



Hamilton County



Provider Quality Report

Quarter 2, 2024



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Provider Quality Report: Introduction

Hamilton County Healthy Aging, 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
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
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
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	12/31/2023
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
360 Total Care	Adult Day Service	6/1/2024
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Right at Home	Home Care Assistance	7/17/2023
Tri-State Maintenance	Home Medical Equipment	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
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
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023 - 6/30/24
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	1/15/2024

Adult Day Service

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Active Day of Cincinnati	196	529	477	560	589	554	416	431	3,748
Bayley Life ADC	851	778	767	809	743	716	650	669	5,982
Day Share Senior Services	87	85	179	226	210	241	176	97	1,300
Lincoln Heights Outreach Inc.	143	170	179	238	231	222	256	249	1,687
Northwest Adult Services Pioneer Home Healthcare	0	0	14	35	16	33	29	27	154
Total Billable Units	1,276	1,562	1,615	1,867	1,788	1,765	1,527	1,472	12,870

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Active Day of Cincinnati	15.32%	33.85%	29.50%	29.97%	32.92%	31.37%	27.22%	29.26%	
Bayley Life ADC	66.65%	49.82%	47.46%	43.33%	41.57%	40.55%	42.58%	45.46%	
Day Share Senior Services	6.82%	5.44%	11.08%	12.10%	11.72%	13.63%	11.53%	6.56%	
Lincoln Heights Outreach Inc.	11.21%	10.89%	11.08%	12.72%	12.90%	12.58%	16.77%	16.89%	
Northwest Adult Services Pioneer Home Healthcare	0	0	0.87%	1.87%	0.90%	1.87%	1.90%	1.83%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Active Day of Cincinnati	12	17	19	21	21	20	18	15	18
Bayley Life ADC	35	33	26	30	27	30	29	30	30
Day Share Senior Services	2	2	6	8	8	7	7	5	6
Lincoln Heights Outreach Inc.	3	6	5	7	6	6	9	9	6
Northwest Adult Services Pioneer Home Healthcare	0	0	1	1	1	1	1	1	1
Total Distinct Clients Served	52	58	57	67	63	64	64	60	13



Provider Quality Report: Service Metrics

Hamilton County ESP

Consumer Directed Care

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Acumen Fiscal Agent	34	0	0	0	0	0	0	0	34
Palco, Inc.	24,900	22,996	38,217	35,075	37,692	37,988	29,127	39,560	265,555
Total Billable Units	24,934	22,996	38,217	35,075	37,692	37,988	29,127	39,560	265,589

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

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Acumen Fiscal Agent	2	0	0	0	0	0	0	0	2
Palco, Inc.	247	280	355	374	401	376	341	354	341
Total Distinct Clients Served	249	280	355	374	401	376	341	354	303



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
A Best Home Care, Inc.	167	220	326	411	474	662	614	630	3,502
A Miracle Home Care	29,422	30,653	33,415	35,652	37,839	38,749	38,626	36,967	281,323
Always There Healthcare LLC	1,051	2,061	1,641	1,572	1,876	1,992	2,344	2,277	14,812
Amaramedical Health Care Services, Inc.	4,937	4,677	4,923	5,080	4,520	4,318	4,525	4,117	37,096
Assisted Care by Black Stone of CIN	7,745	7,541	7,261	7,132	6,127	4,661	3,627	3,703	47,796
Comfort and Care Home Health Agency, Inc.	253	212	91	174	150	193	292	303	1,667
Day Share Senior Services	140	383	464	474	463	427	334	368	3,054
Eastern Personnel Services, Inc.	592	1,201	804	1,674	1,157	1,302	944	621	8,295
Helping Hands Private Duty Homecare	1,739	0	0	0	0	0	0	0	1,739
Hillebrand Home Health	3,951	3,736	3,553	3,051	2,883	2,618	2,805	2,629	25,226
Interim HomeStyles of Greater Cincinnati, Inc.	4,079	3,683	3,611	2,420	3,766	4,074	3,130	3,085	27,847
LCD Home Health Agency	104	291	273	286	281	456	704	914	3,309
Nova Home Care	5,168	5,281	5,502	5,447	5,483	5,881	6,015	5,572	44,349
Prime Home Care, LLC	464	330	304	332	369	322	155	164	2,439
Quality Care	6,817	7,171	7,362	7,174	6,847	6,708	6,037	5,467	53,582
Right at Home	0	0	0	0	424	1,497	1,704	2,256	5,881
SH of Southern Ohio LLC	1,286	2,554	2,530	3,120	2,100	1,984	1,958	2,158	17,688
Superior Home Care, Inc.	5,119	5,042	5,073	5,199	5,042	4,885	4,142	4,806	39,308
Western Hills Home Care	0	0	0	0	625	1,131	1,089	990	3,835
Total Billable Units	73,033	75,035	77,131	79,198	80,424	81,858	79,043	77,023	622,745

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
A Best Home Care, Inc.	0.23%	0.29%	0.42%	0.52%	0.59%	0.81%	0.78%	0.82%	
A Miracle Home Care	40.29%	40.85%	43.32%	45.02%	47.05%	47.34%	48.87%	47.99%	
Always There Healthcare LLC	1.44%	2.75%	2.13%	1.98%	2.33%	2.43%	2.96%	2.96%	
Amaramedical Health Care Services, Inc.	6.76%	6.23%	6.38%	6.41%	5.62%	5.28%	5.72%	5.34%	
Assisted Care by Black Stone of CIN	10.60%	10.05%	9.41%	9.01%	7.62%	5.69%	4.59%	4.81%	
Comfort and Care Home Health Agency, Inc.	0.35%	0.28%	0.12%	0.22%	0.19%	0.24%	0.37%	0.39%	
Day Share Senior Services	0.19%	0.51%	0.60%	0.60%	0.58%	0.52%	0.42%	0.48%	
Eastern Personnel Services, Inc.	0.81%	1.60%	1.04%	2.11%	1.44%	1.59%	1.19%	0.81%	
Helping Hands Private Duty Homecare	2.38%	0	0	0	0	0	0	0	
Hillebrand Home Health	5.41%	4.98%	4.61%	3.85%	3.58%	3.20%	3.55%	3.41%	
Interim HomeStyles of Greater Cincinnati, Inc.	5.59%	4.91%	4.68%	3.06%	4.68%	4.98%	3.96%	4.00%	
LCD Home Health Agency	0.14%	0.39%	0.35%	0.36%	0.35%	0.56%	0.89%	1.19%	
Nova Home Care	7.08%	7.04%	7.13%	6.88%	6.82%	7.18%	7.61%	7.23%	
Prime Home Care, LLC	0.63%	0.44%	0.39%	0.42%	0.46%	0.39%	0.20%	0.21%	
Quality Care	9.33%	9.56%	9.54%	9.06%	8.51%	8.19%	7.64%	7.10%	
Right at Home	0	0	0	0	0.53%	1.83%	2.16%	2.93%	
SH of Southern Ohio LLC	1.76%	3.40%	3.28%	3.94%	2.61%	2.42%	2.48%	2.80%	
Superior Home Care, Inc.	7.01%	6.72%	6.58%	6.56%	6.27%	5.97%	5.24%	6.24%	
Western Hills Home Care	0	0	0	0	0.78%	1.38%	1.38%	1.29%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Home Care Assistance

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
A Best Home Care, Inc.	3	6	6	9	13	14	14	13	10
A Miracle Home Care	815	832	926	958	1,008	1,046	996	942	940
Always There Healthcare LLC	41	53	47	48	51	66	71	65	55
Amaramedical Health Care Services, Inc.	113	110	108	116	105	94	107	105	107
Assisted Care by Black Stone of CIN	290	266	235	209	180	141	108	99	191
Comfort and Care Home Health Agency, Inc.	14	10	9	6	5	3	4	5	7
Day Share Senior Services	4	13	13	13	12	11	9	8	10
Eastern Personnel Services, Inc.	41	39	27	27	31	32	26	19	30
Helping Hands Private Duty Homecare	211	0	0	0	0	0	0	0	211
Hillebrand Home Health	81	82	73	68	67	59	64	60	69
Interim HomeStyles of Greater Cincinnati, Inc.	119	111	101	98	93	88	85	84	97
LCD Home Health Agency	2	6	6	5	6	11	21	23	10
Nova Home Care	138	137	143	140	140	126	127	115	133
Prime Home Care, LLC	14	10	10	10	9	9	5	3	9
Quality Care	203	196	206	217	200	186	184	166	195
Right at Home	0	0	0	0	40	65	71	78	64
SH of Southern Ohio LLC	69	73	88	103	88	77	78	83	82
Superior Home Care, Inc.	183	172	176	189	187	163	152	172	174
Western Hills Home Care	0	0	0	0	24	31	31	30	29
Total Distinct Clients Served	2,341	2,116	2,174	2,216	2,259	2,222	2,153	2,070	128



Provider Quality Report: Service Metrics

Hamilton County ESP

Electronic Monitoring System

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Guardian Medical Monitoring, Inc.	8,362	8,091	6,815	9,020	7,238	7,778	7,423	7,383	62,108
Total Billable Units	8,362	8,091	6,815	9,020	7,238	7,778	7,423	7,383	62,108

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

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,756	2,690	2,651	2,691	2,567	2,578	2,508	2,351	2,599
Total Distinct Clients Served	2,756	2,690	2,651	2,691	2,567	2,578	2,508	2,351	2,599



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Delivered Meals

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Deupree Meals on Wheels	19,162	20,647	19,873	19,006	18,534	17,437	17,035	15,548	147,242
Maple Knoll Outreach Services for Seniors	14,778	15,871	14,893	13,970	13,270	8,881	120	0	81,783
Mayerson JCC (Jewish Community Center)	13,497	16,698	15,772	16,244	16,665	19,686	26,120	28,671	153,353
Meals on Wheels of SW Ohio and Northern Kentucky	129,648	140,338	140,418	149,539	148,552	159,637	153,126	149,800	1,171,058
North College Hill Senior Center	8,396	0	0	0	0	0	0	0	8,396
Total Billable Units	185,481	193,554	190,956	198,759	197,021	205,641	196,401	194,019	1,561,832

Market Share								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Deupree Meals on Wheels	10.33%	10.67%	10.41%	9.56%	9.41%	8.48%	8.67%	8.01%
Maple Knoll Outreach Services for Seniors	7.97%	8.20%	7.80%	7.03%	6.74%	4.32%	0.06%	0
Mayerson JCC (Jewish Community Center)	7.28%	8.63%	8.26%	8.17%	8.46%	9.57%	13.30%	14.78%
Meals on Wheels of SW Ohio and Northern Kentucky	69.90%	72.51%	73.53%	75.24%	75.40%	77.63%	77.97%	77.21%
North College Hill Senior Center	4.53%	0	0	0	0	0	0	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Deupree Meals on Wheels	294	290	283	270	256	240	233	214	260
Maple Knoll Outreach Services for Seniors	253	236	232	215	204	165	11	0	188
Mayerson JCC (Jewish Community Center)	217	231	235	230	246	338	415	420	292
Meals on Wheels of SW Ohio and Northern Kentucky	2,007	2,059	2,156	2,227	2,258	2,339	2,290	2,187	2,190
North College Hill Senior Center	170	0	0	0	0	0	0	0	170
Total Distinct Clients Served	2,941	2,816	2,906	2,942	2,964	3,082	2,949	2,821	732



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Medical Equipment

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
American Ramp Systems	28	29	35	46	49	44	36	20	287
Bernens Medical	151	130	176	157	157	152	145	136	1,204
Home First	4	3	4	2	5	2	18	13	51
HomeCare Mattress Inc.	0	0	0	0	0	0	0	1	1
Mullaney's Pharmacy & Home Health Care	62	78	81	88	89	46	14	0	458
Stateline Medical Equipment	5	9	5	7	7	4	0	1	38
Total Billable Units	250	249	301	300	307	248	213	171	2,039

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
American Ramp Systems	11.20%	11.65%	11.63%	15.33%	15.96%	17.74%	16.90%	11.70%	
Bernens Medical	60.40%	52.21%	58.47%	52.33%	51.14%	61.29%	68.08%	79.53%	
Home First	1.60%	1.20%	1.33%	0.67%	1.63%	0.81%	8.45%	7.60%	
HomeCare Mattress Inc.	0	0	0	0	0	0	0	0.58%	
Mullaney's Pharmacy & Home Health Care	24.80%	31.33%	26.91%	29.33%	28.99%	18.55%	6.57%	0	
Stateline Medical Equipment	2.00%	3.61%	1.66%	2.33%	2.28%	1.61%	0	0.58%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
American Ramp Systems	13	12	14	19	18	18	15	10	15
Bernens Medical	126	99	142	134	120	122	106	105	119
Home First	3	3	4	2	5	2	17	12	6
HomeCare Mattress Inc.	0	0	0	0	0	0	0	1	1
Mullaney's Pharmacy & Home Health Care	56	67	71	79	73	46	11	0	58
Stateline Medical Equipment	5	9	4	7	7	4	0	1	5
Total Distinct Clients Served	203	190	235	241	223	192	149	129	40



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Modification

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	1	0	0	1
Custom Home Elevator & Lift Co. Inc.	3	7	7	4	8	1	1	1	32
Home First	16	7	11	7	6	4	2	0	53
MedAdapt Ltd.	25	38	26	30	31	34	4	0	188
Stateline Medical Equipment	37	26	15	30	24	12	6	0	150
Tri-State Maintenance	18	16	16	16	15	23	6	5	115
Total Billable Units	99	94	75	87	84	75	19	6	539

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	1.33%	0	0	
Custom Home Elevator & Lift Co. Inc.	3.03%	7.45%	9.33%	4.60%	9.52%	1.33%	5.26%	16.67%	
Home First	16.16%	7.45%	14.67%	8.05%	7.14%	5.33%	10.53%	0	
MedAdapt Ltd.	25.25%	40.43%	34.67%	34.48%	36.90%	45.33%	21.05%	0	
Stateline Medical Equipment	37.37%	27.66%	20.00%	34.48%	28.57%	16.00%	31.58%	0	
Tri-State Maintenance	18.18%	17.02%	21.33%	18.39%	17.86%	30.67%	31.58%	83.33%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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



Provider Quality Report: Service Metrics

Hamilton County ESP

Independent Living Assistance

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Jewish Family Service	0	0	0	0	27	143	97	205	471
Meals on Wheels of SW Ohio and Northern Kentucky	658	608	522	491	426	527	596	598	4,426
Total Billable Units	658	608	522	491	453	670	693	803	4,897

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Jewish Family Service	0	0	0	0	5.91%	21.36%	13.94%	25.47%	
Meals on Wheels of SW Ohio and Northern Kentucky	100.00%	100.00%	100.00%	100.00%	94.09%	78.64%	86.06%	74.53%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Jewish Family Service	0	0	0	0	7	12	11	16	12
Meals on Wheels of SW Ohio and Northern Kentucky	100	87	70	60	48	56	67	73	70
Total Distinct Clients Served	100	87	70	60	55	68	78	89	51



Provider Quality Report: Service Metrics

Hamilton County ESP

Major Housecleaning

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Home First	6	7	2	6	11	8	5	10	55
Total Billable Units	6	7	2	6	11	8	5	10	55

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

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Home First	6	7	2	6	11	8	4	10	7
Total Distinct Clients Served	6	7	2	6	11	8	4	10	7



Provider Quality Report: Service Metrics

Hamilton County ESP

Pest Control

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
All Gone Termite & Pest Control, Inc.	39	42	29	44	38	32	20	2	246
Milts Termite & Pest Control	19	24	20	23	17	21	15	22	161
Total Billable Units	58	66	49	67	55	53	35	24	407

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
All Gone Termite & Pest Control, Inc.	67.24%	63.64%	59.18%	65.67%	69.09%	60.38%	57.14%	8.33%	
Milts Termite & Pest Control	32.76%	36.36%	40.82%	34.33%	30.91%	39.62%	42.86%	91.67%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	16	14	11	14	18	12	7	1	12
Milts Termite & Pest Control	13	12	11	10	9	9	9	9	10
Total Distinct Clients Served	29	26	22	24	27	21	16	10	11



Provider Quality Report: Service Metrics

Hamilton County ESP

Transportation

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
home52 Transportation	10,329	9,617	10,962	10,898	13,016	12,149	11,552	11,559	90082
Total Billable Units	10,329	9,617	10,962	10,898	13,016	12,149	11,552	11,559	90,082

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

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
home52 Transportation	723	689	707	728	779	754	737	726	730
Total Distinct Clients Served	723	689	707	728	779	754	737	726	584



Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton County ESP SASI Counts

Home Care Assistance								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	0	1	0	1	2	2	2	12
A Miracle Home Care	123	126	151	153	191	169	219	362
Always There Healthcare LLC	9	5	10	10	14	11	11	18
Amaramedical Health Care Services, Inc.	23	12	24	17	28	16	23	33
Assisted Care by Black Stone of CIN	48	56	34	51	51	27	27	37
Comfort and Care Home Health Agency, Inc.	2	1	0	1	3	0	0	2
Eastern Personnel Services, Inc.	10	9	0	6	6	7	1	5
Helping Hands Private Duty Homecare	10	0	1	0	0	0	0	0
Hillebrand Home Health	11	16	18	20	7	18	13	19
Interim HomeStyles of Greater Cincinnati, Inc.	20	23	24	16	16	13	16	33
LCD Home Health Agency	1	1	0	1	1	3	2	6
Nova Home Care	16	24	23	20	19	24	25	42
Prime Home Care, LLC	3	2	0	2	3	1	1	2
Quality Care	26	38	36	40	36	39	37	59
Right at Home	0	0	0	0	1	7	19	27
SH of Southern Ohio LLC	1	14	14	19	21	13	22	26
Superior Home Care, Inc.	17	28	33	33	30	29	24	53
Western Hills Home Care	0	0	0	1	0	6	2	14

Home Delivered Meals								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Cincinnati Area Senior Services Inc	0	0	0	2	0	0	1	0
Deupree Meals on Wheels	37	49	44	45	52	43	49	85
Maple Knoll Outreach Services for Seniors	33	39	34	35	40	31	0	0
Mayerson JCC (Jewish Community Center)	17	22	40	34	48	38	64	123
Meals on Wheels of SW Ohio and Northern Kentucky	253	329	318	383	378	393	453	745
North College Hill Senior Center	23	0	0	0	0	0	0	0

Medical Transportation								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
360 Total Care LLC	8	10	88	104	54	10	34	74
A-List Cleaning & Transportation	4	12	60	22	22	6	14	42
Bethesda Medical Transportation	0	0	0	6	34	12	38	48
Cincinnati Medical Transportation	0	0	0	0	2	0	4	0
Elite Xpress Transportation LLC	0	6	74	76	32	4	30	38
I Care Transportation LLC	0	10	28	24	12	12	18	30
LCD Agency Services	0	2	44	24	8	0	8	32
Meals on Wheels of SW Ohio and N. KY (CASS)	4	30	120	60	16	6	18	18
Meda-Care Transportation, Inc.	0	22	76	8	6	0	8	4
Ny's Transportation	2	0	0	20	18	2	2	4
Premier Transportation Solutions	0	0	0	0	0	0	0	2
Queen City Medical Transport	0	0	0	0	2	2	2	6
R Chappell Transportation	0	8	38	24	20	2	6	8
Redwood/Easterseals	0	0	0	4	6	4	6	4
Shaddai Transportation LLC	0	0	0	0	0	10	20	20
T & R Transportation	0	0	0	0	0	0	0	4
Timmons Tender Care	0	2	56	40	28	0	10	14
Traveling Seniors Transportation	0	0	28	28	12	2	10	16



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	90.0%	No Data	70.0%	100.0%	100.0%	100.0%	98.9%
A Miracle Home Care	94.1%	93.2%	91.3%	93.3%	94.5%	93.3%	94.3%	96.8%
Always There Healthcare LLC	90.3%	75.5%	93.8%	85.3%	93.9%	87.3%	94.5%	93.0%
Amaramedical Health Care Services, Inc.	87.7%	81.7%	87.4%	93.3%	93.5%	94.8%	95.2%	92.4%
Assisted Care by Black Stone of CIN	93.1%	94.0%	93.5%	90.6%	89.9%	80.0%	87.1%	94.4%
Comfort and Care Home Health Agency, Inc.	100.0%	70.0%	No Data	90.0%	40.0%	No Data	No Data	95.0%
Eastern Personnel Services, Inc.	89.8%	67.2%	No Data	79.2%	90.2%	84.1%	70.0%	64.0%
Helping Hands Private Duty Homecare	81.6%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	99.1%	98.6%	97.7%	99.5%	100.0%	99.4%	92.9%	98.9%
Interim HomeStyles of Greater Cincinnati, Inc.	97.0%	92.4%	94.3%	100.0%	95.6%	95.2%	97.2%	95.7%
LCD Home Health Agency	100.0%	80.0%	No Data	100.0%	100.0%	100.0%	100.0%	95.8%
Nova Home Care	87.9%	95.0%	96.0%	82.3%	76.8%	90.4%	92.7%	93.6%
Prime Home Care, LLC	90.0%	100.0%	No Data	100.0%	78.3%	0.0%	100.0%	95.0%
Quality Care	96.1%	89.5%	93.4%	92.9%	92.3%	93.1%	90.3%	95.9%
Right at Home	No Data	No Data	No Data	No Data	100.0%	89.8%	85.4%	94.4%
SH of Southern Ohio LLC	90.0%	94.7%	85.7%	93.6%	94.0%	67.2%	83.8%	97.4%
Superior Home Care, Inc.	93.7%	96.4%	94.4%	99.7%	93.8%	98.3%	94.1%	96.2%
Western Hills Home Care	No Data	No Data	No Data	70.0%	No Data	100.0%	100.0%	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	94.3%	92.0%	93.1%	93.2%	94.6%	94.6%	95.3%	96.6%
Always There Healthcare LLC	100.0%	75.0%	100.0%	85.7%	100.0%	100.0%	90.0%	100.0%
Amaramedical Health Care Services, Inc.	95.0%	70.0%	80.0%	85.7%	87.0%	100.0%	95.2%	93.1%
Assisted Care by Black Stone of CIN	90.0%	95.9%	96.4%	90.2%	90.2%	72.7%	78.3%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	100.0%	50.0%	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	100.0%	55.6%	No Data	100.0%	80.0%	83.3%	100.0%	60.0%
Helping Hands Private Duty Homecare	70.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	92.9%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	85.7%	95.2%	100.0%	100.0%	100.0%	100.0%	96.8%
LCD Home Health Agency	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	86.7%	100.0%	95.2%	85.7%	62.5%	85.0%	95.2%	94.9%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	94.3%	93.8%	97.1%	97.1%	94.4%	90.6%	98.1%
Right at Home	No Data	No Data	No Data	No Data	100.0%	83.3%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	92.3%	83.3%	94.1%	89.5%	58.3%	84.2%	95.5%
Superior Home Care, Inc.	93.3%	100.0%	96.0%	100.0%	100.0%	100.0%	95.2%	97.6%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	87.8%	86.0%	91.5%	91.3%	96.1%	92.9%	94.1%	97.8%
Always There Healthcare LLC	75.0%	75.0%	100.0%	80.0%	100.0%	100.0%	100.0%	94.1%
Amaramedical Health Care Services, Inc.	76.5%	71.4%	87.5%	92.3%	82.6%	81.8%	88.2%	96.4%
Assisted Care by Black Stone of CIN	86.5%	91.7%	87.0%	84.6%	80.0%	72.7%	71.4%	85.2%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	100.0%	50.0%	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	87.5%	50.0%	No Data	75.0%	80.0%	80.0%	100.0%	60.0%
Helping Hands Private Duty Homecare	70.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	88.2%	94.4%	100.0%	100.0%	90.0%	100.0%	96.8%
LCD Home Health Agency	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	93.8%	58.8%	90.0%	95.0%	87.2%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	88.5%	96.3%	93.8%	93.9%	97.0%	88.2%	98.0%
Right at Home	No Data	No Data	No Data	No Data	100.0%	100.0%	94.1%	100.0%
SH of Southern Ohio LLC	No Data	77.8%	60.0%	88.2%	93.8%	61.5%	84.2%	95.0%
Superior Home Care, Inc.	91.7%	95.5%	95.8%	100.0%	95.2%	100.0%	95.2%	97.7%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	88.3%	82.5%	82.6%	87.9%	86.2%	88.6%	84.2%	92.7%
Always There Healthcare LLC	77.8%	60.0%	70.0%	77.8%	91.7%	72.7%	90.9%	88.2%
Amaramedical Health Care Services, Inc.	85.7%	81.8%	79.2%	100.0%	92.9%	100.0%	95.7%	93.5%
Assisted Care by Black Stone of CIN	82.2%	78.6%	81.8%	86.0%	86.0%	77.8%	84.0%	94.6%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	80.0%	55.6%	No Data	66.7%	83.3%	85.7%	No Data	60.0%
Helping Hands Private Duty Homecare	70.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	90.9%	100.0%	94.4%	95.0%	100.0%	94.4%	92.3%	94.7%
Interim HomeStyles of Greater Cincinnati, Inc.	85.0%	95.7%	87.5%	100.0%	100.0%	100.0%	100.0%	97.0%
LCD Home Health Agency	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	83.3%
Nova Home Care	75.0%	79.2%	91.3%	65.0%	73.7%	70.8%	92.0%	90.5%
Prime Home Care, LLC	33.3%	100.0%	No Data	100.0%	50.0%	No Data	100.0%	50.0%
Quality Care	96.2%	67.6%	82.9%	82.5%	83.3%	79.5%	89.2%	83.1%
Right at Home	No Data	No Data	No Data	No Data	100.0%	42.9%	68.4%	74.1%
SH of Southern Ohio LLC	100.0%	92.9%	85.7%	84.2%	95.2%	69.2%	81.8%	96.2%
Superior Home Care, Inc.	88.2%	89.3%	87.9%	100.0%	80.0%	96.4%	91.7%	92.3%
Western Hills Home Care	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	98.4%	100.0%	98.0%	100.0%	99.5%	97.6%	100.0%	99.7%
Always There Healthcare LLC	100.0%	80.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	93.9%
Assisted Care by Black Stone of CIN	100.0%	100.0%	97.0%	98.0%	100.0%	85.2%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	100.0%	50.0%	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	90.0%	100.0%	No Data	83.3%	100.0%	100.0%	100.0%	80.0%
Helping Hands Private Duty Homecare	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%	94.7%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	97.0%
LCD Home Health Agency	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	90.0%	89.5%	100.0%	95.8%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	96.2%	100.0%	97.1%	100.0%	100.0%	100.0%	94.6%	98.3%
Right at Home	No Data	No Data	No Data	No Data	100.0%	100.0%	94.7%	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	92.9%	100.0%	100.0%	84.6%	90.9%	100.0%
Superior Home Care, Inc.	94.1%	100.0%	96.9%	100.0%	96.7%	100.0%	95.7%	96.2%
Western Hills Home Care	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.7%	99.2%	96.6%	95.9%	97.9%	94.7%	98.1%	97.2%
Always There Healthcare LLC	100.0%	75.0%	100.0%	87.5%	92.3%	81.8%	100.0%	94.1%
Amaramedical Health Care Services, Inc.	95.2%	90.9%	95.7%	100.0%	100.0%	100.0%	100.0%	93.9%
Assisted Care by Black Stone of CIN	100.0%	100.0%	97.0%	94.0%	94.1%	88.5%	96.0%	97.3%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	100.0%	50.0%	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	90.0%	100.0%	No Data	83.3%	100.0%	71.4%	No Data	60.0%
Helping Hands Private Duty Homecare	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	95.8%	100.0%	93.8%	84.6%	100.0%	97.0%
LCD Home Health Agency	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	95.8%	95.7%	90.0%	89.5%	95.7%	95.8%	95.1%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	96.2%	100.0%	100.0%	97.4%	97.1%	94.9%	89.2%	98.3%
Right at Home	No Data	No Data	No Data	No Data	100.0%	85.7%	89.5%	88.9%
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	100.0%	100.0%	69.2%	90.9%	100.0%
Superior Home Care, Inc.	93.8%	96.4%	96.8%	100.0%	100.0%	96.6%	95.8%	96.2%
Western Hills Home Care	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.5%	99.2%	94.0%	96.7%	96.3%	94.6%	96.3%	96.9%
Always There Healthcare LLC	100.0%	75.0%	100.0%	100.0%	92.9%	100.0%	90.9%	88.9%
Amaramedical Health Care Services, Inc.	95.2%	90.9%	91.3%	93.8%	100.0%	100.0%	95.7%	90.9%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	92.2%	98.0%	85.2%	96.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	100.0%	50.0%	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	90.0%	75.0%	No Data	100.0%	100.0%	85.7%	100.0%	60.0%
Helping Hands Private Duty Homecare	80.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	91.7%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	90.0%	100.0%	95.8%	100.0%	87.5%	92.3%	93.8%	90.9%
LCD Home Health Agency	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	93.8%	95.8%	95.7%	85.0%	84.2%	95.8%	96.0%	97.6%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	96.2%	97.2%	94.3%	97.5%	86.1%	92.3%	91.9%	98.3%
Right at Home	No Data	No Data	No Data	No Data	100.0%	100.0%	84.2%	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	92.9%	100.0%	95.2%	69.2%	90.9%	96.2%
Superior Home Care, Inc.	93.8%	96.4%	97.0%	100.0%	96.7%	96.6%	95.8%	98.1%
Western Hills Home Care	No Data	No Data	No Data	100.0%	No Data	100.0%	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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.5%	98.4%	94.0%	97.3%	96.8%	95.8%	98.2%	98.1%
Always There Healthcare LLC	100.0%	80.0%	100.0%	100.0%	92.9%	100.0%	90.9%	94.4%
Amaramedical Health Care Services, Inc.	85.7%	90.9%	91.7%	94.1%	96.4%	100.0%	95.7%	90.9%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	96.1%	98.0%	85.2%	96.0%	97.3%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	100.0%	50.0%	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	90.0%	75.0%	No Data	83.3%	100.0%	83.3%	100.0%	80.0%
Helping Hands Private Duty Homecare	80.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	95.7%	95.8%	100.0%	93.8%	100.0%	93.8%	93.9%
LCD Home Health Agency	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	93.3%	95.8%	100.0%	95.0%	84.2%	87.5%	92.0%	95.2%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	92.3%	94.3%	100.0%	97.5%	100.0%	94.9%	97.3%	100.0%
Right at Home	No Data	No Data	No Data	No Data	100.0%	100.0%	89.5%	96.3%
SH of Southern Ohio LLC	100.0%	100.0%	92.9%	100.0%	100.0%	76.9%	86.4%	100.0%
Superior Home Care, Inc.	94.1%	100.0%	100.0%	100.0%	96.7%	96.6%	100.0%	96.2%
Western Hills Home Care	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 6.0%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	88.9%
A Miracle Home Care	93.3%	92.2%	85.7%	88.2%	95.5%	94.5%	96.6%	96.8%
Always There Healthcare LLC	83.3%	75.0%	87.5%	57.1%	91.7%	72.7%	100.0%	93.8%
Amaramedical Health Care Services, Inc.	76.2%	66.7%	78.9%	84.6%	90.0%	72.7%	94.7%	86.7%
Assisted Care by Black Stone of CIN	89.2%	88.6%	91.3%	91.7%	82.1%	70.0%	81.0%	77.3%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	No Data	50.0%	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	100.0%	50.0%	No Data	66.7%	75.0%	80.0%	100.0%	60.0%
Helping Hands Private Duty Homecare	85.7%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	94.7%	81.0%	100.0%	100.0%	100.0%	100.0%	84.6%	96.7%
LCD Home Health Agency	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	75.0%
Nova Home Care	80.0%	100.0%	100.0%	73.3%	73.3%	100.0%	86.4%	91.9%
Prime Home Care, LLC	66.7%	100.0%	No Data	100.0%	No Data	No Data	100.0%	100.0%
Quality Care	95.8%	91.2%	90.0%	88.2%	93.9%	93.9%	97.0%	100.0%
Right at Home	No Data	No Data	No Data	No Data	100.0%	100.0%	86.7%	100.0%
SH of Southern Ohio LLC	100.0%	91.7%	63.6%	80.0%	71.4%	63.6%	80.0%	94.7%
Superior Home Care, Inc.	100.0%	94.1%	85.7%	100.0%	86.4%	100.0%	84.2%	97.6%
Western Hills Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%

Is your aide dependable?								
Historical Average: 89.6%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 6.4%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	92.5%	92.0%	88.6%	93.9%	91.5%	89.8%	89.8%	96.1%
Always There Healthcare LLC	77.8%	80.0%	90.0%	77.8%	92.9%	81.8%	90.9%	82.4%
Amaramedical Health Care Services, Inc.	77.3%	81.8%	83.3%	94.1%	96.4%	100.0%	95.5%	90.9%
Assisted Care by Black Stone of CIN	91.5%	85.5%	90.9%	88.0%	86.3%	77.8%	92.0%	94.6%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data	50.0%
Eastern Personnel Services, Inc.	80.0%	55.6%	No Data	66.7%	100.0%	85.7%	No Data	60.0%
Helping Hands Private Duty Homecare	90.0%	No Data	100.0%	No Data	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.	100.0%	87.0%	91.7%	100.0%	100.0%	92.3%	100.0%	93.9%
LCD Home Health Agency	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	75.0%	83.3%	91.3%	65.0%	73.7%	87.5%	91.7%	92.9%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	33.3%	No Data	100.0%	100.0%
Quality Care	92.3%	75.7%	91.2%	82.5%	80.0%	92.1%	81.1%	87.9%
Right at Home	No Data	No Data	No Data	No Data	100.0%	85.7%	68.4%	85.2%
SH of Southern Ohio LLC	100.0%	92.9%	92.9%	94.7%	95.2%	69.2%	72.7%	96.2%
Superior Home Care, Inc.	94.1%	96.3%	93.8%	100.0%	90.0%	100.0%	95.8%	96.2%
Western Hills Home Care	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 6.6%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	94.2%	90.4%	89.3%	89.1%	90.3%	90.2%	90.7%	95.6%
Always There Healthcare LLC	88.9%	80.0%	90.0%	87.5%	92.3%	63.6%	90.9%	94.1%
Amaramedical Health Care Services, Inc.	90.5%	81.8%	86.4%	88.2%	89.3%	93.8%	91.3%	93.8%
Assisted Care by Black Stone of CIN	91.3%	100.0%	93.9%	85.7%	84.3%	84.6%	76.0%	97.3%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	No Data	100.0%	50.0%	No Data	No Data	100.0%
Eastern Personnel Services, Inc.	90.0%	55.6%	No Data	66.7%	83.3%	85.7%	100.0%	60.0%
Helping Hands Private Duty Homecare	70.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	84.6%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	91.3%	87.0%	100.0%	87.5%	92.3%	100.0%	97.0%
LCD Home Health Agency	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	75.0%	100.0%	91.3%	80.0%	78.9%	91.7%	87.5%	90.5%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	96.0%	86.5%	88.2%	92.5%	91.4%	92.1%	83.8%	96.6%
Right at Home	No Data	No Data	No Data	No Data	100.0%	100.0%	78.9%	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	92.9%	94.7%	100.0%	50.0%	76.2%	100.0%
Superior Home Care, Inc.	94.1%	96.3%	93.8%	97.0%	96.7%	96.4%	91.7%	94.3%
Western Hills Home Care	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	99.3%	97.9%	98.9%	98.6%	97.8%	95.6%	99.2%	99.2%
Maple Knoll Outreach Services for Seniors	95.7%	98.4%	97.2%	99.6%	95.8%	99.2%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	96.0%	98.8%	99.2%	97.6%	97.7%	94.3%	98.1%
Meals on Wheels of SW Ohio and Northern Kentucky	98.7%	98.5%	97.6%	97.9%	97.3%	96.8%	96.6%	98.4%
North College Hill Senior Center	99.5%	No Data	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	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	98.7%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	100.0%	97.4%	100.0%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	96.8%	97.8%	100.0%	100.0%	99.1%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	99.7%	98.6%	100.0%	98.9%	98.6%	99.0%	99.0%
North College Hill Senior Center	100.0%	No Data	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	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	97.3%	98.0%	97.7%	97.8%	98.1%	90.7%	100.0%	97.6%
Maple Knoll Outreach Services for Seniors	90.9%	94.7%	97.1%	97.1%	92.5%	96.8%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	86.4%	97.5%	97.1%	95.7%	94.6%	87.5%	97.5%
Meals on Wheels of SW Ohio and Northern Kentucky	98.0%	96.9%	95.9%	95.8%	94.7%	94.6%	94.0%	96.2%
North College Hill Senior Center	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Delivered Meals SASI Scores

Can you depend on your meals driver?								
Historical Average: 99.4%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 0.6%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%
Maple Knoll Outreach Services for Seniors	100.0%	97.4%	100.0%	100.0%	97.5%	100.0%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.2%	99.1%	99.4%	99.5%	99.5%	99.0%	98.2%	99.6%
North College Hill Senior Center	100.0%	No Data	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%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 1.6%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	100.0%	97.5%	100.0%	100.0%	100.0%	97.2%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	96.2%	100.0%	96.0%	100.0%	94.4%	100.0%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%	99.1%
Meals on Wheels of SW Ohio and Northern Kentucky	98.9%	99.1%	98.4%	98.7%	97.9%	97.9%	98.4%	98.9%
North College Hill Senior Center	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data

Do you eat your home delivered meals?								
Historical Average: 98.8%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 0.8%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	100.0%	98.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	97.0%	100.0%	100.0%	100.0%	97.5%	100.0%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.3%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.6%	99.4%	99.4%	100.0%	98.4%	99.5%	98.7%	99.5%
North College Hill Senior Center	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?								
Historical Average: 93.6%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 2.8%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	97.3%	93.9%	95.5%	93.3%	94.2%	90.7%	93.9%	98.8%
Maple Knoll Outreach Services for Seniors	87.9%	94.9%	87.9%	100.0%	92.3%	96.8%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	90.9%	97.5%	100.0%	93.8%	94.7%	90.6%	94.3%
Meals on Wheels of SW Ohio and Northern Kentucky	95.2%	96.0%	93.4%	92.9%	93.9%	92.8%	91.1%	95.3%
North College Hill Senior Center	95.7%	No Data	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%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 1.8%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	100.0%	97.9%	100.0%	97.8%	94.2%	93.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	97.0%	100.0%	100.0%	100.0%	97.4%	100.0%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	90.9%	95.0%	100.0%	95.7%	92.1%	93.7%	96.7%
Meals on Wheels of SW Ohio and Northern Kentucky	98.8%	98.5%	97.8%	98.2%	96.3%	95.7%	95.8%	98.8%
North College Hill Senior Center	100.0%	No Data	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%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 1.6%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cincinnati Area Senior Services Inc	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data
Deupree Meals on Wheels	100.0%	98.0%	97.7%	100.0%	98.1%	95.3%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	97.0%	100.0%	97.1%	100.0%	97.5%	100.0%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	90.6%	98.4%
Meals on Wheels of SW Ohio and Northern Kentucky	99.6%	99.4%	98.1%	98.4%	98.9%	95.9%	97.6%	99.6%
North College Hill Senior Center	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
360 Total Care LLC	100.0%	89.1%	99.1%	98.3%	98.9%	98.0%	98.2%	98.1%
A-List Cleaning & Transportation	100.0%	98.3%	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	100.0%	100.0%	100.0%	99.5%	98.7%
Cincinnati Medical Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	100.0%	96.1%	98.9%	100.0%	100.0%	100.0%	99.4%
I Care Transportation LLC	No Data	100.0%	90.2%	98.3%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	80.0%	95.4%	98.3%	95.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	97.2%	93.9%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	99.1%	92.0%	95.0%	100.0%	No Data	95.0%	95.0%
Ny's Transportation	100.0%	No Data	No Data	100.0%	100.0%	100.0%	50.5%	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	90.9%	100.0%	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	96.7%	98.3%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	No Data	100.0%	95.7%	99.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	94.0%	100.0%	100.0%	100.0%	100.0%	98.7%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
360 Total Care LLC	100.0%	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	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	100.0%	90.9%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	89.5%	100.0%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	No Data	100.0%	92.9%	100.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	100.0%	100.0%	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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%	94.1%	97.3%
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	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	100.0%	94.6%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	94.7%	100.0%	100.0%	No Data	75.0%	100.0%
Ny's Transportation	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	100.0%	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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
360 Total Care LLC	100.0%	50.0%	100.0%	96.0%	100.0%	100.0%	93.8%	94.4%
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	100.0%	100.0%	100.0%	100.0%	90.9%
Cincinnati Medical Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	100.0%	100.0%	97.2%	100.0%	100.0%	100.0%	94.1%
I Care Transportation LLC	No Data	100.0%	72.7%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	100.0%	75.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	92.5%	92.6%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	94.4%	100.0%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	100.0%	100.0%	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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
360 Total Care LLC	100.0%	40.0%	100.0%	96.2%	100.0%	100.0%	100.0%	94.4%
A-List Cleaning & Transportation	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	100.0%	100.0%	100.0%	94.7%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	100.0%	100.0%	92.1%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	100.0%	75.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	83.3%	100.0%	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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
360 Total Care LLC	100.0%	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	100.0%	100.0%	100.0%	100.0%	95.8%
Cincinnati Medical Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	88.2%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	100.0%	100.0%	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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
360 Total Care LLC	100.0%	100.0%	100.0%	96.2%	96.3%	100.0%	100.0%	97.3%
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	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	94.7%	100.0%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	100.0%	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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
360 Total Care LLC	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	100.0%	82.9%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	100.0%	71.4%	83.3%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	No Data	72.7%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	93.1%	93.3%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	90.9%	83.3%	100.0%	100.0%	No Data	100.0%	50.0%
Ny's Transportation	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	No Data	100.0%	71.4%	90.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%

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

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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
360 Total Care LLC	100.0%	100.0%	90.9%	100.0%	100.0%	80.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	100.0%	83.8%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	No Data	90.9%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	93.3%	93.3%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	68.4%	50.0%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	78.9%	83.3%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	57.1%	100.0%	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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
360 Total Care LLC	100.0%	100.0%	100.0%	96.2%	96.3%	100.0%	94.1%	97.3%
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	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	83.3%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	98.3%	80.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	94.7%	100.0%	100.0%	No Data	75.0%	100.0%
Ny's Transportation	100.0%	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	No Data	100.0%	92.9%	100.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	100.0%	100.0%	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	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 2.4%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
360 Total Care LLC	100.0%	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	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Timmons Tender Care	No Data	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	No Data	No Data	100.0%	100.0%	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	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Home 52 Coordination	100.0%	100.0%	91.9%	98.4%	100.0%	93.5%	99.0%	97.9%

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	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Home 52 Coordination	25.0%	46.7%	78.6%	60.0%	13.8%	13.3%	4.1%	7.3%

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

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



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 25,036 SASIs collected over a two year period from July 1, 2022 through April 30th 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