7%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	88.5%	93.7%	85.7%	84.4%	93.5%	95.7%	100.0%	91.3%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	96.0%	96.6%	88.2%	100.0%	94.7%	81.0%	75.0%	100.0%
Prime Home Care, LLC	50.0%	100.0%	87.5%	85.7%	100.0%	83.3%	100.0%	100.0%
Quality Care	93.2%	88.6%	88.7%	84.4%	94.6%	90.3%	96.0%	86.5%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Superior Home Care, Inc.	98.3%	92.0%	97.1%	90.6%	100.0%	97.3%	94.1%	96.3%

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	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	97.1%	98.1%	100.0%	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	98.2%	97.8%	98.5%	98.7%	99.7%	99.3%	99.3%	97.9%
Maple Knoll Outreach Services for Seniors	98.1%	98.7%	96.2%	98.3%	98.8%	98.7%	95.7%	98.4%
Mayerson JCC (Jewish Community Center)	98.8%	96.0%	96.2%	97.4%	98.4%	99.5%	100.0%	96.0%
Meals on Wheels of SW Ohio and Northern Kentucky	97.8%	97.7%	98.4%	98.0%	98.8%	97.9%	98.7%	98.5%
North College Hill Senior Center	99.2%	95.7%	97.5%	98.4%	99.6%	99.1%	99.5%	No Data

Are the people at [HDM Service Provider] responsive?

Historical Average: 98.5%

1/2 Historical Standard Deviation: 1.4%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	98.3%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	97.2%	98.8%	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)	100.0%	100.0%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.3%	99.0%	99.2%	99.0%	99.3%	99.6%	100.0%	99.7%
North College Hill Senior Center	100.0%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

Are your meals good?

Historical Average: 94.6%

1/2 Historical Standard Deviation: 2.1%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	95.8%	96.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	97.7%	95.6%	98.2%	95.8%	97.2%	97.1%	97.3%	98.0%
Maple Knoll Outreach Services for Seniors	96.5%	98.2%	93.3%	88.4%	96.7%	96.4%	90.9%	94.7%
Mayerson JCC (Jewish Community Center)	98.2%	85.4%	93.9%	91.7%	96.8%	100.0%	100.0%	86.4%
Meals on Wheels of SW Ohio and Northern Kentucky	97.2%	95.5%	97.9%	96.4%	97.8%	96.0%	98.0%	96.9%
North College Hill Senior Center	98.3%	93.0%	95.1%	95.7%	96.7%	100.0%	100.0%	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%

1/2 Historical Standard Deviation: 0.6%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Cincinnati Area Senior Services Inc	99.3%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
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%	97.9%	100.0%	100.0%	100.0%	100.0%	97.4%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.8%	99.3%	99.8%	99.1%	99.0%	98.3%	99.2%	99.1%
North College Hill Senior Center	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

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

Historical Average: 97.3%

1/2 Historical Standard Deviation: 1.6%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Cincinnati Area Senior Services Inc	98.3%	98.9%	100.0%	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%	96.2%	100.0%
Mayerson JCC (Jewish Community Center)	98.0%	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	97.2%	98.2%	99.5%	99.0%	100.0%	99.6%	98.9%	99.1%
North College Hill Senior Center	100.0%	97.6%	95.0%	100.0%	100.0%	100.0%	100.0%	No Data

Do you eat your home delivered meals?

Historical Average: 96.5%

1/2 Historical Standard Deviation: 0.8%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Cincinnati Area Senior Services Inc	98.8%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%
Maple Knoll Outreach Services for Seniors	98.8%	98.2%	97.9%	100.0%	100.0%	100.0%	97.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	97.4%	96.9%	100.0%	96.9%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.4%	98.9%	99.5%	99.1%	99.7%	99.3%	99.6%	99.4%
North College Hill Senior Center	98.3%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	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

Do you have a good choice of meals?

Historical Average: 93.6%

1/2 Historical Standard Deviation: 2.8%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	91.6%	94.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	90.8%	94.4%	93.1%	95.7%	100.0%	100.0%	97.3%	93.9%
Maple Knoll Outreach Services for Seniors	91.8%	96.5%	89.4%	97.7%	96.7%	92.9%	87.9%	94.9%
Mayerson JCC (Jewish Community Center)	96.4%	92.7%	93.9%	95.8%	96.9%	96.2%	100.0%	90.9%
Meals on Wheels of SW Ohio and Northern Kentucky	95.4%	93.5%	94.2%	94.3%	95.8%	94.6%	95.2%	96.0%
North College Hill Senior Center	98.3%	86.4%	95.1%	91.3%	100.0%	96.6%	95.7%	No Data

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

1/2 Historical Standard Deviation: 1.8%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	98.0%	97.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	97.8%	98.3%	97.9%	100.0%	100.0%	100.0%	97.9%
Maple Knoll Outreach Services for Seniors	100.0%	98.2%	97.9%	100.0%	96.7%	100.0%	97.0%	100.0%
Mayerson JCC (Jewish Community Center)	98.1%	97.4%	97.0%	95.8%	96.9%	100.0%	100.0%	90.9%
Meals on Wheels of SW Ohio and Northern Kentucky	98.4%	99.3%	98.8%	98.5%	99.4%	98.3%	98.8%	98.8%
North College Hill Senior Center	98.3%	95.3%	95.0%	100.0%	100.0%	96.6%	100.0%	No Data

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

Historical Average: 97.1%

1/2 Historical Standard Deviation: 1.6%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	97.0%	99.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	98.9%	98.3%	100.0%	100.0%	97.1%	100.0%	98.0%
Maple Knoll Outreach Services for Seniors	97.6%	98.2%	95.7%	100.0%	100.0%	100.0%	97.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	95.1%	97.0%	95.8%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	97.5%	98.2%	98.1%	98.2%	99.4%	97.0%	99.6%	99.4%
North College Hill Senior Center	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	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

Medical Transportation SASI Scores

Overall Percentage

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	97.9%	94.1%	90.4%	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	97.5%	94.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	96.1%	93.1%	93.5%	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	88.0%	93.7%	87.1%	No Data	No Data	No Data	No Data	No Data

Can you depend on your transportation service?

Historical Average: 96.1%

1/2 Historical Standard Deviation: 2.3%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	96.1%	90.9%	90.5%	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	80.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.0%	92.1%	94.4%	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	90.0%	89.7%	71.4%	No Data	No Data	No Data	No Data	No Data

Do you feel safe and secure during your ride?

Historical Average: 96.6%

1/2 Historical Standard Deviation: 4.4%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	97.7%	90.5%	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	93.8%	100.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	98.3%	95.8%	97.2%	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	86.7%	96.6%	100.0%	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.

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%

1/2 Historical Standard Deviation: 2.5%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	93.2%	90.5%	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.1%	94.9%	93.1%	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	93.3%	96.6%	100.0%	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%

1/2 Historical Standard Deviation: 2.2%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	98.7%	95.3%	90.5%	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.9%	93.5%	91.7%	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	90.0%	96.4%	100.0%	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: 96.3%

1/2 Historical Standard Deviation: 2.2%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	97.3%	95.5%	90.5%	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	93.8%	100.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	97.1%	94.5%	95.8%	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	83.3%	96.6%	85.7%	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.

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?

Historical Average: 96.6%

1/2 Historical Standard Deviation: 1.7%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	95.3%	90.5%	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	97.1%	95.9%	98.6%	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	93.3%	96.6%	100.0%	No Data	No Data	No Data	No Data	No Data

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

Historical Average: 96.0%

1/2 Historical Standard Deviation: 1.9%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	98.7%	88.6%	90.5%	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	98.8%	94.0%	91.7%	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	93.3%	93.1%	71.4%	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%

1/2 Historical Standard Deviation: 4.5%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	93.4%	90.9%	90.0%	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	93.8%	80.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	90.4%	86.1%	88.9%	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	83.3%	86.2%	71.4%	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.

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 96.0% 1/2 Historical Standard Deviation: 4.0%								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	98.6%	97.7%	90.5%	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	80.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	97.5%	93.5%	91.7%	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	86.2%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.6% 1/2 Historical Standard Deviation: 2.4%								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Cincinnati Area Senior Services Inc	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	96.1%	95.5%	90.5%	No Data	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	93.8%	100.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.9%	91.2%	91.7%	No Data	No Data	No Data	No Data	No Data
Universal Transportation Systems	80.0%	85.7%	71.4%	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 22,050 SASIs collected over a two year period from January 1, 2021 through December 31, 2022 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$ was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e. $[(\text{STDDEV})/2]$.
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in RED.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in GREEN.
7. Color coding was first applied to the Quarter 1, 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