



## Hamilton County



## Provider Quality Report

Quarter 1, 2024



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# Provider Quality Report: Introduction

## Hamilton County ESP, Clinton County ESP

### Key changes to the Provider Quality Report (PQR)

#### **General Changes:**

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. 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.
- On January 15th, 2024, Mullaney's Pharmacy & Home Health Care was put on hold due to a change in ownership and is now a part of the JANZ Corporation.

#### **Billable Unit Conversions:**

The unit of service definitions changed for several services with the implementation of CareDirector. For continuity of previous reporting, the Provider Quality Report (PQR) displays billable units to reflect hours, days, months, etc. and not in the increments currently billed in CareDirector. The chart below shows the conversion rates per service.

Service Rate Conversions from CareDirector Billing to Provider Quality Report		
Service	Current CareDirector Billing Unit Definition	Unit Definition in PQR Report
Adult Day Service	1 unit equals a half day. 2 units equals a full day.	1 unit = 1 day
Consumer Directed Care	1 unit equal 15 minutes	1 unit = 1 hour
Electronic Monitoring Systems	1 unit is equal to half month. 2 units is equal to full month.	1 unit = 1 month
Homemaking	1 unit is equal to 15 minutes	1 unit = 1 hour
Personal Care	1 unit is equal to 15 minutes	1 unit = 1 hour
Respite	1 unit is equal to 15 minutes	1 unit = 1 hour

#### **SASI Scoring:**

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
Maple Knoll Outreach Services for	Home Delivered Meals	1/30/2024
Universal Transportation Systems (UTS)	Transportation	1/31/2024
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2023

Provider	Service Delivered - New	Effective
101 Mobility	Minor Home Mod	4/1/2024
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
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
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	1/15/2024
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									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Total Billable Units
Active Day of Cincinnati	232	196	529	477	560	589	554	416	3,550
Bayley Life ADC	802	851	778	767	809	743	716	650	6,114
Day Share Senior Services	41	87	85	179	226	210	241	176	1,244
Lincoln Heights Outreach Inc.	141	143	170	179	238	231	222	256	1,579
Northwest Adult Services Pioneer Home Healthcare	0	0	0	14	35	16	33	29	127
<b>Total Billable Units</b>	<b>1,216</b>	<b>1,276</b>	<b>1,562</b>	<b>1,615</b>	<b>1,867</b>	<b>1,788</b>	<b>1,765</b>	<b>1,527</b>	<b>12,614</b>

Market Share									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	
Active Day of Cincinnati	19.09%	15.32%	33.85%	29.50%	29.97%	32.92%	31.37%	27.22%	
Bayley Life ADC	65.94%	66.65%	49.82%	47.46%	43.33%	41.57%	40.55%	42.58%	
Day Share Senior Services	3.37%	6.82%	5.44%	11.08%	12.10%	11.72%	13.63%	11.53%	
Lincoln Heights Outreach Inc.	11.60%	11.21%	10.89%	11.08%	12.72%	12.90%	12.58%	16.77%	
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0.87%	1.87%	0.90%	1.87%	1.90%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Avg. Distinct Clients Served
Active Day of Cincinnati	15	12	17	19	21	21	20	18	18
Bayley Life ADC	32	35	33	26	30	27	30	29	30
Day Share Senior Services	2	2	2	6	8	8	7	7	5
Lincoln Heights Outreach Inc.	4	3	6	5	7	6	6	9	6
Northwest Adult Services Pioneer Home Healthcare	0	0	0	1	1	1	1	1	1
<b>Total Distinct Clients Served</b>	<b>53</b>	<b>52</b>	<b>58</b>	<b>57</b>	<b>67</b>	<b>63</b>	<b>64</b>	<b>64</b>	<b>13</b>



# Provider Quality Report: Service Metrics

## Hamilton County ESP

### Consumer Directed Care

Billable Units									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Acumen Fiscal Agent	23,862	34	0	0	0	0	0	0	23,896
Palco, Inc.	0	24,900	22,996	38,217	35,075	37,692	37,988	29,127	225,995
<b>Total Billable Units</b>	<b>23,862</b>	<b>24,934</b>	<b>22,996</b>	<b>38,217</b>	<b>35,075</b>	<b>37,692</b>	<b>37,988</b>	<b>29,127</b>	<b>249,891</b>

Market Share									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Acumen Fiscal Agent	100.00%	0.14%	0	0	0	0	0	0	
Palco, Inc.	0	99.86%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Acumen Fiscal Agent	283	2	0	0	0	0	0	0	143
Palco, Inc.	0	247	280	355	374	401	376	341	339
<b>Total Distinct Clients Served</b>	<b>283</b>	<b>249</b>	<b>280</b>	<b>355</b>	<b>374</b>	<b>401</b>	<b>376</b>	<b>341</b>	<b>295</b>

**Home Care Assistance**

<b>Billable Units</b>									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Total Billable Units
A Best Home Care, Inc.	121	167	220	326	411	474	662	614	2,993
A Miracle Home Care	26,843	29,422	30,653	33,415	35,652	37,839	38,749	38,626	271,199
Always There Healthcare LLC	1,473	1,051	2,061	1,641	1,572	1,876	1,992	2,344	14,008
Amaramedical Health Care Services, Inc.	5,142	4,937	4,677	4,923	5,080	4,520	4,318	4,525	38,121
Assisted Care by Black Stone of CIN	8,489	7,745	7,541	7,261	7,132	6,127	4,661	3,627	52,583
Comfort and Care Home Health Agency, Inc.	197	253	212	91	174	150	193	292	1,561
Day Share Senior Services	153	140	383	464	474	463	427	334	2,838
Eastern Personnel Services, Inc.	1,111	592	1,201	804	1,674	1,157	1,302	944	8,785
Helping Hands Private Duty Homecare	6,978	1,739	0	0	0	0	0	0	8,717
Hillebrand Home Health	3,664	3,951	3,736	3,553	3,051	2,883	2,618	2,805	26,261
Interim HomeStyles of Greater Cincinnati, Inc.	4,476	4,079	3,683	3,611	2,420	3,766	4,074	3,130	29,239
LCD Home Health Agency	96	104	291	273	286	281	456	704	2,491
Nova Home Care	4,878	5,168	5,281	5,502	5,447	5,483	5,881	6,015	43,655
Prime Home Care, LLC	796	464	330	304	332	369	322	155	3,071
Quality Care	6,992	6,817	7,171	7,362	7,174	6,847	6,708	6,037	55,107
Right at Home	0	0	0	0	0	424	1,497	1,704	3,625
SH of Southern Ohio LLC	118	1,286	2,554	2,530	3,120	2,100	1,984	1,958	15,648
Superior Home Care, Inc.	4,863	5,119	5,042	5,073	5,199	5,042	4,885	4,142	39,365
Western Hills Home Care	0	0	0	0	0	625	1,131	1,089	2,845
<b>Total Billable Units</b>	<b>76,389</b>	<b>73,033</b>	<b>75,035</b>	<b>77,131</b>	<b>79,198</b>	<b>80,424</b>	<b>81,858</b>	<b>79,043</b>	<b>622,110</b>

<b>Market Share</b>									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	
A Best Home Care, Inc.	0.16%	0.23%	0.29%	0.42%	0.52%	0.59%	0.81%	0.78%	
A Miracle Home Care	35.14%	40.29%	40.85%	43.32%	45.02%	47.05%	47.34%	48.87%	
Always There Healthcare LLC	1.93%	1.44%	2.75%	2.13%	1.98%	2.33%	2.43%	2.96%	
Amaramedical Health Care Services, Inc.	6.73%	6.76%	6.23%	6.38%	6.41%	5.62%	5.28%	5.72%	
Assisted Care by Black Stone of CIN	11.11%	10.60%	10.05%	9.41%	9.01%	7.62%	5.69%	4.59%	
Comfort and Care Home Health Agency, Inc.	0.26%	0.35%	0.28%	0.12%	0.22%	0.19%	0.24%	0.37%	
Day Share Senior Services	0.20%	0.19%	0.51%	0.60%	0.60%	0.58%	0.52%	0.42%	
Eastern Personnel Services, Inc.	1.45%	0.81%	1.60%	1.04%	2.11%	1.44%	1.59%	1.19%	
Helping Hands Private Duty Homecare	9.13%	2.38%	0	0	0	0	0	0	
Hillebrand Home Health	4.80%	5.41%	4.98%	4.61%	3.85%	3.58%	3.20%	3.55%	
Interim HomeStyles of Greater Cincinnati, Inc.	5.86%	5.59%	4.91%	4.68%	3.06%	4.68%	4.98%	3.96%	
LCD Home Health Agency	0.13%	0.14%	0.39%	0.35%	0.36%	0.35%	0.56%	0.89%	
Nova Home Care	6.39%	7.08%	7.04%	7.13%	6.88%	6.82%	7.18%	7.61%	
Prime Home Care, LLC	1.04%	0.63%	0.44%	0.39%	0.42%	0.46%	0.39%	0.20%	
Quality Care	9.15%	9.33%	9.56%	9.54%	9.06%	8.51%	8.19%	7.64%	
Right at Home	0	0	0	0	0	0.53%	1.83%	2.16%	
SH of Southern Ohio LLC	0.15%	1.76%	3.40%	3.28%	3.94%	2.61%	2.42%	2.48%	
Superior Home Care, Inc.	6.37%	7.01%	6.72%	6.58%	6.56%	6.27%	5.97%	5.24%	
Western Hills Home Care	0	0	0	0	0	0.78%	1.38%	1.38%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	



# Provider Quality Report: Service Metrics

## Hamilton County ESP

### Home Care Assistance

Distinct Clients Served									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Avg. Distinct Clients Served
A Best Home Care, Inc.	3	3	6	6	9	13	14	14	9
A Miracle Home Care	686	815	832	926	958	1,008	1,046	996	908
Always There Healthcare LLC	44	41	53	47	48	51	66	71	53
Amaramedical Health Care Services, Inc.	120	113	110	108	116	105	94	107	109
Assisted Care by Black Stone of CIN	297	290	266	235	209	180	141	108	216
Comfort and Care Home Health Agency, Inc.	8	14	10	9	6	5	3	4	7
Day Share Senior Services	5	4	13	13	13	12	11	9	10
Eastern Personnel Services, Inc.	31	41	39	27	27	31	32	26	32
Helping Hands Private Duty Homecare	248	211	0	0	0	0	0	0	230
Hillebrand Home Health	84	81	82	73	68	67	59	64	72
Interim HomeStyles of Greater Cincinnati, Inc.	124	119	111	101	98	93	88	85	102
LCD Home Health Agency	2	2	6	6	5	6	11	21	7
Nova Home Care	136	138	137	143	140	140	126	127	136
Prime Home Care, LLC	19	14	10	10	10	9	9	5	11
Quality Care	211	203	196	206	217	200	186	184	200
Right at Home	0	0	0	0	0	40	65	71	59
SH of Southern Ohio LLC	9	69	73	88	103	88	77	78	73
Superior Home Care, Inc.	165	183	172	176	189	187	163	152	173
Western Hills Home Care	0	0	0	0	0	24	31	31	29
<b>Total Distinct Clients Served</b>	<b>2,192</b>	<b>2,341</b>	<b>2,116</b>	<b>2,174</b>	<b>2,216</b>	<b>2,259</b>	<b>2,222</b>	<b>2,153</b>	<b>130</b>





# Provider Quality Report: Service Metrics

Hamilton County ESP

## Electronic Monitoring System

Billable Units									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	8,199	8,362	8,091	6,815	9,020	7,238	7,778	7,423	62,924
<b>Total Billable Units</b>	<b>8,199</b>	<b>8,362</b>	<b>8,091</b>	<b>6,815</b>	<b>9,020</b>	<b>7,238</b>	<b>7,778</b>	<b>7,423</b>	<b>62,924</b>

Market Share									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,753	2,756	2,690	2,651	2,691	2,567	2,578	2,508	2,649
<b>Total Distinct Clients Served</b>	<b>2,753</b>	<b>2,756</b>	<b>2,690</b>	<b>2,651</b>	<b>2,691</b>	<b>2,567</b>	<b>2,578</b>	<b>2,508</b>	<b>2,649</b>



# Provider Quality Report: Service Metrics

Hamilton County ESP

## Home Delivered Meals

Billable Units									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Total Billable Units
Deupree Meals on Wheels	18,394	19,162	20,647	19,873	19,006	18,534	17,437	17,035	150,088
Maple Knoll Outreach Services for Seniors	13,179	14,778	15,871	14,893	13,970	13,270	8,881	120	94,962
Mayerson JCC (Jewish Community Center)	12,121	13,497	16,698	15,772	16,244	16,665	19,686	26,120	136,803
Meals on Wheels of SW Ohio and Northern Kentucky	126,274	129,648	140,338	140,418	149,539	148,552	159,637	153,126	1,147,532
North College Hill Senior Center	11,058	8,396	0	0	0	0	0	0	19,454
<b>Total Billable Units</b>	<b>181,026</b>	<b>185,481</b>	<b>193,554</b>	<b>190,956</b>	<b>198,759</b>	<b>197,021</b>	<b>205,641</b>	<b>196,401</b>	<b>1,548,839</b>

Market Share									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	
Deupree Meals on Wheels	10.16%	10.33%	10.67%	10.41%	9.56%	9.41%	8.48%	8.67%	
Maple Knoll Outreach Services for Seniors	7.28%	7.97%	8.20%	7.80%	7.03%	6.74%	4.32%	0.06%	
Mayerson JCC (Jewish Community Center)	6.70%	7.28%	8.63%	8.26%	8.17%	8.46%	9.57%	13.30%	
Meals on Wheels of SW Ohio and Northern Kentucky	69.75%	69.90%	72.51%	73.53%	75.24%	75.40%	77.63%	77.97%	
North College Hill Senior Center	6.11%	4.53%	0	0	0	0	0	0	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Avg. Distinct Clients Served
Deupree Meals on Wheels	265	294	290	283	270	256	240	233	266
Maple Knoll Outreach Services for Seniors	218	253	236	232	215	204	165	11	192
Mayerson JCC (Jewish Community Center)	176	217	231	235	230	246	338	415	261
Meals on Wheels of SW Ohio and Northern Kentucky	1,907	2,007	2,059	2,156	2,227	2,258	2,339	2,290	2,155
North College Hill Senior Center	173	170	0	0	0	0	0	0	172
<b>Total Distinct Clients Served</b>	<b>2,739</b>	<b>2,941</b>	<b>2,816</b>	<b>2,906</b>	<b>2,942</b>	<b>2,964</b>	<b>3,082</b>	<b>2,949</b>	<b>686</b>



# Provider Quality Report: Service Metrics

Hamilton County ESP

## Home Medical Equipment

Billable Units									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
American Ramp Systems	30	28	29	35	46	49	44	36	297
Bernens Medical	175	151	130	176	157	157	152	145	1,243
Home First	1	4	3	4	2	5	2	18	39
Mullaney's Pharmacy & Home Health Care	87	62	78	81	88	89	46	14	545
Stateline Medical Equipment	9	5	9	5	7	7	4	0	46
<b>Total Billable Units</b>	<b>302</b>	<b>250</b>	<b>249</b>	<b>301</b>	<b>300</b>	<b>307</b>	<b>248</b>	<b>213</b>	<b>2,170</b>

Market Share									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
American Ramp Systems	9.93%	11.20%	11.65%	11.63%	15.33%	15.96%	17.74%	16.90%	
Bernens Medical	57.95%	60.40%	52.21%	58.47%	52.33%	51.14%	61.29%	68.08%	
Home First	0.33%	1.60%	1.20%	1.33%	0.67%	1.63%	0.81%	8.45%	
Mullaney's Pharmacy & Home Health Care	28.81%	24.80%	31.33%	26.91%	29.33%	28.99%	18.55%	6.57%	
Stateline Medical Equipment	2.98%	2.00%	3.61%	1.66%	2.33%	2.28%	1.61%	0	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
American Ramp Systems	13	13	12	14	19	18	18	15	15
Bernens Medical	142	126	99	142	134	120	122	106	124
Home First	1	3	3	4	2	5	2	17	5
Mullaney's Pharmacy & Home Health Care	78	56	67	71	79	73	46	11	60
Stateline Medical Equipment	8	5	9	4	7	7	4	0	6
<b>Total Distinct Clients Served</b>	<b>242</b>	<b>203</b>	<b>190</b>	<b>235</b>	<b>241</b>	<b>223</b>	<b>192</b>	<b>149</b>	<b>43</b>



# Provider Quality Report: Service Metrics

Hamilton County ESP

## Home Modification

Billable Units									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Total Billable Units
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	1	0	1
Custom Home Elevator & Lift Co. Inc.	4	3	7	7	4	8	1	1	35
Home First	12	16	7	11	7	6	4	2	65
MedAdapt Ltd.	22	25	38	26	30	31	34	4	210
Stateline Medical Equipment	22	37	26	15	30	24	12	6	172
Tri-State Maintenance	13	18	16	16	16	15	23	6	123
<b>Total Billable Units</b>	<b>73</b>	<b>99</b>	<b>94</b>	<b>75</b>	<b>87</b>	<b>84</b>	<b>75</b>	<b>19</b>	<b>606</b>

Market Share									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	1.33%	0	
Custom Home Elevator & Lift Co. Inc.	5.48%	3.03%	7.45%	9.33%	4.60%	9.52%	1.33%	5.26%	
Home First	16.44%	16.16%	7.45%	14.67%	8.05%	7.14%	5.33%	10.53%	
MedAdapt Ltd.	30.14%	25.25%	40.43%	34.67%	34.48%	36.90%	45.33%	21.05%	
Stateline Medical Equipment	30.14%	37.37%	27.66%	20.00%	34.48%	28.57%	16.00%	31.58%	
Tri-State Maintenance	17.81%	18.18%	17.02%	21.33%	18.39%	17.86%	30.67%	31.58%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Avg. Distinct Clients Served
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	1	0	1
Custom Home Elevator & Lift Co. Inc.	4	3	7	7	4	8	1	1	4
Home First	11	13	7	11	5	6	4	2	7
MedAdapt Ltd.	22	25	36	25	29	31	31	4	25
Stateline Medical Equipment	22	37	26	15	30	24	11	5	21
Tri-State Maintenance	12	18	15	16	16	15	19	6	15
<b>Total Distinct Clients Served</b>	<b>71</b>	<b>96</b>	<b>91</b>	<b>74</b>	<b>84</b>	<b>84</b>	<b>67</b>	<b>18</b>	<b>14</b>



# Provider Quality Report: Service Metrics

Hamilton County ESP

## Independent Living Assistance

Billable Units									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Jewish Family Service	0	0	0	0	0	27	143	97	266
Meals on Wheels of SW Ohio and Northern Kentucky	692	658	608	522	491	426	527	596	4,520
<b>Total Billable Units</b>	<b>692</b>	<b>658</b>	<b>608</b>	<b>522</b>	<b>491</b>	<b>453</b>	<b>670</b>	<b>693</b>	<b>4,786</b>

Market Share									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Jewish Family Service	0	0	0	0	0	5.91%	21.36%	13.94%	
Meals on Wheels of SW Ohio and Northern Kentucky	100.00%	100.00%	100.00%	100.00%	100.00%	94.09%	78.64%	86.06%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Jewish Family Service	0	0	0	0	0	7	12	11	10
Meals on Wheels of SW Ohio and Northern Kentucky	95	100	87	70	60	48	56	67	73
<b>Total Distinct Clients Served</b>	<b>95</b>	<b>100</b>	<b>87</b>	<b>70</b>	<b>60</b>	<b>55</b>	<b>68</b>	<b>78</b>	<b>56</b>



# Provider Quality Report: Service Metrics

Hamilton County ESP

## Major Housecleaning

Billable Units									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Home First	8	6	7	2	6	11	8	5	53
<b>Total Billable Units</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>6</b>	<b>11</b>	<b>8</b>	<b>5</b>	<b>53</b>

Market Share									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Home First	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Home First	8	6	7	2	6	11	8	4	7
<b>Total Distinct Clients Served</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>6</b>	<b>11</b>	<b>8</b>	<b>4</b>	<b>7</b>



# Provider Quality Report: Service Metrics

## Hamilton County ESP

### Pest Control

Billable Units									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
All Gone Termite & Pest Control, Inc.	38	39	42	29	44	38	32	20	282
Milts Termite & Pest Control	27	19	24	20	23	17	21	15	166
<b>Total Billable Units</b>	<b>65</b>	<b>58</b>	<b>66</b>	<b>49</b>	<b>67</b>	<b>55</b>	<b>53</b>	<b>35</b>	<b>448</b>

Market Share									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
All Gone Termite & Pest Control, Inc.	58.46%	67.24%	63.64%	59.18%	65.67%	69.09%	60.38%	57.14%	
Milts Termite & Pest Control	41.54%	32.76%	36.36%	40.82%	34.33%	30.91%	39.62%	42.86%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	12	16	14	11	14	18	12	7	13
Milts Termite & Pest Control	11	13	12	11	10	9	9	9	11
<b>Total Distinct Clients Served</b>	<b>23</b>	<b>29</b>	<b>26</b>	<b>22</b>	<b>24</b>	<b>27</b>	<b>21</b>	<b>16</b>	<b>12</b>



# Provider Quality Report: Service Metrics

Hamilton County ESP

## Transportation

Billable Units									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
home52 Transportation	7,662	10,329	9,617	10,962	10,898	13,016	12,149	11,552	86,185
<b>Total Billable Units</b>	<b>7,662</b>	<b>10,329</b>	<b>9,617</b>	<b>10,962</b>	<b>10,898</b>	<b>13,016</b>	<b>12,149</b>	<b>11,552</b>	<b>86,185</b>

Market Share									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
home52 Transportation	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
home52 Transportation	663	723	689	707	728	779	754	737	578
<b>Total Distinct Clients Served</b>	<b>663</b>	<b>723</b>	<b>689</b>	<b>707</b>	<b>728</b>	<b>779</b>	<b>754</b>	<b>737</b>	<b>578</b>



**Hamilton County ESP SASI Counts**

Home Care Assistance								
Provider Name	2022	2022	2022	2023	2023	2023	2023	2024
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	2	0	1	0	1	2	2	2
A Miracle Home Care	105	123	126	151	152	191	169	219
Always There Healthcare LLC	5	9	5	10	10	14	11	11
Amaramedical Health Care Services, Inc.	25	23	12	24	17	28	16	23
Assisted Care by Black Stone of CIN	57	48	56	34	51	51	27	27
Comfort and Care Home Health Agency, Inc.	1	2	1	0	1	3	0	0
Day Share Senior Services	0	0	2	6	0	2	3	2
Eastern Personnel Services, Inc.	3	10	9	0	6	6	7	1
Helping Hands Private Duty Homecare	52	10	0	1	0	0	0	0
Hillebrand Home Health	19	11	16	18	20	7	18	13
Interim HomeStyles of Greater Cincinnati, Inc.	23	20	23	24	16	16	13	16
LCD Home Health Agency	0	1	1	0	1	1	3	2
Nova Home Care	21	16	24	23	20	19	23	25
Prime Home Care, LLC	6	3	2	0	2	3	1	1
Quality Care	33	26	38	36	40	36	39	37
Right at Home	0	0	0	0	0	1	7	19
SH of Southern Ohio LLC	0	1	14	14	19	21	13	22
Superior Home Care, Inc.	37	17	28	33	33	30	28	24
Western Hills Home Care	0	0	0	0	0	0	6	2

Home Delivered Meals								
Provider Name	2022	2022	2022	2023	2023	2023	2023	2024
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	0	0	0	0	2	0	0	1
Deupree Meals on Wheels	35	37	49	44	45	52	43	49
Maple Knoll Outreach Services for Seniors	28	33	39	34	35	40	31	0
Mayerson JCC (Jewish Community Center)	26	17	22	40	34	48	38	64
Meals on Wheels of SW Ohio and Northern Kentucky	303	253	329	318	383	377	390	452
North College Hill Senior Center	29	23	0	0	0	0	0	0

Medical Transportation								
Provider Name	2022	2022	2022	2023	2023	2023	2023	2024
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	0	8	10	88	104	54	10	32
A-List Cleaning & Transportation	26	4	12	60	22	22	6	12
Bethesda Medical Transportation	0	0	0	0	6	34	12	34
Cincinnati Medical Transportation	6	0	0	0	0	2	0	4
Elite Xpress Transportation LLC	0	0	6	74	76	32	4	30
Extended Hearts LLC	18	0	10	0	0	0	0	0
Family Support Care	10	2	0	0	0	0	0	0
home52 Transportation	276	54	142	108	50	34	32	30
I Care Transportation LLC	0	0	10	28	24	12	12	18
Kemper Shuttle Service	16	0	14	42	0	0	0	0
LCD Agency Services	0	0	2	44	24	8	0	8
Lincoln Heights Outreach	26	2	2	0	0	0	0	0
Maple Knoll Outreach Services for Seniors	98	8	48	234	68	10	6	0
Meals on Wheels of SW Ohio and N. KY (CASS)	42	4	30	120	60	16	6	16
Meda-Care Transportation, Inc.	28	0	22	76	8	6	0	6
Ny's Transportation	12	2	0	0	20	18	2	2
Queen City Medical Transport	0	0	0	0	0	2	2	2
R Chappell Transportation	20	0	8	38	24	20	2	6
Redwood/Easterseals	0	0	0	0	4	6	4	6
Shaddai Transportation LLC	0	0	0	0	0	0	10	20
Timmons Tender Care	0	0	2	56	40	28	0	8
Traveling Seniors Transportation	0	0	0	28	28	12	2	10
Universal Transportation System (UTS)	0	0	0	4	0	0	0	0
Valley Transport	22	0	12	40	0	0	0	0



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

Hamilton County ESP

## Home Care Assistance SASI Scores

Overall Percentage								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	No Data	90.0%	No Data	70.0%	100.0%	100.0%	100.0%
A Miracle Home Care	90.6%	94.1%	93.2%	91.3%	93.5%	94.5%	93.3%	94.3%
Always There Healthcare LLC	100.0%	90.3%	75.5%	93.8%	85.3%	93.9%	87.3%	94.5%
Amaramedical Health Care Services, Inc.	72.4%	87.7%	81.7%	87.4%	93.3%	93.5%	94.8%	95.2%
Assisted Care by Black Stone of CIN	92.2%	93.1%	94.0%	93.5%	90.6%	89.9%	80.0%	87.1%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	70.0%	No Data	90.0%	40.0%	No Data	No Data
Eastern Personnel Services, Inc.	90.0%	89.8%	67.2%	No Data	79.2%	90.2%	84.1%	70.0%
Helping Hands Private Duty Homecare	94.3%	81.6%	No Data	100.0%	No Data	No Data	No Data	No Data
Hillebrand Home Health	96.3%	99.1%	98.6%	97.7%	99.5%	100.0%	99.4%	92.9%
Interim HomeStyles of Greater Cincinnati, Inc.	98.1%	97.0%	92.4%	94.3%	100.0%	95.6%	95.2%	97.2%
LCD Home Health Agency	No Data	100.0%	80.0%	No Data	100.0%	100.0%	100.0%	100.0%
Nova Home Care	89.1%	87.9%	95.0%	96.0%	82.3%	76.8%	90.5%	92.7%
Prime Home Care, LLC	84.7%	90.0%	100.0%	No Data	100.0%	78.3%	0.0%	100.0%
Quality Care	93.2%	96.1%	89.5%	93.4%	92.9%	92.3%	93.1%	90.3%
Right at Home	No Data	No Data	No Data	No Data	No Data	100.0%	89.8%	85.4%
SH of Southern Ohio LLC	No Data	90.0%	94.7%	85.7%	93.6%	94.0%	67.2%	83.8%
Superior Home Care, Inc.	98.0%	93.7%	96.4%	94.4%	99.7%	93.8%	98.2%	94.1%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	89.1%	94.3%	92.0%	93.1%	93.1%	94.6%	94.6%	95.3%
Always There Healthcare LLC	100.0%	100.0%	75.0%	100.0%	85.7%	100.0%	100.0%	90.0%
Amaramedical Health Care Services, Inc.	60.0%	95.0%	70.0%	80.0%	85.7%	87.0%	100.0%	95.2%
Assisted Care by Black Stone of CIN	90.0%	90.0%	95.9%	96.4%	90.2%	90.2%	72.7%	78.3%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	50.0%	No Data	No Data
Eastern Personnel Services, Inc.	66.7%	100.0%	55.6%	No Data	100.0%	80.0%	83.3%	100.0%
Helping Hands Private Duty Homecare	93.9%	70.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	92.9%	94.1%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	85.7%	95.2%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Nova Home Care	89.5%	86.7%	100.0%	95.2%	85.7%	62.5%	85.0%	95.2%
Prime Home Care, LLC	66.7%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Quality Care	90.3%	100.0%	94.3%	93.8%	97.1%	97.1%	94.4%	90.6%
Right at Home	No Data	No Data	No Data	No Data	No Data	100.0%	83.3%	100.0%
SH of Southern Ohio LLC	No Data	100.0%	92.3%	83.3%	94.1%	89.5%	58.3%	84.2%
Superior Home Care, Inc.	100.0%	93.3%	100.0%	96.0%	100.0%	100.0%	100.0%	95.2%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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



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

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%	2022	2022	2022	2023	2023	2023	2023	2024
½ Historical Standard Deviation: 6.7%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	90.1%	87.8%	86.0%	91.5%	91.2%	96.1%	92.9%	94.1%
Always There Healthcare LLC	100.0%	75.0%	75.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	55.0%	76.5%	71.4%	87.5%	92.3%	82.6%	81.8%	88.2%
Assisted Care by Black Stone of CIN	90.2%	86.5%	91.7%	87.0%	84.6%	80.0%	72.7%	71.4%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	50.0%	No Data	No Data
Eastern Personnel Services, Inc.	66.7%	87.5%	50.0%	No Data	75.0%	80.0%	80.0%	100.0%
Helping Hands Private Duty Homecare	94.1%	70.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Hillebrand Home Health	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	88.2%	94.4%	100.0%	100.0%	90.0%	100.0%
LCD Home Health Agency	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Nova Home Care	84.2%	100.0%	100.0%	100.0%	93.8%	58.8%	90.0%	95.0%
Prime Home Care, LLC	83.3%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Quality Care	96.8%	100.0%	88.5%	96.3%	93.8%	93.9%	97.0%	88.2%
Right at Home	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	94.1%
SH of Southern Ohio LLC	No Data	No Data	77.8%	60.0%	88.2%	93.8%	61.5%	84.2%
Superior Home Care, Inc.	97.1%	91.7%	95.5%	95.8%	100.0%	95.2%	100.0%	95.2%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%	2022	2022	2022	2023	2023	2023	2023	2024
½ Historical Standard Deviation: 6.9%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	86.4%	88.3%	82.5%	82.6%	88.5%	86.2%	88.6%	84.2%
Always There Healthcare LLC	100.0%	77.8%	60.0%	70.0%	77.8%	91.7%	72.7%	90.9%
Amaramedical Health Care Services, Inc.	68.0%	85.7%	81.8%	79.2%	100.0%	92.9%	100.0%	95.7%
Assisted Care by Black Stone of CIN	87.3%	82.2%	78.6%	81.8%	86.0%	86.0%	77.8%	84.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Eastern Personnel Services, Inc.	100.0%	80.0%	55.6%	No Data	66.7%	83.3%	85.7%	No Data
Helping Hands Private Duty Homecare	84.6%	70.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Hillebrand Home Health	89.5%	90.9%	100.0%	94.4%	95.0%	100.0%	94.4%	92.3%
Interim HomeStyles of Greater Cincinnati, Inc.	95.7%	85.0%	95.7%	87.5%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Nova Home Care	76.2%	75.0%	79.2%	91.3%	65.0%	73.7%	73.9%	92.0%
Prime Home Care, LLC	100.0%	33.3%	100.0%	No Data	100.0%	50.0%	No Data	100.0%
Quality Care	83.9%	96.2%	67.6%	82.9%	82.5%	83.3%	79.5%	89.2%
Right at Home	No Data	No Data	No Data	No Data	No Data	100.0%	42.9%	68.4%
SH of Southern Ohio LLC	No Data	100.0%	92.9%	85.7%	84.2%	95.2%	69.2%	81.8%
Superior Home Care, Inc.	94.6%	88.2%	89.3%	87.9%	100.0%	80.0%	96.3%	91.7%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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



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

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 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.1%	98.4%	100.0%	98.0%	100.0%	99.5%	97.6%	100.0%
Always There Healthcare LLC	100.0%	100.0%	80.0%	100.0%	100.0%	92.9%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	92.0%	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	98.2%	100.0%	100.0%	97.0%	98.0%	100.0%	85.2%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	50.0%	No Data	No Data
Eastern Personnel Services, Inc.	100.0%	90.0%	100.0%	No Data	83.3%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	98.1%	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	90.0%	89.5%	100.0%	95.8%
Prime Home Care, LLC	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Quality Care	100.0%	96.2%	100.0%	97.1%	100.0%	100.0%	100.0%	94.6%
Right at Home	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	94.7%
SH of Southern Ohio LLC	No Data	100.0%	100.0%	92.9%	100.0%	100.0%	84.6%	90.9%
Superior Home Care, Inc.	100.0%	94.1%	100.0%	96.9%	100.0%	96.7%	100.0%	95.7%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.1%	96.7%	99.2%	96.6%	95.9%	97.9%	94.7%	98.1%
Always There Healthcare LLC	100.0%	100.0%	75.0%	100.0%	87.5%	92.3%	81.8%	100.0%
Amaramedical Health Care Services, Inc.	80.0%	95.2%	90.9%	95.7%	100.0%	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	98.2%	100.0%	100.0%	97.0%	94.0%	94.1%	88.5%	96.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	50.0%	No Data	No Data
Eastern Personnel Services, Inc.	100.0%	90.0%	100.0%	No Data	83.3%	100.0%	71.4%	No Data
Helping Hands Private Duty Homecare	98.1%	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	95.8%	100.0%	93.8%	84.6%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	95.8%	95.7%	90.0%	89.5%	95.5%	95.8%
Prime Home Care, LLC	83.3%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Quality Care	96.8%	96.2%	100.0%	100.0%	97.4%	97.1%	94.9%	89.2%
Right at Home	No Data	No Data	No Data	No Data	No Data	100.0%	85.7%	89.5%
SH of Southern Ohio LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	69.2%	90.9%
Superior Home Care, Inc.	100.0%	93.8%	96.4%	96.8%	100.0%	100.0%	96.4%	95.8%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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



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

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 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	91.3%	97.5%	99.2%	94.0%	96.6%	96.3%	94.6%	96.3%
Always There Healthcare LLC	100.0%	100.0%	75.0%	100.0%	100.0%	92.9%	100.0%	90.9%
Amaramedical Health Care Services, Inc.	84.0%	95.2%	90.9%	91.3%	93.8%	100.0%	100.0%	95.7%
Assisted Care by Black Stone of CIN	98.2%	100.0%	100.0%	100.0%	92.2%	98.0%	85.2%	96.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	50.0%	No Data	No Data
Eastern Personnel Services, Inc.	100.0%	90.0%	75.0%	No Data	100.0%	100.0%	85.7%	100.0%
Helping Hands Private Duty Homecare	95.9%	80.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Hillebrand Home Health	89.5%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	91.7%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	90.0%	100.0%	95.8%	100.0%	87.5%	92.3%	93.8%
LCD Home Health Agency	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.2%	93.8%	95.8%	95.7%	85.0%	84.2%	95.7%	96.0%
Prime Home Care, LLC	83.3%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Quality Care	93.3%	96.2%	97.2%	94.3%	97.5%	86.1%	92.3%	91.9%
Right at Home	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	84.2%
SH of Southern Ohio LLC	No Data	100.0%	100.0%	92.9%	100.0%	95.2%	69.2%	90.9%
Superior Home Care, Inc.	100.0%	93.8%	96.4%	97.0%	100.0%	96.7%	96.4%	95.8%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	93.3%	97.5%	98.4%	94.0%	98.0%	96.8%	95.8%	98.2%
Always There Healthcare LLC	100.0%	100.0%	80.0%	100.0%	100.0%	92.9%	100.0%	90.9%
Amaramedical Health Care Services, Inc.	87.5%	85.7%	90.9%	91.7%	94.1%	96.4%	100.0%	95.7%
Assisted Care by Black Stone of CIN	96.4%	100.0%	100.0%	100.0%	96.1%	98.0%	85.2%	96.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	50.0%	No Data	No Data
Eastern Personnel Services, Inc.	100.0%	90.0%	75.0%	No Data	83.3%	100.0%	83.3%	100.0%
Helping Hands Private Duty Homecare	98.1%	80.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Hillebrand Home Health	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	95.7%	95.8%	100.0%	93.8%	100.0%	93.8%
LCD Home Health Agency	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	93.3%	95.8%	100.0%	95.0%	84.2%	87.0%	92.0%
Prime Home Care, LLC	83.3%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Quality Care	96.8%	92.3%	94.3%	100.0%	97.5%	100.0%	94.9%	97.3%
Right at Home	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	89.5%
SH of Southern Ohio LLC	No Data	100.0%	100.0%	92.9%	100.0%	100.0%	76.9%	86.4%
Superior Home Care, Inc.	97.3%	94.1%	100.0%	100.0%	100.0%	96.7%	96.4%	100.0%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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



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

Hamilton County ESP

## Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%	2022	2022	2022	2023	2023	2023	2023	2024
½ Historical Standard Deviation: 6.0%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	89.7%	93.3%	92.2%	85.7%	88.1%	95.5%	94.5%	96.6%
Always There Healthcare LLC	100.0%	83.3%	75.0%	87.5%	57.1%	91.7%	72.7%	100.0%
Amaramedical Health Care Services, Inc.	57.9%	76.2%	66.7%	78.9%	84.6%	90.0%	72.7%	94.7%
Assisted Care by Black Stone of CIN	84.3%	89.2%	88.6%	91.3%	91.7%	82.1%	70.0%	81.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	No Data	No Data	50.0%	No Data	No Data
Eastern Personnel Services, Inc.	100.0%	100.0%	50.0%	No Data	66.7%	75.0%	80.0%	100.0%
Helping Hands Private Duty Homecare	95.8%	85.7%	No Data	100.0%	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	94.1%	94.7%	81.0%	100.0%	100.0%	100.0%	100.0%	84.6%
LCD Home Health Agency	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Nova Home Care	78.9%	80.0%	100.0%	100.0%	73.3%	73.3%	100.0%	86.4%
Prime Home Care, LLC	80.0%	66.7%	100.0%	No Data	100.0%	No Data	No Data	100.0%
Quality Care	90.0%	95.8%	91.2%	90.0%	88.2%	93.9%	93.9%	97.0%
Right at Home	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	86.7%
SH of Southern Ohio LLC	No Data	100.0%	91.7%	63.6%	80.0%	71.4%	63.6%	80.0%
Superior Home Care, Inc.	97.0%	100.0%	94.1%	85.7%	100.0%	86.4%	100.0%	84.2%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Is your aide dependable?								
Historical Average: 89.6%	2022	2022	2022	2023	2023	2023	2023	2024
½ Historical Standard Deviation: 6.4%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	87.5%	92.5%	92.0%	88.6%	93.8%	91.5%	89.8%	89.8%
Always There Healthcare LLC	100.0%	77.8%	80.0%	90.0%	77.8%	92.9%	81.8%	90.9%
Amaramedical Health Care Services, Inc.	68.0%	77.3%	81.8%	83.3%	94.1%	96.4%	100.0%	95.5%
Assisted Care by Black Stone of CIN	87.7%	91.5%	85.5%	90.9%	88.0%	86.3%	77.8%	92.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Eastern Personnel Services, Inc.	100.0%	80.0%	55.6%	No Data	66.7%	100.0%	85.7%	No Data
Helping Hands Private Duty Homecare	90.2%	90.0%	No Data	100.0%	No Data	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.	95.7%	100.0%	87.0%	91.7%	100.0%	100.0%	92.3%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Nova Home Care	85.7%	75.0%	83.3%	91.3%	65.0%	73.7%	87.0%	91.7%
Prime Home Care, LLC	83.3%	100.0%	100.0%	No Data	100.0%	33.3%	No Data	100.0%
Quality Care	93.5%	92.3%	75.7%	91.2%	82.5%	80.0%	92.1%	81.1%
Right at Home	No Data	No Data	No Data	No Data	No Data	100.0%	85.7%	68.4%
SH of Southern Ohio LLC	No Data	100.0%	92.9%	92.9%	94.7%	95.2%	69.2%	72.7%
Superior Home Care, Inc.	97.2%	94.1%	96.3%	93.8%	100.0%	90.0%	100.0%	95.8%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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

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

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	2023	2023	2023	2023	2024
½ Historical Standard Deviation: 6.6%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	85.6%	94.2%	90.4%	89.3%	89.7%	90.3%	90.2%	90.7%
Always There Healthcare LLC	100.0%	88.9%	80.0%	90.0%	87.5%	92.3%	63.6%	90.9%
Amaramedical Health Care Services, Inc.	72.0%	90.5%	81.8%	86.4%	88.2%	89.3%	93.8%	91.3%
Assisted Care by Black Stone of CIN	91.1%	91.3%	100.0%	93.9%	85.7%	84.3%	84.6%	76.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	No Data	100.0%	50.0%	No Data	No Data
Eastern Personnel Services, Inc.	66.7%	90.0%	55.6%	No Data	66.7%	83.3%	85.7%	100.0%
Helping Hands Private Duty Homecare	94.2%	70.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Hillebrand Home Health	94.7%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	84.6%
Interim HomeStyles of Greater Cincinnati, Inc.	95.7%	100.0%	91.3%	87.0%	100.0%	87.5%	92.3%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Nova Home Care	81.0%	75.0%	100.0%	91.3%	80.0%	78.9%	91.3%	87.5%
Prime Home Care, LLC	83.3%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Quality Care	90.3%	96.0%	86.5%	88.2%	92.5%	91.4%	92.1%	83.8%
Right at Home	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	78.9%
SH of Southern Ohio LLC	No Data	100.0%	100.0%	92.9%	94.7%	100.0%	50.0%	76.2%
Superior Home Care, Inc.	97.3%	94.1%	96.3%	93.8%	97.0%	96.7%	96.3%	91.7%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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





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

## Hamilton County ESP

### Home Delivered Meals SASI Scores

Overall Percentage								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%
Deupree Meals on Wheels	99.3%	99.3%	97.9%	98.9%	98.6%	97.8%	95.6%	99.2%
Maple Knoll Outreach Services for Seniors	98.7%	95.7%	98.4%	97.2%	99.6%	95.8%	99.2%	No Data
Mayerson JCC (Jewish Community Center)	99.5%	100.0%	96.0%	98.8%	99.2%	97.6%	97.7%	94.3%
Meals on Wheels of SW Ohio and Northern Kentucky	97.9%	98.7%	98.5%	97.6%	97.9%	97.3%	96.9%	96.7%
North College Hill Senior Center	99.1%	99.5%	No Data	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	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	100.0%	100.0%	97.4%	100.0%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	96.8%	97.8%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.6%	100.0%	99.7%	98.6%	100.0%	98.9%	98.9%	99.0%
North College Hill Senior Center	100.0%	100.0%	No Data	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	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%
Deupree Meals on Wheels	97.1%	97.3%	98.0%	97.7%	97.8%	98.1%	90.7%	100.0%
Maple Knoll Outreach Services for Seniors	96.4%	90.9%	94.7%	97.1%	97.1%	92.5%	96.8%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	86.4%	97.5%	97.1%	95.7%	94.6%	87.5%
Meals on Wheels of SW Ohio and Northern Kentucky	96.0%	98.0%	96.9%	95.9%	95.8%	94.7%	94.6%	94.2%
North College Hill Senior Center	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data

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



### 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	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	97.4%	100.0%	100.0%	97.5%	100.0%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%
Meals on Wheels of SW Ohio and Northern Kentucky	98.3%	99.2%	99.1%	99.4%	99.5%	99.5%	99.2%	98.4%
North College Hill Senior Center	100.0%	100.0%	No Data	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	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%
Deupree Meals on Wheels	100.0%	100.0%	97.5%	100.0%	100.0%	100.0%	97.2%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	96.2%	100.0%	96.0%	100.0%	94.4%	100.0%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%
Meals on Wheels of SW Ohio and Northern Kentucky	99.6%	98.9%	99.1%	98.4%	98.7%	97.9%	98.2%	98.7%
North College Hill Senior Center	100.0%	100.0%	No Data	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	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%
Deupree Meals on Wheels	100.0%	100.0%	98.0%	100.0%	100.0%	98.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	97.0%	100.0%	100.0%	100.0%	97.5%	100.0%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.3%
Meals on Wheels of SW Ohio and Northern Kentucky	99.3%	99.6%	99.4%	99.4%	100.0%	98.4%	99.5%	98.7%
North College Hill Senior Center	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data

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

### 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	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%
Deupree Meals on Wheels	100.0%	97.3%	93.9%	95.5%	93.3%	94.2%	90.7%	93.9%
Maple Knoll Outreach Services for Seniors	92.9%	87.9%	94.9%	87.9%	100.0%	92.3%	96.8%	No Data
Mayerson JCC (Jewish Community Center)	96.2%	100.0%	90.9%	97.5%	100.0%	93.8%	94.7%	90.6%
Meals on Wheels of SW Ohio and Northern Kentucky	94.6%	95.2%	96.0%	93.4%	92.9%	93.8%	92.8%	91.3%
North College Hill Senior Center	96.6%	95.7%	No Data	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	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%
Deupree Meals on Wheels	100.0%	100.0%	97.9%	100.0%	97.8%	94.2%	93.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	97.0%	100.0%	100.0%	100.0%	97.4%	100.0%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	90.9%	95.0%	100.0%	95.7%	92.1%	93.7%
Meals on Wheels of SW Ohio and Northern Kentucky	98.3%	98.8%	98.5%	97.8%	98.2%	96.3%	95.9%	95.8%
North College Hill Senior Center	96.6%	100.0%	No Data	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	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%
Deupree Meals on Wheels	97.1%	100.0%	98.0%	97.7%	100.0%	98.1%	95.3%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	97.0%	100.0%	97.1%	100.0%	97.5%	100.0%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	90.6%
Meals on Wheels of SW Ohio and Northern Kentucky	97.0%	99.6%	99.4%	98.1%	98.4%	98.9%	96.1%	97.6%
North College Hill Senior Center	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data

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



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

Hamilton County ESP

## Medical Transportation SASI Scores

Overall Percentage								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	No Data	100.0%	89.1%	99.1%	98.3%	98.9%	98.0%	98.1%
A-List Cleaning & Transportation	99.2%	100.0%	98.3%	97.9%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	99.4%
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	No Data	No Data	100.0%	96.1%	98.9%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	100.0%	90.2%	98.3%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	No Data	80.0%	95.4%	98.3%	95.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	97.2%	93.9%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	97.8%	No Data	99.1%	92.0%	95.0%	100.0%	No Data	100.0%
Ny's Transportation	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%	50.5%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	90.9%	100.0%	100.0%
R Chappell Transportation	98.0%	No Data	100.0%	96.7%	98.3%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	No Data	100.0%	95.7%	99.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	94.0%	100.0%	100.0%	100.0%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	No Data	100.0%	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	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	No Data	100.0%	90.9%	100.0%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	No Data	100.0%	89.5%	100.0%	100.0%	No Data	100.0%
Ny's Transportation	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	No Data	100.0%	92.9%	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

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



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

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	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	No Data	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%	93.8%
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	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	No Data	No Data	100.0%	94.6%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	No Data	100.0%	94.7%	100.0%	100.0%	No Data	100.0%
Ny's Transportation	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	100.0%	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	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	No Data	100.0%	50.0%	100.0%	96.0%	100.0%	100.0%	93.3%
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	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	No Data	No Data	100.0%	100.0%	97.2%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	100.0%	72.7%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	No Data	100.0%	100.0%	100.0%	75.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	92.5%	92.6%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	92.9%	No Data	100.0%	94.4%	100.0%	100.0%	No Data	100.0%
Ny's Transportation	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%	No Data
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

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



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

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	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	No Data	100.0%	40.0%	100.0%	96.2%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	94.1%
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	No Data	No Data	100.0%	100.0%	92.1%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	No Data	100.0%	100.0%	100.0%	75.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	92.9%	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Ny's Transportation	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%	No Data
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	83.3%	100.0%	100.0%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	No Data	100.0%	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	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	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.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Ny's Transportation	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
R Chappell Transportation	90.0%	No Data	100.0%	88.2%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

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



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

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	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	No Data	100.0%	100.0%	100.0%	96.2%	96.3%	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	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	No Data	100.0%	94.7%	100.0%	100.0%	No Data	100.0%
Ny's Transportation	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%	No Data
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
R Chappell Transportation	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	No Data	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	92.3%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	No Data	No Data	100.0%	82.9%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	100.0%	71.4%	83.3%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	No Data	No Data	72.7%	100.0%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	93.1%	93.3%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	92.3%	No Data	90.9%	83.3%	100.0%	100.0%	No Data	100.0%
Ny's Transportation	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
R Chappell Transportation	90.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	No Data	100.0%	71.4%	90.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

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



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

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	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	No Data	100.0%	100.0%	90.9%	100.0%	100.0%	80.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	No Data	No Data	100.0%	83.8%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	No Data	No Data	90.9%	100.0%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	93.3%	93.3%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	No Data	100.0%	68.4%	50.0%	100.0%	No Data	100.0%
Ny's Transportation	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%	No Data
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	No Data	100.0%	78.9%	83.3%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	57.1%	100.0%	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	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	No Data	100.0%	100.0%	100.0%	96.2%	96.3%	100.0%	93.8%
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	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	No Data	100.0%	100.0%	83.3%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	98.3%	80.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	No Data	100.0%	94.7%	100.0%	100.0%	No Data	100.0%
Ny's Transportation	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%	No Data
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	No Data	100.0%	92.9%	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

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



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

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	2023	2023	2023	2023	2024
½ Historical Standard Deviation: 2.4%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	No Data	100.0%	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	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Ny's Transportation	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

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





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

## 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	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home 52 Coord	95.7%	100.0%	100.0%	91.9%	98.4%	100.0%	93.5%	99.0%

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?								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home 52 Coord	11.8%	25.0%	46.7%	78.6%	60.0%	13.8%	13.3%	4.1%

Was scheduling your ride with the Transportation Coordination Center easy?								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home 52 Coord	100.0%	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	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home 52 Coord	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%	100.0%

Would you recommend home52 Transportation to a family member or friend?								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home 52 Coord	99.4%	100.0%	98.8%	99.6%	100.0%	99.2%	100.0%	100.0%

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



# Appendix A: Methodology for SASI Analysis

## Hamilton County Healthy Aging

### 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 23,716 SASIs collected over a two year period from April 1, 2022 through March 31st 2024 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