



Hamilton County



Provider Quality Report

Quarter 3, 2023

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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 January-March).
- 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
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

SASI Scoring:

As of Q3, 2023 Home52 Transportation Coordination and Provider Survey scores have been added to the report.

Provider Quality Report: Provider Activity

Hamilton County ESP

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
Arrow Heating Cooling and Home Maintenance, LLC	Home Modification	11/7/2023
Warming Hearts Homecare LLC	Independent Living Assistance	6/1/2022
Right at Home	Home Care Assistance	7/17/2023
Western Hills Home Care LLC	Home Care Assistance	7/1/2023

Provider	Service On Hold	Effective
Amaramedical Health Care Services, Inc.	Home Care Assistance	9/7/2022 - 2/3/2023
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022 - 4/12/2022
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023

Provider Quality Report: Service Metrics

Hamilton County ESP

Adult Day Service

Billable Units									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Active Day of Cincinnati	264	209	232	196	529	477	560	589	3,053
Bayley Life ADC	776	746	802	851	778	767	809	743	6,270
Day Share Senior Services	0	0	41	87	85	179	226	210	828
Lincoln Heights Outreach Inc.	154	258	141	143	170	179	238	231	1,513
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	0	14	35	16	65
Total Billable Units	1,193	1,213	1,216	1,276	1,562	1,615	1,867	1,788	11,728

Market Share								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Active Day of Cincinnati	22.13%	17.20%	19.09%	15.32%	33.85%	29.50%	29.97%	32.92%
Bayley Life ADC	65.00%	61.53%	65.94%	66.65%	49.82%	47.46%	43.33%	41.57%
Day Share Senior Services	0	0	3.37%	6.82%	5.44%	11.08%	12.10%	11.72%
Lincoln Heights Outreach Inc.	12.87%	21.28%	11.60%	11.21%	10.89%	11.08%	12.72%	12.90%
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	0	0.87%	1.87%	0.90%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Active Day of Cincinnati	10	11	15	12	17	19	21	21	16
Bayley Life ADC	34	32	32	35	33	26	30	27	31
Day Share Senior Services	0	0	2	2	2	6	8	8	5
Lincoln Heights Outreach Inc.	7	8	4	3	6	5	7	6	6
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	0	1	1	1	1
Total Distinct Clients Served	51	51	53	52	58	57	67	63	14

Provider Quality Report: Service Metrics

Hamilton County ESP

Consumer Directed Care

Billable Units									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Acumen Fiscal Agent	24,247	24,236	23,862	34	0	0	0	0	72,379
Palco, Inc.	0	0	0	24,900	22,996	38,217	35,075	37,692	158,880
Total Billable Units	24,247	24,236	23,862	24,934	22,996	38,217	35,075	37,692	231,259

Market Share								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Acumen Fiscal Agent	100.00%	100.00%	100.00%	0.14%	0	0	0	0
Palco, Inc.	0	0	0	99.86%	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	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Acumen Fiscal Agent	260	272	283	2	0	0	0	0	204
Palco, Inc.	0	0	0	247	280	355	374	401	331
Total Distinct Clients Served	260	272	283	249	280	355	374	401	275

Provider Quality Report: Service Metrics

Hamilton County ESP

Electronic Monitoring System

Billable Units									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Guardian Medical Monitoring, Inc.	8,707	8,318	8,199	8,362	8,091	6,815	9,020	7,238	64,747
Total Billable Units	8,707	8,318	8,199	8,362	8,091	6,815	9,020	7,238	64,747

Market Share									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,922	2,779	2,753	2,756	2,690	2,651	2,691	2,567	2,726
Total Distinct Clients Served	2,922	2,779	2,753	2,756	2,690	2,651	2,691	2,567	2,726

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Billable Units									
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	Total Billable Units
A Best Home Care, Inc.	174	152	121	167	220	326	411	474	2,043
A Miracle Home Care	24,824	24,189	26,843	29,422	30,653	33,415	35,652	37,839	242,838
Always There Healthcare LLC	598	960	1,473	1,051	2,061	1,641	1,572	1,876	11,231
Amaramedical Health Care Services, Inc.	6,838	5,742	5,142	4,937	4,677	4,923	5,080	4,520	41,858
Assisted Care by Black Stone of CIN	12,065	8,429	8,489	7,745	7,541	7,261	7,132	6,127	64,788
Comfort and Care Home Health Agency, Inc.	440	193	197	253	212	91	174	150	1,709
Day Share Senior Services	315	278	153	140	383	464	474	463	2,670
Eastern Personnel Services, Inc.	0	1,302	1,111	592	1,201	804	1,674	1,157	7,841
Helping Hands Private Duty Homecare	8,193	6,165	6,978	1,739	0	0	0	0	23,075
Hillebrand Home Health	3,745	3,528	3,664	3,951	3,736	3,553	3,051	2,883	28,111
Interim HomeStyles of Greater Cincinnati, Inc.	4,569	4,565	4,476	4,079	3,683	3,611	2,420	3,766	31,170
LCD Home Health Agency	6	33	96	104	291	273	286	281	1,370
Nova Home Care	4,535	4,255	4,878	5,168	5,281	5,502	5,447	5,483	40,549
Prime Home Care, LLC	1,027	839	796	464	330	304	332	369	4,459
Quality Care	7,484	6,523	6,992	6,817	7,171	7,362	7,174	6,847	56,369
Right at Home	0	0	0	0	0	0	0	424	424
SH of Southern Ohio LLC	0	32	118	1,286	2,554	2,530	3,120	2,100	11,739
Superior Home Care, Inc.	5,463	4,585	4,863	5,119	5,042	5,073	5,199	5,042	40,385
Western Hills Home Care	0	0	0	0	0	0	0	625	625
Total Billable Units	80,275	71,768	76,389	73,033	75,035	77,131	79,198	80,424	613,252

Market Share								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
A Best Home Care, Inc.	0.22%	0.21%	0.16%	0.23%	0.29%	0.42%	0.52%	0.59%
A Miracle Home Care	30.92%	33.70%	35.14%	40.29%	40.85%	43.32%	45.02%	47.05%
Always There Healthcare LLC	0.75%	1.34%	1.93%	1.44%	2.75%	2.13%	1.98%	2.33%
Amaramedical Health Care Services, Inc.	8.52%	8.00%	6.73%	6.76%	6.23%	6.38%	6.41%	5.62%
Assisted Care by Black Stone of CIN	15.03%	11.74%	11.11%	10.60%	10.05%	9.41%	9.01%	7.62%
Comfort and Care Home Health Agency, Inc.	0.55%	0.27%	0.26%	0.35%	0.28%	0.12%	0.22%	0.19%
Day Share Senior Services	0.39%	0.39%	0.20%	0.19%	0.51%	0.60%	0.60%	0.58%
Eastern Personnel Services, Inc.	0	1.81%	1.45%	0.81%	1.60%	1.04%	2.11%	1.44%
Helping Hands Private Duty Homecare	10.21%	8.59%	9.13%	2.38%	0	0	0	0
Hillebrand Home Health	4.66%	4.92%	4.80%	5.41%	4.98%	4.61%	3.85%	3.58%
Interim HomeStyles of Greater Cincinnati, Inc.	5.69%	6.36%	5.86%	5.59%	4.91%	4.68%	3.06%	4.68%
LCD Home Health Agency	0.01%	0.05%	0.13%	0.14%	0.39%	0.35%	0.36%	0.35%
Nova Home Care	5.65%	5.93%	6.39%	7.08%	7.04%	7.13%	6.88%	6.82%
Prime Home Care, LLC	1.28%	1.17%	1.04%	0.63%	0.44%	0.39%	0.42%	0.46%
Quality Care	9.32%	9.09%	9.15%	9.33%	9.56%	9.54%	9.06%	8.51%
Right at Home	0	0	0	0	0	0	0	0.53%
SH of Southern Ohio LLC	0	0.04%	0.15%	1.76%	3.40%	3.28%	3.94%	2.61%
Superior Home Care, Inc.	6.81%	6.39%	6.37%	7.01%	6.72%	6.58%	6.56%	6.27%
Western Hills Home Care	0	0	0	0	0	0	0	0.78%
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 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	Avg. Distinct Clients Served
A Best Home Care, Inc.	7	4	3	3	6	6	9	13	6
A Miracle Home Care	700	688	686	815	832	926	958	1,008	827
Always There Healthcare LLC	21	36	44	41	53	47	48	51	43
Amaramedical Health Care Services, Inc.	172	157	120	113	110	108	116	105	125
Assisted Care by Black Stone of CIN	294	289	297	290	266	235	209	180	258
Comfort and Care Home Health Agency, Inc.	24	8	8	14	10	9	6	5	11
Day Share Senior Services	5	5	5	4	13	13	13	12	9
Eastern Personnel Services, Inc.	0	43	31	41	39	27	27	31	34
Helping Hands Private Duty Homecare	300	252	248	211	0	0	0	0	253
Hillebrand Home Health	95	87	84	81	82	73	68	67	80
Interim HomeStyles of Greater Cincinnati, Inc.	148	136	124	119	111	101	98	93	116
LCD Home Health Agency	1	1	2	2	6	6	5	6	4
Nova Home Care	102	124	136	138	137	143	140	140	133
Prime Home Care, LLC	24	22	19	14	10	10	10	9	15
Quality Care	242	218	211	203	196	206	217	200	212
Right at Home	0	0	0	0	0	0	0	40	40
SH of Southern Ohio LLC	0	2	9	69	73	88	103	88	62
Superior Home Care, Inc.	159	145	165	183	172	176	189	187	172
Western Hills Home Care	0	0	0	0	0	0	0	24	24
Total Distinct Clients Served	2,294	2,217	2,192	2,341	2,116	2,174	2,216	2,259	135

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Delivered Meals

Billable Units									
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	Total Billable Units
Deupree Meals on Wheels	19,129	17,887	18,394	19,162	20,647	19,873	19,006	18,534	152,632
Maple Knoll Outreach Services for Seniors	14,418	13,538	13,179	14,778	15,871	14,893	13,970	13,270	113,917
Mayerson JCC (Jewish Community Center)	11,833	11,286	12,121	13,497	16,698	15,772	16,244	16,665	114,116
Meals on Wheels of SW Ohio and Northern Kentucky	129,658	119,922	126,274	129,648	140,338	140,418	149,539	148,552	1,084,349
North College Hill Senior Center	11,121	10,811	11,058	8,396	0	0	0	0	41,386
Total Billable Units	186,159	173,444	181,026	185,481	193,554	190,956	198,759	197,021	1,506,400

Market Share								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
Deupree Meals on Wheels	10.28%	10.31%	10.16%	10.33%	10.67%	10.41%	9.56%	9.41%
Maple Knoll Outreach Services for Seniors	7.74%	7.81%	7.28%	7.97%	8.20%	7.80%	7.03%	6.74%
Mayerson JCC (Jewish Community Center)	6.36%	6.51%	6.70%	7.28%	8.63%	8.26%	8.17%	8.46%
Meals on Wheels of SW Ohio and Northern Kentucky	69.65%	69.14%	69.75%	69.90%	72.51%	73.53%	75.24%	75.40%
North College Hill Senior Center	5.97%	6.23%	6.11%	4.53%	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 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	Avg. Distinct Clients Served
Deupree Meals on Wheels	263	263	265	294	290	283	270	256	273
Maple Knoll Outreach Services for Seniors	220	222	218	253	236	232	215	204	225
Mayerson JCC (Jewish Community Center)	183	171	176	217	231	235	230	246	211
Meals on Wheels of SW Ohio and Northern Kentucky	1,886	1,841	1,907	2,007	2,059	2,156	2,227	2,258	2,043
North College Hill Senior Center	170	166	173	170	0	0	0	0	170
Total Distinct Clients Served	2,722	2,663	2,739	2,941	2,816	2,906	2,942	2,964	630

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Medical Equipment

Billable Units									
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	Total Billable Units
American Ramp Systems	11	20	30	28	29	35	46	49	248
Bernens Medical	160	136	175	151	130	176	157	157	1,242
Home First	8	9	1	4	3	4	2	5	36
Mullaney's Pharmacy & Home Health Care	63	62	87	62	78	81	88	89	610
Stateline Medical Equipment	15	13	9	5	9	5	7	7	70
Total Billable Units	257	240	302	250	249	301	300	307	2,206

Market Share								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
American Ramp Systems	4.28%	8.33%	9.93%	11.20%	11.65%	11.63%	15.33%	15.96%
Bernens Medical	62.26%	56.67%	57.95%	60.40%	52.21%	58.47%	52.33%	51.14%
Home First	3.11%	3.75%	0.33%	1.60%	1.20%	1.33%	0.67%	1.63%
Mullaney's Pharmacy & Home Health Care	24.51%	25.83%	28.81%	24.80%	31.33%	26.91%	29.33%	28.99%
Stateline Medical Equipment	5.84%	5.42%	2.98%	2.00%	3.61%	1.66%	2.33%	2.28%
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 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	Avg. Distinct Clients Served
American Ramp Systems	5	8	13	13	12	14	19	18	13
Bernens Medical	126	112	142	126	99	142	134	120	125
Home First	8	9	1	3	3	4	2	5	4
Mullaney's Pharmacy & Home Health Care	53	52	78	56	67	71	79	73	66
Stateline Medical Equipment	15	11	8	5	9	4	7	7	8
Total Distinct Clients Served	207	192	242	203	190	235	241	223	43

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Modification

Billable Units									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	6	3	4	3	7	7	4	8	42
Home First	38	29	12	16	7	11	7	6	126
MedAdapt Ltd.	20	19	22	25	38	26	30	31	211
People Working Cooperatively, Inc.	0	2	0	0	0	0	0	0	2
Stateline Medical Equipment	18	25	22	37	26	15	30	24	197
Tri-State Maintenance	8	3	13	18	16	16	16	15	105
Total Billable Units	90	81	73	99	94	75	87	84	683

Market Share								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Custom Home Elevator & Lift Co. Inc.	6.67%	3.70%	5.48%	3.03%	7.45%	9.33%	4.60%	9.52%
Home First	42.22%	35.80%	16.44%	16.16%	7.45%	14.67%	8.05%	7.14%
MedAdapt Ltd.	22.22%	23.46%	30.14%	25.25%	40.43%	34.67%	34.48%	36.90%
People Working Cooperatively, Inc.	0	2.47%	0	0	0	0	0	0
Stateline Medical Equipment	20.00%	30.86%	30.14%	37.37%	27.66%	20.00%	34.48%	28.57%
Tri-State Maintenance	8.89%	3.70%	17.81%	18.18%	17.02%	21.33%	18.39%	17.86%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	6	3	4	3	7	7	4	8	5
Home First	36	24	11	13	7	11	5	6	14
MedAdapt Ltd.	20	18	22	25	36	25	29	31	26
People Working Cooperatively, Inc.	0	2	0	0	0	0	0	0	2
Stateline Medical Equipment	17	23	22	37	26	15	30	24	24
Tri-State Maintenance	8	3	12	18	15	16	16	15	13
Total Distinct Clients Served	87	73	71	96	91	74	84	84	16

Provider Quality Report: Service Metrics

Hamilton County ESP

Independent Living Assistance

Billable Units									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Jewish Family Service	0	0	0	0	0	0	0	27	27
Meals on Wheels of SW Ohio and Northern Kentucky	406	398	692	658	608	522	491	426	4,201
Partners in Prime	9	0	0	0	0	0	0	0	9
Total Billable Units	414	398	692	658	608	522	491	453	4,237

Market Share								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Jewish Family Service	0	0	0	0	0	0	0	5.91%
Meals on Wheels of SW Ohio and Northern Kentucky	97.95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	94.09%
Partners in Prime	2.05%	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									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Jewish Family Service	0	0	0	0	0	0	0	7	7
Meals on Wheels of SW Ohio and Northern Kentucky	66	62	95	100	87	70	60	48	74
Partners in Prime	1	0	0	0	0	0	0	0	1
Total Distinct Clients Served	67	62	95	100	87	70	60	55	60

Provider Quality Report: Service Metrics

Hamilton County ESP

Major Housecleaning

Billable Units									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Home First	9	9	8	6	7	2	6	11	58
Total Billable Units	9	9	8	6	7	2	6	11	58

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

Distinct Clients Served									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Home First	9	9	8	6	7	2	6	11	7
Total Distinct Clients Served	9	9	8	6	7	2	6	11	7

Provider Quality Report: Service Metrics

Hamilton County ESP

Pest Control

Billable Units									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
All Gone Termite & Pest Control, Inc.	45	30	38	39	42	29	44	38	305
Milt's Termite & Pest Control	19	15	27	19	24	20	23	17	164
Total Billable Units	64	45	65	58	66	49	67	55	469

Market Share								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
All Gone Termite & Pest Control, Inc.	70.31%	66.67%	58.46%	67.24%	63.64%	59.18%	65.67%	69.09%
Milt's Termite & Pest Control	29.69%	33.33%	41.54%	32.76%	36.36%	40.82%	34.33%	30.91%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	17	16	12	16	14	11	14	18	15
Milt's Termite & Pest Control	10	10	11	13	12	11	10	9	11
Total Distinct Clients Served	27	26	23	29	26	22	24	27	13

Provider Quality Report: Service Metrics

Hamilton County ESP

Transportation

Billable Units									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
home52 Transportation	5,623	9,939	7,662	10,329	9,617	10,962	10,898	13,016	78,046
Total Billable Units	5,623	9,939	7,662	10,329	9,617	10,962	10,898	13,016	78,046

Market Share									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
home52 Transportation	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	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
home52 Transportation	557	661	663	723	689	707	728	779	688
Total Distinct Clients Served	557	661	663	723	689	707	728	779	688

Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton County ESP SASI Counts

Home Care Assistance								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	3	1	2	0	1	0	1	2
A Miracle Home Care	118	128	105	123	126	151	152	188
Always There Healthcare LLC	2	4	5	9	5	10	10	14
Amarmedical Health Care Services, Inc.	27	35	25	23	12	24	17	28
Assisted Care by Black Stone of CIN	61	53	57	48	56	34	51	51
Comfort and Care Home Health Agency, Inc.	0	1	1	2	1	0	1	3
Eastern Personnel Services, Inc.	7	5	3	10	9	0	6	6
Helping Hands Private Duty Homecare	54	52	52	10	0	1	0	0
Hillebrand Home Health	18	15	19	11	16	18	20	7
Interim HomeStyles of Greater Cincinnati, Inc.	33	31	23	20	23	24	16	15
LCD Home Health Agency	0	0	0	1	1	0	1	1
Nova Home Care	13	19	21	16	24	23	20	18
Prime Home Care, LLC	7	2	6	3	2	0	2	3
Quality Care	45	37	33	26	38	36	40	35
Right at Home	0	0	0	0	0	0	0	1
SH of Southern Ohio LLC	0	0	0	1	14	14	19	20
Superior Home Care, Inc.	32	22	37	17	28	33	33	30

Home Delivered Meals								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	1	0	0	0	0	0	2	0
Deupree Meals on Wheels	48	37	35	37	49	44	45	51
Maple Knoll Outreach Services for Seniors	43	30	28	33	39	34	35	38
Mayerson JCC (Jewish Community Center)	24	32	26	17	22	40	34	47
Meals on Wheels of SW Ohio and Northern Kentucky	337	315	303	253	329	318	383	373
North College Hill Senior Center	23	31	29	23	0	0	0	0

Medical Transportation								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	0	0	0	4	10	84	104	54
A-List Cleaning & Transportation	20	42	13	2	12	60	22	22
Bethesda Medical Transportation	0	0	0	0	0	0	6	34
Cincinnati Medical Transportation	14	30	3	0	0	0	0	0
Elite Xpress Transportation LLC	0	0	0	0	6	72	76	32
Extended Hearts LLC	0	134	9	0	10	0	0	0
Family Support Care	0	2	5	1	0	0	0	0
I Care Transportation LLC	0	0	0	0	10	26	24	12
Kemper Shuttle Service	144	168	8	0	14	42	0	0
LCD Agency Services	0	4	0	0	2	44	24	8
Lincoln Heights Outreach	0	0	13	1	2	0	0	0
Maple Knoll Outreach Services for Seniors	54	141	49	4	48	234	67	10
Meals on Wheels of SW Ohio and N. KY (CASS)	64	94	21	2	30	116	60	16
Meda-Care Transportation, Inc.	84	140	14	0	22	76	8	6
Ny's Transportation	0	7	6	1	0	0	20	18
Queen City Medical Transport	0	0	0	0	0	0	0	2
R Chappell Transportation	0	0	10	0	8	38	24	20
Redwood/Easterseals	0	0	0	0	0	0	4	6
Timmons Tender Care	0	4	0	0	2	56	40	28
Traveling Seniors Transportation	0	0	0	0	0	28	28	12
Universal Transportation System (UTS)	72	60	0	0	0	4	0	0
Valley Transport	88	180	11	0	12	40	0	0

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	83.3%	100.0%	100.0%	No Data	90.0%	No Data	70.0%	100.0%
A Miracle Home Care	91.4%	91.3%	90.6%	94.1%	93.2%	91.3%	93.5%	94.5%
Always There Healthcare LLC	100.0%	97.5%	100.0%	90.3%	75.5%	93.8%	85.3%	93.9%
Amaramedical Health Care Services, Inc.	82.3%	85.0%	72.4%	87.7%	81.7%	87.4%	93.3%	93.5%
Assisted Care by Black Stone of CIN	93.7%	93.0%	92.2%	93.1%	94.0%	93.5%	90.6%	89.9%
Comfort and Care Home Health Agency, Inc.	No Data	80.0%	100.0%	100.0%	70.0%	No Data	90.0%	40.0%
Eastern Personnel Services, Inc.	71.4%	58.0%	90.0%	89.8%	67.2%	No Data	79.2%	90.2%
Helping Hands Private Duty Homecare	88.6%	88.2%	94.3%	81.6%	No Data	100.0%	No Data	No Data
Hillebrand Home Health	96.0%	98.7%	96.3%	99.1%	98.6%	97.7%	99.5%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	87.1%	92.6%	98.1%	97.0%	92.4%	94.3%	100.0%	95.3%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	80.0%	No Data	100.0%	100.0%
Nova Home Care	95.3%	98.9%	89.1%	87.9%	95.0%	96.0%	82.3%	76.9%
Prime Home Care, LLC	98.6%	100.0%	84.7%	90.0%	100.0%	No Data	100.0%	78.3%
Quality Care	86.9%	92.6%	93.2%	96.1%	89.5%	93.4%	92.9%	92.4%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	90.0%	94.7%	85.7%	93.6%	93.9%
Superior Home Care, Inc.	92.2%	95.9%	98.0%	93.7%	96.4%	94.4%	99.7%	93.8%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
Provider Name	2021	2022	2022	2022	2022	2023	2023	2023
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data	100.0%
A Miracle Home Care	89.6%	90.3%	89.1%	94.3%	92.0%	93.1%	93.1%	94.5%
Always There Healthcare LLC	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	85.7%	100.0%
Amaramedical Health Care Services, Inc.	78.9%	81.3%	60.0%	95.0%	70.0%	80.0%	85.7%	87.0%
Assisted Care by Black Stone of CIN	96.0%	93.3%	90.0%	90.0%	95.9%	96.4%	90.2%	90.2%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	50.0%
Eastern Personnel Services, Inc.	71.4%	40.0%	66.7%	100.0%	55.6%	No Data	100.0%	80.0%
Helping Hands Private Duty Homecare	83.3%	90.7%	93.9%	70.0%	No Data	100.0%	No Data	No Data
Hillebrand Home Health	94.1%	100.0%	100.0%	100.0%	92.9%	94.1%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	88.9%	88.0%	100.0%	100.0%	85.7%	95.2%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Nova Home Care	92.3%	100.0%	89.5%	86.7%	100.0%	95.2%	85.7%	66.7%
Prime Home Care, LLC	100.0%	100.0%	66.7%	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	97.6%	91.2%	90.3%	100.0%	94.3%	93.8%	97.1%	97.0%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	92.3%	83.3%	94.1%	88.9%
Superior Home Care, Inc.	93.3%	100.0%	100.0%	93.3%	100.0%	96.0%	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

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 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data	100.0%
A Miracle Home Care	88.5%	86.7%	90.1%	87.8%	86.0%	91.5%	91.2%	96.1%
Always There Healthcare LLC	100.0%	100.0%	100.0%	75.0%	75.0%	100.0%	80.0%	100.0%
Amaramedical Health Care Services, Inc.	84.2%	84.8%	55.0%	76.5%	71.4%	87.5%	92.3%	82.6%
Assisted Care by Black Stone of CIN	94.1%	88.6%	90.2%	86.5%	91.7%	87.0%	84.6%	80.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	50.0%
Eastern Personnel Services, Inc.	71.4%	40.0%	66.7%	87.5%	50.0%	No Data	75.0%	80.0%
Helping Hands Private Duty Homecare	88.0%	82.6%	94.1%	70.0%	No Data	100.0%	No Data	No Data
Hillebrand Home Health	88.9%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	84.6%	96.3%	100.0%	100.0%	88.2%	94.4%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	100.0%
Nova Home Care	91.7%	100.0%	84.2%	100.0%	100.0%	100.0%	93.8%	58.8%
Prime Home Care, LLC	100.0%	100.0%	83.3%	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	92.9%	88.2%	96.8%	100.0%	88.5%	96.3%	93.8%	93.9%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	77.8%	60.0%	88.2%	93.8%
Superior Home Care, Inc.	89.7%	90.5%	97.1%	91.7%	95.5%	95.8%	100.0%	95.2%

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
A Best Home Care, Inc.	66.7%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	83.1%	81.6%	86.4%	88.3%	82.5%	82.6%	88.5%	86.0%
Always There Healthcare LLC	100.0%	75.0%	100.0%	77.8%	60.0%	70.0%	77.8%	91.7%
Amaramedical Health Care Services, Inc.	70.4%	85.3%	68.0%	85.7%	81.8%	79.2%	100.0%	92.9%
Assisted Care by Black Stone of CIN	83.6%	90.2%	87.3%	82.2%	78.6%	81.8%	86.0%	86.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	100.0%	No Data	No Data	100.0%	No Data
Eastern Personnel Services, Inc.	57.1%	No Data	100.0%	80.0%	55.6%	No Data	66.7%	83.3%
Helping Hands Private Duty Homecare	66.7%	72.0%	84.6%	70.0%	No Data	100.0%	No Data	No Data
Hillebrand Home Health	100.0%	86.7%	89.5%	90.9%	100.0%	94.4%	95.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	75.0%	87.1%	95.7%	85.0%	95.7%	87.5%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Nova Home Care	84.6%	100.0%	76.2%	75.0%	79.2%	91.3%	65.0%	72.2%
Prime Home Care, LLC	100.0%	100.0%	100.0%	33.3%	100.0%	No Data	100.0%	50.0%
Quality Care	64.4%	83.3%	83.9%	96.2%	67.6%	82.9%	82.5%	82.9%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	92.9%	85.7%	84.2%	95.0%
Superior Home Care, Inc.	87.1%	86.4%	94.6%	88.2%	89.3%	87.9%	100.0%	80.0%

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 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	97.5%	99.2%	96.1%	98.4%	100.0%	98.0%	100.0%	99.5%
Always There Healthcare LLC	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	92.9%
Amaramedical Health Care Services, Inc.	85.2%	88.6%	92.0%	100.0%	90.9%	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	98.4%	100.0%	98.2%	100.0%	100.0%	97.0%	98.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	50.0%
Eastern Personnel Services, Inc.	85.7%	80.0%	100.0%	90.0%	100.0%	No Data	83.3%	100.0%
Helping Hands Private Duty Homecare	98.1%	100.0%	98.1%	100.0%	No Data	100.0%	No Data	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.	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	88.9%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	95.6%	100.0%	100.0%	96.2%	100.0%	97.1%	100.0%	100.0%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	100.0%	92.9%	100.0%	100.0%
Superior Home Care, Inc.	96.9%	100.0%	100.0%	94.1%	100.0%	96.9%	100.0%	96.7%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	96.6%	98.4%	97.1%	96.7%	99.2%	96.6%	95.9%	97.8%
Always There Healthcare LLC	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	87.5%	92.3%
Amaramedical Health Care Services, Inc.	88.5%	85.7%	80.0%	95.2%	90.9%	95.7%	100.0%	100.0%
Assisted Care by Black Stone of CIN	93.4%	96.1%	98.2%	100.0%	100.0%	97.0%	94.0%	94.1%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	50.0%
Eastern Personnel Services, Inc.	71.4%	80.0%	100.0%	90.0%	100.0%	No Data	83.3%	100.0%
Helping Hands Private Duty Homecare	98.1%	94.2%	98.1%	100.0%	No Data	100.0%	No Data	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.	93.8%	100.0%	100.0%	100.0%	100.0%	95.8%	100.0%	93.3%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Nova Home Care	92.3%	100.0%	100.0%	100.0%	95.8%	95.7%	90.0%	88.9%
Prime Home Care, LLC	100.0%	100.0%	83.3%	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	91.1%	94.4%	96.8%	96.2%	100.0%	100.0%	97.4%	97.1%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	93.5%	95.5%	100.0%	93.8%	96.4%	96.8%	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

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
A Best Home Care, Inc.	66.7%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	94.1%	96.8%	91.3%	97.5%	99.2%	94.0%	96.6%	96.3%
Always There Healthcare LLC	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	92.9%
Amaramedical Health Care Services, Inc.	88.9%	85.7%	84.0%	95.2%	90.9%	91.3%	93.8%	100.0%
Assisted Care by Black Stone of CIN	100.0%	98.1%	98.2%	100.0%	100.0%	100.0%	92.2%	98.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	50.0%
Eastern Personnel Services, Inc.	71.4%	80.0%	100.0%	90.0%	75.0%	No Data	100.0%	100.0%
Helping Hands Private Duty Homecare	94.4%	86.5%	95.9%	80.0%	No Data	100.0%	No Data	No Data
Hillebrand Home Health	94.4%	100.0%	89.5%	100.0%	100.0%	94.4%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	93.8%	96.8%	100.0%	90.0%	100.0%	95.8%	100.0%	86.7%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Nova Home Care	100.0%	100.0%	95.2%	93.8%	95.8%	95.7%	85.0%	83.3%
Prime Home Care, LLC	100.0%	100.0%	83.3%	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	91.1%	100.0%	93.3%	96.2%	97.2%	94.3%	97.5%	85.7%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	100.0%	92.9%	100.0%	95.0%
Superior Home Care, Inc.	93.8%	95.5%	100.0%	93.8%	96.4%	97.0%	100.0%	96.7%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
A Best Home Care, Inc.	66.7%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	94.1%	98.4%	93.3%	97.5%	98.4%	94.0%	98.0%	96.8%
Always There Healthcare LLC	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	92.9%
Amaramedical Health Care Services, Inc.	85.2%	82.9%	87.5%	85.7%	90.9%	91.7%	94.1%	96.4%
Assisted Care by Black Stone of CIN	100.0%	98.1%	96.4%	100.0%	100.0%	100.0%	96.1%	98.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	50.0%
Eastern Personnel Services, Inc.	71.4%	80.0%	100.0%	90.0%	75.0%	No Data	83.3%	100.0%
Helping Hands Private Duty Homecare	96.2%	88.5%	98.1%	80.0%	No Data	100.0%	No Data	No Data
Hillebrand Home Health	94.4%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	96.9%	96.8%	100.0%	100.0%	95.7%	95.8%	100.0%	93.3%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Nova Home Care	100.0%	94.7%	100.0%	93.3%	95.8%	100.0%	95.0%	83.3%
Prime Home Care, LLC	100.0%	100.0%	83.3%	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	86.7%	100.0%	96.8%	92.3%	94.3%	100.0%	97.5%	100.0%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	100.0%	92.9%	100.0%	100.0%
Superior Home Care, Inc.	90.6%	95.5%	97.3%	94.1%	100.0%	100.0%	100.0%	96.7%

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 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	91.1%	87.0%	89.7%	93.3%	92.2%	85.7%	88.1%	96.1%
Always There Healthcare LLC	100.0%	100.0%	100.0%	83.3%	75.0%	87.5%	57.1%	91.7%
Amaramedical Health Care Services, Inc.	76.2%	83.9%	57.9%	76.2%	66.7%	78.9%	84.6%	90.0%
Assisted Care by Black Stone of CIN	89.8%	90.5%	84.3%	89.2%	88.6%	91.3%	91.7%	82.1%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	No Data	No Data	50.0%
Eastern Personnel Services, Inc.	71.4%	40.0%	100.0%	100.0%	50.0%	No Data	66.7%	75.0%
Helping Hands Private Duty Homecare	85.4%	88.9%	95.8%	85.7%	No Data	100.0%	No Data	No Data
Hillebrand Home Health	93.8%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	73.1%	83.3%	94.1%	94.7%	81.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	100.0%
Nova Home Care	100.0%	100.0%	78.9%	80.0%	100.0%	100.0%	73.3%	71.4%
Prime Home Care, LLC	100.0%	100.0%	80.0%	66.7%	100.0%	No Data	100.0%	No Data
Quality Care	89.7%	87.9%	90.0%	95.8%	91.2%	90.0%	88.2%	96.9%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	91.7%	63.6%	80.0%	71.4%
Superior Home Care, Inc.	93.1%	100.0%	97.0%	100.0%	94.1%	85.7%	100.0%	86.4%

Is your aide dependable?

Historical Average: 89.6%

½ Historical Standard Deviation: 6.4%

Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
A Best Home Care, Inc.	66.7%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	87.1%	86.6%	87.5%	92.5%	92.0%	88.6%	93.8%	91.4%
Always There Healthcare LLC	100.0%	100.0%	100.0%	77.8%	80.0%	90.0%	77.8%	92.9%
Amaramedical Health Care Services, Inc.	77.8%	82.9%	68.0%	77.3%	81.8%	83.3%	94.1%	96.4%
Assisted Care by Black Stone of CIN	88.5%	86.3%	87.7%	91.5%	85.5%	90.9%	88.0%	86.3%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	100.0%	No Data	No Data	100.0%	No Data
Eastern Personnel Services, Inc.	71.4%	40.0%	100.0%	80.0%	55.6%	No Data	66.7%	100.0%
Helping Hands Private Duty Homecare	86.8%	86.3%	90.2%	90.0%	No Data	100.0%	No Data	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.	80.6%	87.1%	95.7%	100.0%	87.0%	91.7%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Nova Home Care	92.3%	100.0%	85.7%	75.0%	83.3%	91.3%	65.0%	77.8%
Prime Home Care, LLC	100.0%	100.0%	83.3%	100.0%	100.0%	No Data	100.0%	33.3%
Quality Care	75.6%	86.5%	93.5%	92.3%	75.7%	91.2%	82.5%	79.4%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	92.9%	92.9%	94.7%	95.0%
Superior Home Care, Inc.	93.8%	95.5%	97.2%	94.1%	96.3%	93.8%	100.0%	90.0%

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%								
½ Historical Standard Deviation: 6.6%								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
A Best Home Care, Inc.	66.7%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	92.3%	88.2%	85.6%	94.2%	90.4%	89.3%	89.7%	90.2%
Always There Healthcare LLC	100.0%	100.0%	100.0%	88.9%	80.0%	90.0%	87.5%	92.3%
Amaramedical Health Care Services, Inc.	88.0%	88.6%	72.0%	90.5%	81.8%	86.4%	88.2%	89.3%
Assisted Care by Black Stone of CIN	93.3%	88.5%	91.1%	91.3%	100.0%	93.9%	85.7%	84.3%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%	50.0%
Eastern Personnel Services, Inc.	71.4%	100.0%	66.7%	90.0%	55.6%	No Data	66.7%	83.3%
Helping Hands Private Duty Homecare	88.7%	92.0%	94.2%	70.0%	No Data	100.0%	No Data	No Data
Hillebrand Home Health	94.4%	100.0%	94.7%	100.0%	100.0%	94.4%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	84.4%	93.5%	95.7%	100.0%	91.3%	87.0%	100.0%	86.7%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Nova Home Care	100.0%	94.7%	81.0%	75.0%	100.0%	91.3%	80.0%	77.8%
Prime Home Care, LLC	85.7%	100.0%	83.3%	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	84.4%	94.6%	90.3%	96.0%	86.5%	88.2%	92.5%	91.2%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	100.0%	92.9%	94.7%	100.0%
Superior Home Care, Inc.	90.6%	100.0%	97.3%	94.1%	96.3%	93.8%	97.0%	96.7%

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

Overall Percentage								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	98.7%	99.7%	99.3%	99.3%	97.9%	98.9%	98.6%	98.3%
Maple Knoll Outreach Services for Seniors	98.3%	98.8%	98.7%	95.7%	98.4%	97.2%	99.6%	96.0%
Mayerson JCC (Jewish Community Center)	97.4%	98.4%	99.5%	100.0%	96.0%	98.8%	99.2%	97.6%
Meals on Wheels of SW Ohio and Northern Kentucky	98.0%	98.8%	97.9%	98.7%	98.5%	97.6%	97.9%	97.3%
North College Hill Senior Center	98.4%	99.6%	99.1%	99.5%	No Data	No Data	No Data	No Data

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%	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%	100.0%	100.0%	100.0%	100.0%	100.0%	97.2%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.8%	97.8%
Meals on Wheels of SW Ohio and Northern Kentucky	99.0%	99.3%	99.6%	100.0%	99.7%	98.6%	100.0%	98.9%
North College Hill Senior Center	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	95.8%	97.2%	97.1%	97.3%	98.0%	97.7%	97.8%	100.0%
Maple Knoll Outreach Services for Seniors	88.4%	96.7%	96.4%	90.9%	94.7%	97.1%	97.1%	92.1%
Mayerson JCC (Jewish Community Center)	91.7%	96.8%	100.0%	100.0%	86.4%	97.5%	97.1%	95.7%
Meals on Wheels of SW Ohio and Northern Kentucky	96.4%	97.8%	96.0%	98.0%	96.9%	95.9%	95.8%	94.6%
North College Hill Senior Center	95.7%	96.7%	100.0%	100.0%	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

Home Delivered Meals SASI Scores

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%	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%	100.0%	100.0%	97.4%	100.0%	100.0%	97.4%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.1%	99.0%	98.3%	99.2%	99.1%	99.4%	99.5%	99.5%
North College Hill Senior Center	100.0%	100.0%	100.0%	100.0%	No Data	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%								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	97.5%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	96.2%	100.0%	96.0%	100.0%	97.1%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.0%	100.0%	99.6%	98.9%	99.1%	98.4%	98.7%	97.8%
North College Hill Senior Center	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data

Do you eat your home delivered meals?								
Historical Average: 98.8%								
½ Historical Standard Deviation: 0.8%								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	98.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	97.4%
Mayerson JCC (Jewish Community Center)	100.0%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.1%	99.7%	99.3%	99.6%	99.4%	99.4%	100.0%	98.4%
North College Hill Senior Center	100.0%	100.0%	100.0%	100.0%	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

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 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	95.7%	100.0%	100.0%	97.3%	93.9%	95.5%	93.3%	94.1%
Maple Knoll Outreach Services for Seniors	97.7%	96.7%	92.9%	87.9%	94.9%	87.9%	100.0%	91.9%
Mayerson JCC (Jewish Community Center)	95.8%	96.9%	96.2%	100.0%	90.9%	97.5%	100.0%	93.6%
Meals on Wheels of SW Ohio and Northern Kentucky	94.3%	95.8%	94.6%	95.2%	96.0%	93.4%	92.9%	94.0%
North College Hill Senior Center	91.3%	100.0%	96.6%	95.7%	No Data	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 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	97.9%	100.0%	100.0%	100.0%	97.9%	100.0%	97.8%	96.1%
Maple Knoll Outreach Services for Seniors	100.0%	96.7%	100.0%	97.0%	100.0%	100.0%	100.0%	97.3%
Mayerson JCC (Jewish Community Center)	95.8%	96.9%	100.0%	100.0%	90.9%	95.0%	100.0%	95.7%
Meals on Wheels of SW Ohio and Northern Kentucky	98.5%	99.4%	98.3%	98.8%	98.5%	97.8%	98.2%	96.5%
North College Hill Senior Center	100.0%	100.0%	96.6%	100.0%	No Data	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 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	100.0%	100.0%	97.1%	100.0%	98.0%	97.7%	100.0%	98.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	97.0%	100.0%	97.1%	100.0%	97.4%
Mayerson JCC (Jewish Community Center)	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%
Meals on Wheels of SW Ohio and Northern Kentucky	98.2%	99.4%	97.0%	99.6%	99.4%	98.1%	98.4%	98.9%
North College Hill Senior Center	100.0%	100.0%	100.0%	100.0%	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

Overall Percentage								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	No Data	No Data	No Data	100.0%	88.0%	99.0%	98.3%	98.9%
A-List Cleaning & Transportation	98.9%	99.5%	99.2%	100.0%	98.2%	97.9%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Cincinnati Medical Transportation	98.4%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	No Data	100.0%	96.0%	98.9%	100.0%
Extended Hearts LLC	No Data	97.9%	88.9%	No Data	95.1%	No Data	No Data	No Data
Family Support Care	No Data	45.0%	86.3%	78.9%	No Data	No Data	No Data	No Data
I Care Transportation LLC	No Data	No Data	No Data	No Data	100.0%	89.3%	98.3%	100.0%
Kemper Shuttle Service	94.1%	95.8%	84.6%	No Data	80.8%	97.1%	No Data	No Data
LCD Agency Services	No Data	89.0%	No Data	No Data	78.0%	95.4%	98.3%	95.0%
Lincoln Heights Outreach	No Data	No Data	100.0%	90.0%	100.0%	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	95.5%	99.2%	99.1%	100.0%	99.5%	98.3%	98.8%	98.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	97.2%	99.3%	100.0%	100.0%	100.0%	97.1%	93.9%	100.0%
Meda-Care Transportation, Inc.	91.5%	94.1%	97.6%	No Data	99.0%	92.0%	95.0%	100.0%
Ny's Transportation	No Data	90.6%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	No Data	90.9%
R Chappell Transportation	No Data	No Data	97.8%	No Data	100.0%	96.7%	98.3%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	No Data	No Data	100.0%	95.7%	99.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	No Data	94.0%	100.0%	100.0%
Universal Transportation System (UTS)	94.4%	99.6%	No Data	No Data	No Data	100.0%	No Data	No Data
Valley Transport	95.2%	89.9%	59.7%	No Data	85.0%	88.9%	No Data	No Data

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
Provider Name	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Extended Hearts LLC	No Data	95.5%	88.9%	No Data	80.0%	No Data	No Data	No Data
Family Support Care	No Data	No Data	80.0%	100.0%	No Data	No Data	No Data	No Data
I Care Transportation LLC	No Data	No Data	No Data	No Data	100.0%	84.6%	100.0%	100.0%
Kemper Shuttle Service	93.1%	98.8%	85.7%	No Data	80.0%	100.0%	No Data	No Data
LCD Agency Services	No Data	100.0%	No Data	No Data	100.0%	90.9%	100.0%	100.0%
Lincoln Heights Outreach	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	92.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%
Meda-Care Transportation, Inc.	92.9%	92.7%	100.0%	No Data	100.0%	89.5%	100.0%	100.0%
Ny's Transportation	No Data	85.7%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
R Chappell Transportation	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	No Data	No Data	100.0%	92.9%	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Universal Transportation System (UTS)	94.4%	96.7%	No Data	No Data	No Data	100.0%	No Data	No Data
Valley Transport	95.5%	86.7%	54.5%	No Data	83.3%	90.0%	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 feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
360 Total Care LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	96.3%
A-List Cleaning & Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Elite Xpress Transportation LLC	No Data	No Data	No Data	No Data	No Data	94.4%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Kemper Shuttle Service	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
LCD Agency Services	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	No Data	No Data	No Data	No Data	No Data	98.3%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	94.7%	100.0%	100.0%
Ny's Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
R Chappell Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Universal Transportation System (UTS)	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Valley Transport	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.5%								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
360 Total Care LLC	No Data	No Data	No Data	100.0%	50.0%	100.0%	96.0%	100.0%
A-List Cleaning & Transportation	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	97.2%	100.0%
Extended Hearts LLC	No Data	100.0%	88.9%	No Data	100.0%	No Data	No Data	No Data
Family Support Care	No Data	No Data	80.0%	No Data	No Data	No Data	No Data	No Data
I Care Transportation LLC	No Data	No Data	No Data	No Data	100.0%	70.0%	100.0%	100.0%
Kemper Shuttle Service	91.7%	91.7%	87.5%	No Data	75.0%	100.0%	No Data	No Data
LCD Agency Services	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	75.0%
Lincoln Heights Outreach	No Data	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	96.9%	97.9%	100.0%	100.0%	100.0%	92.2%	92.6%	100.0%
Meda-Care Transportation, Inc.	85.7%	91.3%	92.9%	No Data	100.0%	94.4%	100.0%	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
R Chappell Transportation	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Universal Transportation System (UTS)	88.9%	100.0%	No Data	No Data	No Data	100.0%	No Data	No Data
Valley Transport	90.9%	92.0%	36.4%	No Data	80.0%	88.9%	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 to the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2021	2022	2022	2022	2022	2023	2023	2023
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	No Data	No Data	No Data	100.0%	40.0%	100.0%	96.2%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	92.1%	100.0%
Extended Hearts LLC	No Data	100.0%	88.9%	No Data	100.0%	No Data	No Data	No Data
Family Support Care	No Data	No Data	80.0%	No Data	No Data	No Data	No Data	No Data
I Care Transportation LLC	No Data	No Data	No Data	No Data	100.0%	84.6%	100.0%	100.0%
Kemper Shuttle Service	91.7%	94.0%	87.5%	No Data	71.4%	90.5%	No Data	No Data
LCD Agency Services	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	75.0%
Lincoln Heights Outreach	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%
Meda-Care Transportation, Inc.	88.1%	94.2%	92.9%	No Data	100.0%	100.0%	100.0%	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
R Chappell Transportation	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	No Data	83.3%	100.0%	100.0%
Universal Transportation System (UTS)	91.7%	100.0%	No Data	No Data	No Data	100.0%	No Data	No Data
Valley Transport	88.6%	95.5%	54.5%	No Data	83.3%	90.0%	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%								
Provider Name	2021	2022	2022	2022	2022	2023	2023	2023
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Extended Hearts LLC	No Data	100.0%	88.9%	No Data	100.0%	No Data	No Data	No Data
Family Support Care	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
I Care Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Service	100.0%	98.8%	87.5%	No Data	100.0%	100.0%	No Data	No Data
LCD Agency Services	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Lincoln Heights Outreach	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	97.6%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
R Chappell Transportation	No Data	No Data	90.0%	No Data	100.0%	88.2%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Universal Transportation System (UTS)	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data	No Data
Valley Transport	100.0%	98.9%	81.8%	No Data	100.0%	100.0%	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%								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
360 Total Care LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	96.2%	96.3%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Extended Hearts LLC	No Data	100.0%	77.8%	No Data	100.0%	No Data	No Data	No Data
Family Support Care	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
I Care Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Service	95.8%	98.8%	87.5%	No Data	85.7%	100.0%	No Data	No Data
LCD Agency Services	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Lincoln Heights Outreach	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%
Meda-Care Transportation, Inc.	90.5%	97.1%	100.0%	No Data	100.0%	94.7%	100.0%	100.0%
Ny's Transportation	No Data	85.7%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0.0%
R Chappell Transportation	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Universal Transportation System (UTS)	97.2%	100.0%	No Data	No Data	No Data	100.0%	No Data	No Data
Valley Transport	100.0%	97.8%	63.6%	No Data	100.0%	100.0%	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%								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
360 Total Care LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	98.1%	100.0%
A-List Cleaning & Transportation	100.0%	95.2%	92.3%	100.0%	100.0%	93.3%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Cincinnati Medical Transportation	85.7%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	No Data	100.0%	82.4%	100.0%	100.0%
Extended Hearts LLC	No Data	95.5%	88.9%	No Data	100.0%	No Data	No Data	No Data
Family Support Care	No Data	No Data	80.0%	100.0%	No Data	No Data	No Data	No Data
I Care Transportation LLC	No Data	No Data	No Data	No Data	100.0%	69.2%	83.3%	100.0%
Kemper Shuttle Service	94.4%	91.7%	75.0%	No Data	57.1%	81.0%	No Data	No Data
LCD Agency Services	No Data	No Data	No Data	No Data	No Data	72.7%	100.0%	100.0%
Lincoln Heights Outreach	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	96.3%	94.3%	95.9%	100.0%	100.0%	94.9%	94.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	87.5%	96.8%	100.0%	100.0%	100.0%	92.9%	93.3%	100.0%
Meda-Care Transportation, Inc.	90.5%	87.1%	92.3%	No Data	90.9%	83.3%	100.0%	100.0%
Ny's Transportation	No Data	85.7%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
R Chappell Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	No Data	No Data	100.0%	71.4%	90.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Universal Transportation System (UTS)	91.7%	100.0%	No Data	No Data	No Data	100.0%	No Data	No Data
Valley Transport	95.5%	80.9%	45.5%	No Data	50.0%	50.0%	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

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%								
½ Historical Standard Deviation: 4.5%								
Provider Name	2021	2022	2022	2022	2022	2023	2023	2023
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	No Data	No Data	No Data	100.0%	100.0%	90.5%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	No Data	100.0%	83.3%	100.0%	100.0%
Extended Hearts LLC	No Data	95.5%	88.9%	No Data	100.0%	No Data	No Data	No Data
Family Support Care	No Data	No Data	80.0%	100.0%	No Data	No Data	No Data	No Data
I Care Transportation LLC	No Data	No Data	No Data	No Data	100.0%	84.6%	100.0%	100.0%
Kemper Shuttle Service	90.3%	91.7%	62.5%	No Data	71.4%	100.0%	No Data	No Data
LCD Agency Services	No Data	100.0%	No Data	No Data	No Data	90.9%	100.0%	100.0%
Lincoln Heights Outreach	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	92.6%	98.6%	95.9%	100.0%	95.8%	87.8%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	93.8%	98.9%	100.0%	100.0%	93.1%	93.3%	100.0%	100.0%
Meda-Care Transportation, Inc.	92.9%	91.2%	100.0%	No Data	100.0%	68.4%	50.0%	100.0%
Ny's Transportation	No Data	57.1%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
R Chappell Transportation	No Data	No Data	100.0%	No Data	100.0%	78.9%	83.3%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	No Data	57.1%	100.0%	100.0%
Universal Transportation System (UTS)	88.6%	100.0%	No Data	No Data	No Data	100.0%	No Data	No Data
Valley Transport	93.2%	72.2%	45.5%	No Data	66.7%	80.0%	No Data	No Data

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2021	2022	2022	2022	2022	2023	2023	2023
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	96.2%	96.3%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Extended Hearts LLC	No Data	97.0%	88.9%	No Data	100.0%	No Data	No Data	No Data
Family Support Care	No Data	100.0%	75.0%	100.0%	No Data	No Data	No Data	No Data
I Care Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Service	93.1%	97.6%	87.5%	No Data	85.7%	100.0%	No Data	No Data
LCD Agency Services	No Data	100.0%	No Data	No Data	100.0%	100.0%	83.3%	100.0%
Lincoln Heights Outreach	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	94.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	98.3%	80.0%	100.0%
Meda-Care Transportation, Inc.	85.7%	92.6%	100.0%	No Data	100.0%	94.7%	100.0%	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
R Chappell Transportation	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	No Data	No Data	100.0%	92.9%	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Universal Transportation System (UTS)	97.2%	100.0%	No Data	No Data	No Data	100.0%	No Data	No Data
Valley Transport	93.2%	91.1%	63.6%	No Data	100.0%	90.0%	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

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%								
½ Historical Standard Deviation: 2.4%								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
360 Total Care LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Extended Hearts LLC	No Data	97.0%	100.0%	No Data	75.0%	No Data	No Data	No Data
Family Support Care	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
I Care Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Service	97.2%	98.8%	100.0%	No Data	100.0%	100.0%	No Data	No Data
LCD Agency Services	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Lincoln Heights Outreach	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
R Chappell Transportation	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Universal Transportation System (UTS)	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data	No Data
Valley Transport	100.0%	93.3%	90.9%	No Data	100.0%	100.0%	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 Elderly Services Program

Transportation Coord SASI Scores

Do you believe having transportation to your medical appointments improves your overall health and well-being?

	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coord	98.8%	98.9%	95.7%	100.0%	100.0%	91.9%	98.4%	100.0%

If the Coord staff were unable to arrange your ride to your medical appointment, would you have gone to Urgent Care, the ER or called 911 for medical attention?

	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coord	80.1%	33.9%	11.8%	25.0%	46.7%	78.6%	60.0%	13.8%

Was scheduling your ride with the Transportation Coordination Center easy?

	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coord	90.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Was the Transportation Coordination staff kind and courteous?

	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coord	99.2%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Would you recommend home52 Transportation to a family member or friend?

	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coord	98.7%	98.3%	99.4%	100.0%	98.8%	99.6%	100.0%	99.2%

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 21,277 SASIs collected over a two year period from October 1, 2021 through September 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