



Hamilton County



Provider Quality Report

Quarter 4, 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
Care Star Inc.	Home Care Assistance	12/31/2023
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	4/12/2023

Provider	Service Delivered - New	Effective
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	10/1/2023
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	10/1/2023
Palco, Inc.	Consumer Directed Care	1/10/2022
Right at Home	Home Care Assistance	7/17/2023
Tri-State Maintenance	HME	2/17/2023
Warming Hearts Homecare LLC	Independent Living Assistance	6/1/2022
Western Hills Home Care LLC	Home Care Assistance	7/1/2023

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

Provider Quality Report: Service Metrics

Hamilton County ESP

Adult Day Service

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Active Day of Cincinnati	209	232	196	529	477	560	589	554	3,343
Bayley Life ADC	746	802	851	778	767	809	743	716	6,210
Day Share Senior Services	0	41	87	85	179	226	210	241	1,068
Lincoln Heights Outreach Inc.	258	141	143	170	179	238	231	222	1,581
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	14	35	16	33	98
Total Billable Units	1,213	1,216	1,276	1,562	1,615	1,867	1,788	1,765	12,300

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Active Day of Cincinnati	17.20%	19.09%	15.32%	33.85%	29.50%	29.97%	32.92%	31.37%
Bayley Life ADC	61.53%	65.94%	66.65%	49.82%	47.46%	43.33%	41.57%	40.55%
Day Share Senior Services	0	3.37%	6.82%	5.44%	11.08%	12.10%	11.72%	13.63%
Lincoln Heights Outreach Inc.	21.28%	11.60%	11.21%	10.89%	11.08%	12.72%	12.90%	12.58%
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	0.87%	1.87%	0.90%	1.87%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Active Day of Cincinnati	11	15	12	17	19	21	21	20	17
Bayley Life ADC	32	32	35	33	26	30	27	30	31
Day Share Senior Services	0	2	2	2	6	8	8	7	5
Lincoln Heights Outreach Inc.	8	4	3	6	5	7	6	6	6
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	1	1	1	1	1
Total Distinct Clients Served	51	53	52	58	57	67	63	64	13

Provider Quality Report: Service Metrics

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Consumer Directed Care

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Acumen Fiscal Agent	24,236	23,862	34	0	0	0	0	0	48,132
Palco, Inc.	0	0	24,900	22,996	38,217	35,075	37,692	37,988	196,868
Total Billable Units	24,236	23,862	24,934	22,996	38,217	35,075	37,692	37,988	245,000

Market Share									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Acumen Fiscal Agent	100.00%	100.00%	0.14%	0	0	0	0	0	
Palco, Inc.	0	0	99.86%	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									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Acumen Fiscal Agent	272	283	2	0	0	0	0	0	186
Palco, Inc.	0	0	247	280	355	374	401	376	339
Total Distinct Clients Served	272	283	249	280	355	374	401	376	288

Home Care Assistance

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
A Best Home Care, Inc.	152	121	167	220	326	411	474	662	2,531
A Miracle Home Care	24,189	26,843	29,422	30,653	33,415	35,652	37,839	38,749	256,763
Always There Healthcare LLC	960	1,473	1,051	2,061	1,641	1,572	1,876	1,992	12,624
Amaramedical Health Care Services, Inc.	5,742	5,142	4,937	4,677	4,923	5,080	4,520	4,318	39,339
Assisted Care by Black Stone of CIN	8,429	8,489	7,745	7,541	7,261	7,132	6,127	4,661	57,385
Comfort and Care Home Health Agency, Inc.	193	197	253	212	91	174	150	193	1,462
Day Share Senior Services	278	153	140	383	464	474	463	427	2,783
Eastern Personnel Services, Inc.	1,302	1,111	592	1,201	804	1,674	1,157	1,302	9,143
Helping Hands Private Duty Homecare	6,165	6,978	1,739	0	0	0	0	0	14,882
Hillebrand Home Health	3,528	3,664	3,951	3,736	3,553	3,051	2,883	2,618	26,984
Interim HomeStyles of Greater Cincinnati, Inc.	4,565	4,476	4,079	3,683	3,611	2,420	3,766	4,074	30,674
LCD Home Health Agency	33	96	104	291	273	286	281	456	1,820
Nova Home Care	4,255	4,878	5,168	5,281	5,502	5,447	5,483	5,881	41,895
Prime Home Care, LLC	839	796	464	330	304	332	369	322	3,754
Quality Care	6,523	6,992	6,817	7,171	7,362	7,174	6,847	6,708	55,593
Right at Home	0	0	0	0	0	0	424	1,497	1,921
SH of Southern Ohio LLC	32	118	1,286	2,554	2,530	3,120	2,100	1,984	13,722
Superior Home Care, Inc.	4,585	4,863	5,119	5,042	5,073	5,199	5,042	4,885	39,807
Western Hills Home Care	0	0	0	0	0	0	625	1,131	1,756
Total Billable Units	71,768	76,389	73,033	75,035	77,131	79,198	80,424	81,858	614,835

Market Share								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	0.21%	0.16%	0.23%	0.29%	0.42%	0.52%	0.59%	0.81%
A Miracle Home Care	33.70%	35.14%	40.29%	40.85%	43.32%	45.02%	47.05%	47.34%
Always There Healthcare LLC	1.34%	1.93%	1.44%	2.75%	2.13%	1.98%	2.33%	2.43%
Amaramedical Health Care Services, Inc.	8.00%	6.73%	6.76%	6.23%	6.38%	6.41%	5.62%	5.28%
Assisted Care by Black Stone of CIN	11.74%	11.11%	10.60%	10.05%	9.41%	9.01%	7.62%	5.69%
Comfort and Care Home Health Agency, Inc.	0.27%	0.26%	0.35%	0.28%	0.12%	0.22%	0.19%	0.24%
Day Share Senior Services	0.39%	0.20%	0.19%	0.51%	0.60%	0.60%	0.58%	0.52%
Eastern Personnel Services, Inc.	1.81%	1.45%	0.81%	1.60%	1.04%	2.11%	1.44%	1.59%
Helping Hands Private Duty Homecare	8.59%	9.13%	2.38%	0	0	0	0	0
Hillebrand Home Health	4.92%	4.80%	5.41%	4.98%	4.61%	3.85%	3.58%	3.20%
Interim HomeStyles of Greater Cincinnati, Inc.	6.36%	5.86%	5.59%	4.91%	4.68%	3.06%	4.68%	4.98%
LCD Home Health Agency	0.05%	0.13%	0.14%	0.39%	0.35%	0.36%	0.35%	0.56%
Nova Home Care	5.93%	6.39%	7.08%	7.04%	7.13%	6.88%	6.82%	7.18%
Prime Home Care, LLC	1.17%	1.04%	0.63%	0.44%	0.39%	0.42%	0.46%	0.39%
Quality Care	9.09%	9.15%	9.33%	9.56%	9.54%	9.06%	8.51%	8.19%
Right at Home	0	0	0	0	0	0	0.53%	1.83%
SH of Southern Ohio LLC	0.04%	0.15%	1.76%	3.40%	3.28%	3.94%	2.61%	2.42%
Superior Home Care, Inc.	6.39%	6.37%	7.01%	6.72%	6.58%	6.56%	6.27%	5.97%
Western Hills Home Care	0	0	0	0	0	0	0.78%	1.38%
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									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
A Best Home Care, Inc.	4	3	3	6	6	9	13	14	7
A Miracle Home Care	688	686	815	832	926	958	1,008	1,046	870
Always There Healthcare LLC	36	44	41	53	47	48	51	66	48
Amaramedical Health Care Services, Inc.	157	120	113	110	108	116	105	94	115
Assisted Care by Black Stone of CIN	289	297	290	266	235	209	180	141	238
Comfort and Care Home Health Agency, Inc.	8	8	14	10	9	6	5	3	8
Day Share Senior Services	5	5	4	13	13	13	12	11	10
Eastern Personnel Services, Inc.	43	31	41	39	27	27	31	32	34
Helping Hands Private Duty Homecare	252	248	211	0	0	0	0	0	237
Hillebrand Home Health	87	84	81	82	73	68	67	59	75
Interim HomeStyles of Greater Cincinnati, Inc.	136	124	119	111	101	98	93	88	109
LCD Home Health Agency	1	2	2	6	6	5	6	11	5
Nova Home Care	124	136	138	137	143	140	140	126	136
Prime Home Care, LLC	22	19	14	10	10	10	9	9	13
Quality Care	218	211	203	196	206	217	200	186	205
Right at Home	0	0	0	0	0	0	40	65	53
SH of Southern Ohio LLC	2	9	69	73	88	103	88	77	64
Superior Home Care, Inc.	145	165	183	172	176	189	187	163	173
Western Hills Home Care	0	0	0	0	0	0	24	31	28
Total Distinct Clients Served	2,217	2,192	2,341	2,116	2,174	2,216	2,259	2,222	131

Provider Quality Report: Service Metrics

Hamilton County ESP

Electronic Monitoring System

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	8,318	8,199	8,362	8,091	6,815	9,020	7,238	7,778	63,819
Total Billable Units	8,318	8,199	8,362	8,091	6,815	9,020	7,238	7,778	63,819

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
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									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,779	2,753	2,756	2,690	2,651	2,691	2,567	2,578	2,683
Total Distinct Clients Served	2,779	2,753	2,756	2,690	2,651	2,691	2,567	2,578	2,683

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Delivered Meals

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Deupree Meals on Wheels	17,887	18,394	19,162	20,647	19,873	19,006	18,534	17,437	150,940
Maple Knoll Outreach Services for Seniors	13,538	13,179	14,778	15,871	14,893	13,970	13,270	8,881	108,380
Mayerson JCC (Jewish Community Center)	11,286	12,121	13,497	16,698	15,772	16,244	16,665	19,686	121,969
Meals on Wheels of SW Ohio and Northern Kentucky	119,922	126,274	129,648	140,338	140,418	149,539	148,552	159,637	1,114,328
North College Hill Senior Center	10,811	11,058	8,396	0	0	0	0	0	30,265
Total Billable Units	173,444	181,026	185,481	193,554	190,956	198,759	197,021	205,641	1,525,882

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Deupree Meals on Wheels	10.31%	10.16%	10.33%	10.67%	10.41%	9.56%	9.41%	8.48%
Maple Knoll Outreach Services for Seniors	7.81%	7.28%	7.97%	8.20%	7.80%	7.03%	6.74%	4.32%
Mayerson JCC (Jewish Community Center)	6.51%	6.70%	7.28%	8.63%	8.26%	8.17%	8.46%	9.57%
Meals on Wheels of SW Ohio and Northern Kentucky	69.14%	69.75%	69.90%	72.51%	73.53%	75.24%	75.40%	77.63%
North College Hill Senior Center	6.23%	6.11%	4.53%	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									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Deupree Meals on Wheels	263	265	294	290	283	270	256	240	270
Maple Knoll Outreach Services for Seniors	222	218	253	236	232	215	204	165	218
Mayerson JCC (Jewish Community Center)	171	176	217	231	235	230	246	338	231
Meals on Wheels of SW Ohio and Northern Kentucky	1,841	1,907	2,007	2,059	2,156	2,227	2,258	2,339	2,099
North College Hill Senior Center	166	173	170	0	0	0	0	0	170
Total Distinct Clients Served	2,663	2,739	2,941	2,816	2,906	2,942	2,964	3,082	659

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Medical Equipment

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
American Ramp Systems	20	30	28	29	35	46	49	44	281
Bernens Medical	136	175	151	130	176	157	157	152	1,234
Home First	9	1	4	3	4	2	5	2	30
Mullaney's Pharmacy & Home Health Care	62	87	62	78	81	88	89	46	593
Stateline Medical Equipment	13	9	5	9	5	7	7	4	59
Total Billable Units	240	302	250	249	301	300	307	248	2,197

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
American Ramp Systems	8.33%	9.93%	11.20%	11.65%	11.63%	15.33%	15.96%	17.74%
Bernens Medical	56.67%	57.95%	60.40%	52.21%	58.47%	52.33%	51.14%	61.29%
Home First	3.75%	0.33%	1.60%	1.20%	1.33%	0.67%	1.63%	0.81%
Mullaney's Pharmacy & Home Health Care	25.83%	28.81%	24.80%	31.33%	26.91%	29.33%	28.99%	18.55%
Stateline Medical Equipment	5.42%	2.98%	2.00%	3.61%	1.66%	2.33%	2.28%	1.61%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
American Ramp Systems	8	13	13	12	14	19	18	18	14
Bernens Medical	112	142	126	99	142	134	120	122	125
Home First	9	1	3	3	4	2	5	2	4
Mullaney's Pharmacy & Home Health Care	52	78	56	67	71	79	73	46	65
Stateline Medical Equipment	11	8	5	9	4	7	7	4	7
Total Distinct Clients Served	192	242	203	190	235	241	223	192	43

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Modification

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	1	1
Custom Home Elevator & Lift Co. Inc.	3	4	3	7	7	4	8	1	37
Home First	29	12	16	7	11	7	6	4	92
MedAdapt Ltd.	19	22	25	38	26	30	31	34	225
People Working Cooperatively, Inc.	2	0	0	0	0	0	0	0	2
Stateline Medical Equipment	25	22	37	26	15	30	24	12	191
Tri-State Maintenance	3	13	18	16	16	16	15	23	120
Total Billable Units	81	73	99	94	75	87	84	75	668

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	1.33%
Custom Home Elevator & Lift Co. Inc.	3.70%	5.48%	3.03%	7.45%	9.33%	4.60%	9.52%	1.33%
Home First	35.80%	16.44%	16.16%	7.45%	14.67%	8.05%	7.14%	5.33%
MedAdapt Ltd.	23.46%	30.14%	25.25%	40.43%	34.67%	34.48%	36.90%	45.33%
People Working Cooperatively, Inc.	2.47%	0	0	0	0	0	0	0
Stateline Medical Equipment	30.86%	30.14%	37.37%	27.66%	20.00%	34.48%	28.57%	16.00%
Tri-State Maintenance	3.70%	17.81%	18.18%	17.02%	21.33%	18.39%	17.86%	30.67%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	1	1
Custom Home Elevator & Lift Co. Inc.	3	4	3	7	7	4	8	1	5
Home First	24	11	13	7	11	5	6	4	10
MedAdapt Ltd.	18	22	25	36	25	29	31	31	27
People Working Cooperatively, Inc.	2	0	0	0	0	0	0	0	2
Stateline Medical Equipment	23	22	37	26	15	30	24	11	24
Tri-State Maintenance	3	12	18	15	16	16	15	19	14
Total Distinct Clients Served	73	71	96	91	74	84	84	67	15

Provider Quality Report: Service Metrics

Hamilton County ESP

Independent Living Assistance

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Jewish Family Service	0	0	0	0	0	0	27	143	170
Meals on Wheels of SW Ohio and Northern Kentucky	398	692	658	608	522	491	426	527	4,322
Total Billable Units	398	692	658	608	522	491	453	670	4,492

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Jewish Family Service	0	0	0	0	0	0	5.91%	21.36%
Meals on Wheels of SW Ohio and Northern Kentucky	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	94.09%	78.64%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Jewish Family Service	0	0	0	0	0	0	7	12	10
Meals on Wheels of SW Ohio and Northern Kentucky	62	95	100	87	70	60	48	56	72
Total Distinct Clients Served	62	95	100	87	70	60	55	68	60

Provider Quality Report: Service Metrics

Hamilton County ESP

Major Housecleaning

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	9	8	6	7	2	6	11	8	57
Total Billable Units	9	8	6	7	2	6	11	8	57

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

Provider Quality Report: Service Metrics

Hamilton County ESP

Pest Control

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	30	38	39	42	29	44	38	32	292
Milt's Termite & Pest Control	15	27	19	24	20	23	17	21	166
Total Billable Units	45	65	58	66	49	67	55	53	458

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
All Gone Termite & Pest Control, Inc.	66.67%	58.46%	67.24%	63.64%	59.18%	65.67%	69.09%	60.38%
Milt's Termite & Pest Control	33.33%	41.54%	32.76%	36.36%	40.82%	34.33%	30.91%	39.62%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	16	12	16	14	11	14	18	12	14
Milt's Termite & Pest Control	10	11	13	12	11	10	9	9	11
Total Distinct Clients Served	26	23	29	26	22	24	27	21	12

Provider Quality Report: Service Metrics

Hamilton County ESP

Transportation

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
home52 Transportation	9,939	7,662	10,329	9,617	10,962	10,898	13,016	12,149	84,572
Total Billable Units	9,939	7,662	10,329	9,617	10,962	10,898	13,016	12,149	84,572

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
home52 Transportation	661	663	723	689	707	728	779	754	713
Total Distinct Clients Served	661	663	723	689	707	728	779	754	713

Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton County ESP SASI Counts

Home Care Assistance								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	1	2	0	1	0	1	2	2
A Miracle Home Care	128	105	123	126	151	152	189	167
Always There Healthcare LLC	4	5	9	5	10	10	14	11
Amaramedical Health Care Services, Inc.	35	25	23	12	24	17	28	16
Assisted Care by Black Stone of CIN	53	57	48	56	34	51	51	27
Comfort and Care Home Health Agency, Inc.	1	1	2	1	0	1	3	0
Eastern Personnel Services, Inc.	5	3	10	9	0	6	6	7
Helping Hands Private Duty Homecare	52	52	10	0	1	0	0	0
Hillebrand Home Health	15	19	11	16	18	20	7	18
Interim HomeStyles of Greater Cincinnati, Inc.	31	23	20	23	24	16	16	13
LCD Home Health Agency	0	0	1	1	0	1	1	3
Nova Home Care	19	21	16	24	23	20	19	23
Prime Home Care, LLC	2	6	3	2	0	2	3	1
Quality Care	37	33	26	38	36	40	36	38
Right at Home	0	0	0	0	0	0	1	6
SH of Southern Ohio LLC	0	0	1	14	14	19	20	11
Superior Home Care, Inc.	22	37	17	28	33	33	30	28
Western Hills Home Care	0	0	0	0	0	0	0	6

Home Delivered Meals								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	0	0	0	0	0	2	0	0
Deupree Meals on Wheels	37	35	37	49	44	45	52	42
Maple Knoll Outreach Services for Seniors	30	28	33	39	34	35	40	28
Mayerson JCC (Jewish Community Center)	32	26	17	22	40	34	48	37
Meals on Wheels of SW Ohio and Northern Kentucky	315	303	253	329	318	383	375	386
North College Hill Senior Center	31	29	23	0	0	0	0	0

Medical Transportation								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	0	0	4	5	42	52	27	5
A-List Cleaning & Transportation	21	13	2	6	30	11	11	3
Bethesda Medical Transportation	0	0	0	0	0	3	17	6
Cincinnati Medical Transportation	15	3	0	0	0	0	1	0
Elite Xpress Transportation LLC	0	0	0	3	36	38	16	2
I Care Transportation LLC	0	0	0	5	13	12	6	6
LCD Agency Services	2	0	0	1	22	12	4	0
Meals on Wheels of SW Ohio and N. KY (CASS)	48	21	2	15	58	30	8	3
Meda-Care Transportation, Inc.	71	14	0	11	38	4	3	0
Ny's Transportation	4	6	1	0	0	10	9	1
Queen City Medical Transport	0	0	0	0	0	0	1	1
R Chappell Transportation	0	10	0	4	19	12	10	1
Redwood/Easterseals	0	0	0	0	0	2	3	2
Shaddai Transportation LLC	0	0	0	0	0	0	0	5
Timmons Tender Care	2	0	0	1	28	20	14	0
Traveling Seniors Transportation	0	0	0	0	14	14	6	1

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	No Data	90.0%	No Data	70.0%	100.0%	100.0%
A Miracle Home Care	91.3%	90.6%	94.1%	93.2%	91.3%	93.5%	94.4%	93.3%
Always There Healthcare LLC	97.5%	100.0%	90.3%	75.5%	93.8%	85.3%	93.9%	87.3%
Amaramedical Health Care Services, Inc.	85.0%	72.4%	87.7%	81.7%	87.4%	93.3%	93.5%	94.8%
Assisted Care by Black Stone of CIN	93.0%	92.2%	93.1%	94.0%	93.5%	90.6%	89.9%	80.0%
Comfort and Care Home Health Agency, Inc.	80.0%	100.0%	100.0%	70.0%	No Data	90.0%	40.0%	No Data
Eastern Personnel Services, Inc.	58.0%	90.0%	89.8%	67.2%	No Data	79.2%	90.2%	84.1%
Helping Hands Private Duty Homecare	88.2%	94.3%	81.6%	No Data	100.0%	No Data	No Data	No Data
Hillebrand Home Health	98.7%	96.3%	99.1%	98.6%	97.7%	99.5%	100.0%	99.4%
Interim HomeStyles of Greater Cincinnati, Inc.	92.6%	98.1%	97.0%	92.4%	94.3%	100.0%	95.6%	95.2%
LCD Home Health Agency	No Data	No Data	100.0%	80.0%	No Data	100.0%	100.0%	100.0%
Nova Home Care	98.9%	89.1%	87.9%	95.0%	96.0%	82.3%	76.8%	90.5%
Prime Home Care, LLC	100.0%	84.7%	90.0%	100.0%	No Data	100.0%	78.3%	0.0%
Quality Care	92.6%	93.2%	96.1%	89.5%	93.4%	92.9%	92.3%	93.1%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	93.0%
SH of Southern Ohio LLC	No Data	No Data	90.0%	94.7%	85.7%	93.6%	93.9%	67.2%
Superior Home Care, Inc.	95.9%	98.0%	93.7%	96.4%	94.4%	99.7%	93.8%	98.2%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	No Data	100.0%	100.0%
A Miracle Home Care	90.3%	89.1%	94.3%	92.0%	93.1%	93.1%	94.6%	94.6%
Always There Healthcare LLC	100.0%	100.0%	100.0%	75.0%	100.0%	85.7%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	81.3%	60.0%	95.0%	70.0%	80.0%	85.7%	87.0%	100.0%
Assisted Care by Black Stone of CIN	93.3%	90.0%	90.0%	95.9%	96.4%	90.2%	90.2%	72.7%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	50.0%	No Data
Eastern Personnel Services, Inc.	40.0%	66.7%	100.0%	55.6%	No Data	100.0%	80.0%	83.3%
Helping Hands Private Duty Homecare	90.7%	93.9%	70.0%	No Data	100.0%	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	92.9%	94.1%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	88.0%	100.0%	100.0%	85.7%	95.2%	100.0%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Nova Home Care	100.0%	89.5%	86.7%	100.0%	95.2%	85.7%	62.5%	85.0%
Prime Home Care, LLC	100.0%	66.7%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	91.2%	90.3%	100.0%	94.3%	93.8%	97.1%	97.1%	94.4%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	80.0%
SH of Southern Ohio LLC	No Data	No Data	100.0%	92.3%	83.3%	94.1%	88.9%	58.3%
Superior Home Care, Inc.	100.0%	100.0%	93.3%	100.0%	96.0%	100.0%	100.0%	100.0%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

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	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	No Data	100.0%	100.0%
A Miracle Home Care	86.7%	90.1%	87.8%	86.0%	91.5%	91.2%	96.1%	92.9%
Always There Healthcare LLC	100.0%	100.0%	75.0%	75.0%	100.0%	80.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	84.8%	55.0%	76.5%	71.4%	87.5%	92.3%	82.6%	81.8%
Assisted Care by Black Stone of CIN	88.6%	90.2%	86.5%	91.7%	87.0%	84.6%	80.0%	72.7%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	50.0%	No Data
Eastern Personnel Services, Inc.	40.0%	66.7%	87.5%	50.0%	No Data	75.0%	80.0%	80.0%
Helping Hands Private Duty Homecare	82.6%	94.1%	70.0%	No Data	100.0%	No Data	No Data	No Data
Hillebrand Home Health	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	96.3%	100.0%	100.0%	88.2%	94.4%	100.0%	100.0%	90.0%
LCD Home Health Agency	No Data	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Nova Home Care	100.0%	84.2%	100.0%	100.0%	100.0%	93.8%	58.8%	90.0%
Prime Home Care, LLC	100.0%	83.3%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	88.2%	96.8%	100.0%	88.5%	96.3%	93.8%	93.9%	97.0%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	77.8%	60.0%	88.2%	93.8%	61.5%
Superior Home Care, Inc.	90.5%	97.1%	91.7%	95.5%	95.8%	100.0%	95.2%	100.0%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	81.6%	86.4%	88.3%	82.5%	82.6%	88.5%	86.1%	88.6%
Always There Healthcare LLC	75.0%	100.0%	77.8%	60.0%	70.0%	77.8%	91.7%	72.7%
Amaramedical Health Care Services, Inc.	85.3%	68.0%	85.7%	81.8%	79.2%	100.0%	92.9%	100.0%
Assisted Care by Black Stone of CIN	90.2%	87.3%	82.2%	78.6%	81.8%	86.0%	86.0%	77.8%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data
Eastern Personnel Services, Inc.	No Data	100.0%	80.0%	55.6%	No Data	66.7%	83.3%	85.7%
Helping Hands Private Duty Homecare	72.0%	84.6%	70.0%	No Data	100.0%	No Data	No Data	No Data
Hillebrand Home Health	86.7%	89.5%	90.9%	100.0%	94.4%	95.0%	100.0%	94.4%
Interim HomeStyles of Greater Cincinnati, Inc.	87.1%	95.7%	85.0%	95.7%	87.5%	100.0%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Nova Home Care	100.0%	76.2%	75.0%	79.2%	91.3%	65.0%	73.7%	73.9%
Prime Home Care, LLC	100.0%	100.0%	33.3%	100.0%	No Data	100.0%	50.0%	No Data
Quality Care	83.3%	83.9%	96.2%	67.6%	82.9%	82.5%	83.3%	79.5%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	50.0%
SH of Southern Ohio LLC	No Data	No Data	100.0%	92.9%	85.7%	84.2%	95.0%	69.2%
Superior Home Care, Inc.	86.4%	94.6%	88.2%	89.3%	87.9%	100.0%	80.0%	96.3%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

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	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	99.2%	96.1%	98.4%	100.0%	98.0%	100.0%	99.5%	97.6%
Always There Healthcare LLC	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	92.9%	100.0%
Amaramedical Health Care Services, Inc.	88.6%	92.0%	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	98.2%	100.0%	100.0%	97.0%	98.0%	100.0%	85.2%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	50.0%	No Data
Eastern Personnel Services, Inc.	80.0%	100.0%	90.0%	100.0%	No Data	83.3%	100.0%	100.0%
Helping Hands Private Duty Homecare	100.0%	98.1%	100.0%	No Data	100.0%	No Data	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.	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	89.5%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	100.0%	96.2%	100.0%	97.1%	100.0%	100.0%	100.0%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	100.0%	100.0%	92.9%	100.0%	100.0%	84.6%
Superior Home Care, Inc.	100.0%	100.0%	94.1%	100.0%	96.9%	100.0%	96.7%	100.0%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	98.4%	97.1%	96.7%	99.2%	96.6%	95.9%	97.9%	94.7%
Always There Healthcare LLC	100.0%	100.0%	100.0%	75.0%	100.0%	87.5%	92.3%	81.8%
Amaramedical Health Care Services, Inc.	85.7%	80.0%	95.2%	90.9%	95.7%	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	96.1%	98.2%	100.0%	100.0%	97.0%	94.0%	94.1%	88.5%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	50.0%	No Data
Eastern Personnel Services, Inc.	80.0%	100.0%	90.0%	100.0%	No Data	83.3%	100.0%	71.4%
Helping Hands Private Duty Homecare	94.2%	98.1%	100.0%	No Data	100.0%	No Data	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%	100.0%	100.0%	100.0%	95.8%	100.0%	93.8%	84.6%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	95.8%	95.7%	90.0%	89.5%	95.5%
Prime Home Care, LLC	100.0%	83.3%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	94.4%	96.8%	96.2%	100.0%	100.0%	97.4%	97.1%	94.9%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	69.2%
Superior Home Care, Inc.	95.5%	100.0%	93.8%	96.4%	96.8%	100.0%	100.0%	96.4%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

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	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	96.8%	91.3%	97.5%	99.2%	94.0%	96.6%	96.3%	94.6%
Always There Healthcare LLC	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	92.9%	100.0%
Amaramedical Health Care Services, Inc.	85.7%	84.0%	95.2%	90.9%	91.3%	93.8%	100.0%	100.0%
Assisted Care by Black Stone of CIN	98.1%	98.2%	100.0%	100.0%	100.0%	92.2%	98.0%	85.2%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	50.0%	No Data
Eastern Personnel Services, Inc.	80.0%	100.0%	90.0%	75.0%	No Data	100.0%	100.0%	85.7%
Helping Hands Private Duty Homecare	86.5%	95.9%	80.0%	No Data	100.0%	No Data	No Data	No Data
Hillebrand Home Health	100.0%	89.5%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	100.0%	90.0%	100.0%	95.8%	100.0%	87.5%	92.3%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Nova Home Care	100.0%	95.2%	93.8%	95.8%	95.7%	85.0%	84.2%	95.7%
Prime Home Care, LLC	100.0%	83.3%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	93.3%	96.2%	97.2%	94.3%	97.5%	86.1%	92.3%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	100.0%	100.0%	92.9%	100.0%	95.0%	69.2%
Superior Home Care, Inc.	95.5%	100.0%	93.8%	96.4%	97.0%	100.0%	96.7%	96.4%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	98.4%	93.3%	97.5%	98.4%	94.0%	98.0%	96.8%	95.8%
Always There Healthcare LLC	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	92.9%	100.0%
Amaramedical Health Care Services, Inc.	82.9%	87.5%	85.7%	90.9%	91.7%	94.1%	96.4%	100.0%
Assisted Care by Black Stone of CIN	98.1%	96.4%	100.0%	100.0%	100.0%	96.1%	98.0%	85.2%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	50.0%	No Data
Eastern Personnel Services, Inc.	80.0%	100.0%	90.0%	75.0%	No Data	83.3%	100.0%	83.3%
Helping Hands Private Duty Homecare	88.5%	98.1%	80.0%	No Data	100.0%	No Data	No Data	No Data
Hillebrand Home Health	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	100.0%	100.0%	95.7%	95.8%	100.0%	93.8%	100.0%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Nova Home Care	94.7%	100.0%	93.3%	95.8%	100.0%	95.0%	84.2%	87.0%
Prime Home Care, LLC	100.0%	83.3%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	96.8%	92.3%	94.3%	100.0%	97.5%	100.0%	94.9%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	100.0%	100.0%	92.9%	100.0%	100.0%	76.9%
Superior Home Care, Inc.	95.5%	97.3%	94.1%	100.0%	100.0%	100.0%	96.7%	96.4%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

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	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	100.0%
A Miracle Home Care	87.0%	89.7%	93.3%	92.2%	85.7%	88.1%	95.4%	94.5%
Always There Healthcare LLC	100.0%	100.0%	83.3%	75.0%	87.5%	57.1%	91.7%	72.7%
Amaramedical Health Care Services, Inc.	83.9%	57.9%	76.2%	66.7%	78.9%	84.6%	90.0%	72.7%
Assisted Care by Black Stone of CIN	90.5%	84.3%	89.2%	88.6%	91.3%	91.7%	82.1%	70.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	No Data	50.0%	No Data
Eastern Personnel Services, Inc.	40.0%	100.0%	100.0%	50.0%	No Data	66.7%	75.0%	80.0%
Helping Hands Private Duty Homecare	88.9%	95.8%	85.7%	No Data	100.0%	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	83.3%	94.1%	94.7%	81.0%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Nova Home Care	100.0%	78.9%	80.0%	100.0%	100.0%	73.3%	73.3%	100.0%
Prime Home Care, LLC	100.0%	80.0%	66.7%	100.0%	No Data	100.0%	No Data	No Data
Quality Care	87.9%	90.0%	95.8%	91.2%	90.0%	88.2%	93.9%	93.9%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	100.0%	91.7%	63.6%	80.0%	71.4%	63.6%
Superior Home Care, Inc.	100.0%	97.0%	100.0%	94.1%	85.7%	100.0%	86.4%	100.0%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	86.6%	87.5%	92.5%	92.0%	88.6%	93.8%	91.4%	89.8%
Always There Healthcare LLC	100.0%	100.0%	77.8%	80.0%	90.0%	77.8%	92.9%	81.8%
Amaramedical Health Care Services, Inc.	82.9%	68.0%	77.3%	81.8%	83.3%	94.1%	96.4%	100.0%
Assisted Care by Black Stone of CIN	86.3%	87.7%	91.5%	85.5%	90.9%	88.0%	86.3%	77.8%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data
Eastern Personnel Services, Inc.	40.0%	100.0%	80.0%	55.6%	No Data	66.7%	100.0%	85.7%
Helping Hands Private Duty Homecare	86.3%	90.2%	90.0%	No Data	100.0%	No Data	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.	87.1%	95.7%	100.0%	87.0%	91.7%	100.0%	100.0%	92.3%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Nova Home Care	100.0%	85.7%	75.0%	83.3%	91.3%	65.0%	73.7%	87.0%
Prime Home Care, LLC	100.0%	83.3%	100.0%	100.0%	No Data	100.0%	33.3%	No Data
Quality Care	86.5%	93.5%	92.3%	75.7%	91.2%	82.5%	80.0%	92.1%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	100.0%	92.9%	92.9%	94.7%	95.0%	69.2%
Superior Home Care, Inc.	95.5%	97.2%	94.1%	96.3%	93.8%	100.0%	90.0%	100.0%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 6.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	88.2%	85.6%	94.2%	90.4%	89.3%	89.7%	90.2%	90.2%
Always There Healthcare LLC	100.0%	100.0%	88.9%	80.0%	90.0%	87.5%	92.3%	63.6%
Amaramedical Health Care Services, Inc.	88.6%	72.0%	90.5%	81.8%	86.4%	88.2%	89.3%	93.8%
Assisted Care by Black Stone of CIN	88.5%	91.1%	91.3%	100.0%	93.9%	85.7%	84.3%	84.6%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	No Data	No Data	100.0%	50.0%	No Data
Eastern Personnel Services, Inc.	100.0%	66.7%	90.0%	55.6%	No Data	66.7%	83.3%	85.7%
Helping Hands Private Duty Homecare	92.0%	94.2%	70.0%	No Data	100.0%	No Data	No Data	No Data
Hillebrand Home Health	100.0%	94.7%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	93.5%	95.7%	100.0%	91.3%	87.0%	100.0%	87.5%	92.3%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Nova Home Care	94.7%	81.0%	75.0%	100.0%	91.3%	80.0%	78.9%	91.3%
Prime Home Care, LLC	100.0%	83.3%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	94.6%	90.3%	96.0%	86.5%	88.2%	92.5%	91.4%	92.1%
Right at Home	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	100.0%	100.0%	92.9%	94.7%	100.0%	50.0%
Superior Home Care, Inc.	100.0%	97.3%	94.1%	96.3%	93.8%	97.0%	96.7%	96.3%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	99.7%	99.3%	99.3%	97.9%	98.9%	98.6%	97.8%	95.5%
Maple Knoll Outreach Services for Seniors	98.8%	98.7%	95.7%	98.4%	97.2%	99.6%	95.8%	99.2%
Mayerson JCC (Jewish Community Center)	98.4%	99.5%	100.0%	96.0%	98.8%	99.2%	97.6%	97.6%
Meals on Wheels of SW Ohio and Northern Kentucky	98.8%	97.9%	98.7%	98.5%	97.6%	97.9%	97.3%	96.9%
North College Hill Senior Center	99.6%	99.1%	99.5%	No Data	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%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.4%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	96.8%	97.8%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.3%	99.6%	100.0%	99.7%	98.6%	100.0%	98.9%	98.9%
North College Hill Senior Center	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	97.2%	97.1%	97.3%	98.0%	97.7%	97.8%	98.1%	90.5%
Maple Knoll Outreach Services for Seniors	96.7%	96.4%	90.9%	94.7%	97.1%	97.1%	92.5%	96.7%
Mayerson JCC (Jewish Community Center)	96.8%	100.0%	100.0%	86.4%	97.5%	97.1%	95.7%	94.4%
Meals on Wheels of SW Ohio and Northern Kentucky	97.8%	96.0%	98.0%	96.9%	95.9%	95.8%	94.6%	94.6%
North College Hill Senior Center	96.7%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Delivered Meals SASI Scores

Can you depend on your meals driver?

Historical Average: 99.4%

½ Historical Standard Deviation: 0.6%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	No Data	100.0%	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%	100.0%	97.4%	100.0%	100.0%	97.5%	100.0%
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%	98.3%	99.2%	99.1%	99.4%	99.5%	99.5%	99.2%
North College Hill Senior Center	100.0%	100.0%	100.0%	No Data	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%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	97.5%	100.0%	100.0%	100.0%	97.1%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	96.2%	100.0%	96.0%	100.0%	94.4%	100.0%
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	100.0%	99.6%	98.9%	99.1%	98.4%	98.7%	97.9%	98.2%
North College Hill Senior Center	100.0%	100.0%	100.0%	No Data	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%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	98.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	97.5%	100.0%
Mayerson JCC (Jewish Community Center)	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.7%	99.3%	99.6%	99.4%	99.4%	100.0%	98.4%	99.5%
North College Hill Senior Center	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	97.3%	93.9%	95.5%	93.3%	94.2%	90.5%
Maple Knoll Outreach Services for Seniors	96.7%	92.9%	87.9%	94.9%	87.9%	100.0%	92.3%	96.7%
Mayerson JCC (Jewish Community Center)	96.9%	96.2%	100.0%	90.9%	97.5%	100.0%	93.8%	94.6%
Meals on Wheels of SW Ohio and Northern Kentucky	95.8%	94.6%	95.2%	96.0%	93.4%	92.9%	93.8%	92.7%
North College Hill Senior Center	100.0%	96.6%	95.7%	No Data	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%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	97.9%	100.0%	97.8%	94.2%	92.9%
Maple Knoll Outreach Services for Seniors	96.7%	100.0%	97.0%	100.0%	100.0%	100.0%	97.4%	100.0%
Mayerson JCC (Jewish Community Center)	96.9%	100.0%	100.0%	90.9%	95.0%	100.0%	95.7%	91.9%
Meals on Wheels of SW Ohio and Northern Kentucky	99.4%	98.3%	98.8%	98.5%	97.8%	98.2%	96.2%	96.1%
North College Hill Senior Center	100.0%	96.6%	100.0%	No Data	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%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	100.0%	97.1%	100.0%	98.0%	97.7%	100.0%	98.1%	95.2%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	97.0%	100.0%	97.1%	100.0%	97.5%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.4%	97.0%	99.6%	99.4%	98.1%	98.4%	98.9%	96.1%
North College Hill Senior Center	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	No Data	No Data	100.0%	89.1%	99.0%	98.3%	98.9%	98.0%
A-List Cleaning & Transportation	99.5%	99.2%	100.0%	98.3%	97.9%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	100.0%	96.0%	98.9%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	No Data	100.0%	89.3%	98.3%	100.0%	100.0%
LCD Agency Services	90.0%	No Data	No Data	80.0%	95.4%	98.3%	95.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	99.2%	100.0%	100.0%	100.0%	97.1%	93.9%	100.0%	100.0%
Meda-Care Transportation, Inc.	94.6%	97.8%	No Data	99.1%	92.0%	95.0%	100.0%	No Data
Ny's Transportation	87.5%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	90.9%	100.0%
R Chappell Transportation	No Data	98.0%	No Data	100.0%	96.7%	98.3%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	No Data	100.0%	95.7%	99.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	94.0%	100.0%	100.0%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
Provider Name	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	No Data	No Data	100.0%	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	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	No Data	100.0%	84.6%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	No Data	No Data	100.0%	90.9%	100.0%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%
Meda-Care Transportation, Inc.	92.8%	100.0%	No Data	100.0%	89.5%	100.0%	100.0%	No Data
Ny's Transportation	75.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	No Data	100.0%	92.9%	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

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	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	96.3%	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	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	100.0%	94.4%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	98.6%	100.0%	No Data	100.0%	94.7%	100.0%	100.0%	No Data
Ny's Transportation	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	No Data	No Data	100.0%	50.0%	100.0%	96.0%	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	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	97.2%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	No Data	100.0%	70.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	No Data	No Data	100.0%	100.0%	100.0%	75.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	97.9%	100.0%	100.0%	100.0%	92.2%	92.6%	100.0%	100.0%
Meda-Care Transportation, Inc.	91.4%	92.9%	No Data	100.0%	94.4%	100.0%	100.0%	No Data
Ny's Transportation	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

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	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
360 Total Care LLC	No Data	No Data	100.0%	40.0%	100.0%	96.2%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	92.1%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	No Data	100.0%	84.6%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	No Data	No Data	100.0%	100.0%	100.0%	75.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%
Meda-Care Transportation, Inc.	94.3%	92.9%	No Data	100.0%	100.0%	100.0%	100.0%	No Data
Ny's Transportation	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	83.3%	100.0%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
360 Total Care LLC	No Data	No Data	100.0%	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	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data
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.	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	No Data
Ny's Transportation	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
R Chappell Transportation	No Data	90.0%	No Data	100.0%	88.2%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

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	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	No Data	No Data	100.0%	100.0%	100.0%	96.2%	96.3%	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	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%
Meda-Care Transportation, Inc.	97.1%	100.0%	No Data	100.0%	94.7%	100.0%	100.0%	No Data
Ny's Transportation	75.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	0.0%	100.0%
R Chappell Transportation	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	No Data	No Data	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%
A-List Cleaning & Transportation	95.2%	92.3%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	100.0%	82.4%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	No Data	100.0%	69.2%	83.3%	100.0%	100.0%
LCD Agency Services	No Data	No Data	No Data	No Data	72.7%	100.0%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	95.8%	100.0%	100.0%	100.0%	92.9%	93.3%	100.0%	100.0%
Meda-Care Transportation, Inc.	87.3%	92.3%	No Data	90.9%	83.3%	100.0%	100.0%	No Data
Ny's Transportation	75.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
R Chappell Transportation	No Data	90.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	No Data	100.0%	71.4%	90.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

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	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
360 Total Care LLC	No Data	No Data	100.0%	100.0%	90.5%	100.0%	100.0%	80.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	100.0%	83.3%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	No Data	100.0%	84.6%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	No Data	No Data	No Data	90.9%	100.0%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	97.9%	100.0%	100.0%	100.0%	93.1%	93.3%	100.0%	100.0%
Meda-Care Transportation, Inc.	91.3%	100.0%	No Data	100.0%	68.4%	50.0%	100.0%	No Data
Ny's Transportation	50.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	No Data	100.0%	78.9%	83.3%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	No Data	No Data	100.0%	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	57.1%	100.0%	100.0%	100.0%

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
360 Total Care LLC	No Data	No Data	100.0%	100.0%	100.0%	96.2%	96.3%	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	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	No Data	No Data	100.0%	100.0%	83.3%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	98.3%	80.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	92.8%	100.0%	No Data	100.0%	94.7%	100.0%	100.0%	No Data
Ny's Transportation	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	No Data	100.0%	92.9%	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 2.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	No Data	No Data	100.0%	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	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	No Data
Ny's Transportation	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

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?

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home 52 Coordination	98.9%	95.7%	100.0%	100.0%	91.9%	98.4%	100.0%	93.5%

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?

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home 52 Coordination	33.9%	11.8%	25.0%	46.7%	78.6%	60.0%	13.8%	13.3%

Was scheduling your ride with the Transportation Coordination Center easy?

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home 52 Coordination	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Was the Transportation Coordination staff kind and courteous?

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home 52 Coordination	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%

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

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

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

Appendix A: Methodology for SASI Analysis

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 21,282 SASIs collected over a two year period from January 1, 2022 through December 31st 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