



Hamilton County



Provider Quality Report

Quarter 3, 2024



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Provider Quality Report: Introduction

Hamilton 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).
- 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
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
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



Provider Quality Report: Service Metrics

Hamilton County ESP

Adult Day Service

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Active Day of Cincinnati	529	477	560	589	554	416	431	381	3,934
Bayley Life ADC	778	767	809	743	716	650	669	596	5,727
Day Share Senior Services	85	179	226	210	241	176	97	90	1,302
Lincoln Heights Outreach Inc.	170	179	238	231	222	256	249	254	1,798
Northwest Adult Services Pioneer Home Healthcare	0	14	35	16	33	29	27	26	180
Total Billable Units	1,562	1,615	1,867	1,788	1,765	1,527	1,472	1,346	12,940

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
Active Day of Cincinnati	33.85%	29.50%	29.97%	32.92%	31.37%	27.22%	29.26%	28.31%	
Bayley Life ADC	49.82%	47.46%	43.33%	41.57%	40.55%	42.58%	45.46%	44.24%	
Day Share Senior Services	5.44%	11.08%	12.10%	11.72%	13.63%	11.53%	6.56%	6.65%	
Lincoln Heights Outreach Inc.	10.89%	11.08%	12.72%	12.90%	12.58%	16.77%	16.89%	18.87%	
Northwest Adult Services Pioneer Home Healthcare	0	0.87%	1.87%	0.90%	1.87%	1.90%	1.83%	1.93%	
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 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Active Day of Cincinnati	17	19	21	21	20	18	15	17	19
Bayley Life ADC	33	26	30	27	30	29	30	26	29
Day Share Senior Services	2	6	8	8	7	7	5	4	6
Lincoln Heights Outreach Inc.	6	5	7	6	6	9	9	7	7
Northwest Adult Services Pioneer Home Healthcare	0	1	1	1	1	1	1	2	1
Total Distinct Clients Served	58	57	67	63	64	64	60	56	13



Provider Quality Report: Service Metrics

Hamilton County ESP

Consumer Directed Care

Billable Units									
	2022	2023	2023	2023	2023	2024	2024	2024	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Palco, Inc.	22,996	38,217	35,075	37,692	37,988	29,127	39,560	35,038	275,693
Total Billable Units	22,996	38,217	35,075	37,692	37,988	29,127	39,560	35,038	275,693

Market Share									
	2022	2023	2023	2023	2023	2024	2024	2024	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Palco, 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									
	2022	2023	2023	2023	2023	2024	2024	2024	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Palco, Inc.	280	355	374	401	376	341	354	381	358
Total Distinct Clients Served	280	355	374	401	376	341	354	381	358



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
A Best Home Care, Inc.	220	326	411	474	662	614	630	524	3,859
A Miracle Home Care	30,653	33,415	35,652	37,839	38,749	38,626	36,967	34,310	286,211
Always There Healthcare LLC	2,061	1,641	1,572	1,876	1,992	2,344	2,277	1,985	15,746
Amaramedical Health Care Services, Inc.	4,677	4,923	5,080	4,520	4,318	4,525	4,117	4,254	36,413
Assisted Care by Black Stone of CIN	7,541	7,261	7,132	6,127	4,661	3,627	3,703	3,755	43,807
Comfort and Care Home Health Agency, Inc.	212	91	174	150	193	292	303	286	1,700
Day Share Senior Services	383	464	474	463	427	334	368	374	3,287
Eastern Personnel Services, Inc.	1,201	804	1,674	1,157	1,302	944	621	761	8,464
Hillebrand Home Health	3,736	3,553	3,051	2,883	2,618	2,805	2,629	2,690	23,964
Interim HomeStyles of Greater Cincinnati, Inc.	3,683	3,611	2,420	3,766	4,074	3,130	3,085	3,168	26,935
LCD Home Health Agency	291	273	286	281	456	704	914	897	4,102
Nova Home Care	5,281	5,502	5,447	5,483	5,881	6,015	5,572	4,951	44,132
Prime Home Care, LLC	330	304	332	369	322	155	164	322	2,297
Quality Care	7,171	7,362	7,174	6,847	6,708	6,037	5,467	5,649	52,414
Right at Home	0	0	0	424	1,497	1,704	2,256	2,421	8,301
SH of Southern Ohio LLC	2,554	2,530	3,120	2,100	1,984	1,958	2,158	3,067	19,469
Superior Home Care, Inc.	5,042	5,073	5,199	5,042	4,885	4,142	4,806	4,974	39,163
Western Hills Home Care	0	0	0	625	1,131	1,089	990	1,101	4,935
Total Billable Units	75,035	77,131	79,198	80,424	81,858	79,043	77,023	75,484	625,196

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
A Best Home Care, Inc.	0.29%	0.42%	0.52%	0.59%	0.81%	0.78%	0.82%	0.69%	
A Miracle Home Care	40.85%	43.32%	45.02%	47.05%	47.34%	48.87%	47.99%	45.45%	
Always There Healthcare LLC	2.75%	2.13%	1.98%	2.33%	2.43%	2.96%	2.96%	2.63%	
Amaramedical Health Care Services, Inc.	6.23%	6.38%	6.41%	5.62%	5.28%	5.72%	5.34%	5.63%	
Assisted Care by Black Stone of CIN	10.05%	9.41%	9.01%	7.62%	5.69%	4.59%	4.81%	4.97%	
Comfort and Care Home Health Agency, Inc.	0.28%	0.12%	0.22%	0.19%	0.24%	0.37%	0.39%	0.38%	
Day Share Senior Services	0.51%	0.60%	0.60%	0.58%	0.52%	0.42%	0.48%	0.49%	
Eastern Personnel Services, Inc.	1.60%	1.04%	2.11%	1.44%	1.59%	1.19%	0.81%	1.01%	
Hillebrand Home Health	4.98%	4.61%	3.85%	3.58%	3.20%	3.55%	3.41%	3.56%	
Interim HomeStyles of Greater Cincinnati, Inc.	4.91%	4.68%	3.06%	4.68%	4.98%	3.96%	4.00%	4.20%	
LCD Home Health Agency	0.39%	0.35%	0.36%	0.35%	0.56%	0.89%	1.19%	1.19%	
Nova Home Care	7.04%	7.13%	6.88%	6.82%	7.18%	7.61%	7.23%	6.56%	
Prime Home Care, LLC	0.44%	0.39%	0.42%	0.46%	0.39%	0.20%	0.21%	0.43%	
Quality Care	9.56%	9.54%	9.06%	8.51%	8.19%	7.64%	7.10%	7.48%	
Right at Home	0	0	0	0.53%	1.83%	2.16%	2.93%	3.21%	
SH of Southern Ohio LLC	3.40%	3.28%	3.94%	2.61%	2.42%	2.48%	2.80%	4.06%	
Superior Home Care, Inc.	6.72%	6.58%	6.56%	6.27%	5.97%	5.24%	6.24%	6.59%	
Western Hills Home Care	0	0	0	0.78%	1.38%	1.38%	1.29%	1.46%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Distinct Clients Served									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
A Best Home Care, Inc.	6	6	9	13	14	14	13	14	11
A Miracle Home Care	832	926	958	1,008	1,046	996	942	915	953
Always There Healthcare LLC	53	47	48	51	66	71	65	59	58
Amaramedical Health Care Services, Inc.	110	108	116	105	94	107	105	115	108
Assisted Care by Black Stone of CIN	266	235	209	180	141	108	99	96	167
Comfort and Care Home Health Agency, Inc.	10	9	6	5	3	4	5	5	6
Day Share Senior Services	13	13	13	12	11	9	8	8	11
Eastern Personnel Services, Inc.	39	27	27	31	32	26	19	35	30
Hillebrand Home Health	82	73	68	67	59	64	60	58	66
Interim HomeStyles of Greater Cincinnati, Inc.	111	101	98	93	88	85	84	89	94
LCD Home Health Agency	6	6	5	6	11	21	23	23	13
Nova Home Care	137	143	140	140	126	127	115	110	130
Prime Home Care, LLC	10	10	10	9	9	5	3	11	8
Quality Care	196	206	217	200	186	184	166	163	190
Right at Home	0	0	0	40	65	71	78	82	67
SH of Southern Ohio LLC	73	88	103	88	77	78	83	112	88
Superior Home Care, Inc.	172	176	189	187	163	152	172	157	171
Western Hills Home Care	0	0	0	24	31	31	30	30	29
Total Distinct Clients Served	2,116	2,174	2,216	2,259	2,222	2,153	2,070	2,082	125



Provider Quality Report: Service Metrics

Hamilton County ESP

Electronic Monitoring System

Billable Units									
	2022	2023	2023	2023	2023	2024	2024	2024	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Guardian Medical Monitoring, Inc.	8,029	6,758	8,923	7,154	7,717	7,316	7,049	6,723	59,667
Total Billable Units	8,029	6,758	8,923	7,154	7,717	7,316	7,049	6,723	59,667

Market Share									
	2022	2023	2023	2023	2023	2024	2024	2024	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	2023	2023	2023	2023	2024	2024	2024	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,688	2,649	2,689	2,567	2,578	2,508	2,351	2,238	2,534
Total Distinct Clients Served	2,688	2,649	2,689	2,567	2,578	2,508	2,351	2,238	2,534



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Delivered Meals

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Deupree Meals on Wheels	20,647	19,873	19,006	18,534	17,437	17,035	15,548	14,967	143,047
Maple Knoll Outreach Services for Seniors	15,871	14,893	13,970	13,270	8,881	120	0	0	67,005
Mayerson JCC (Jewish Community Center)	16,698	15,772	16,244	16,665	19,686	26,120	28,671	26,971	166,827
Meals on Wheels of SW Ohio and Northern Kentucky	140,338	140,418	149,539	148,552	159,637	153,126	149,800	143,275	1,184,685
Total Billable Units	193,554	190,956	198,759	197,021	205,641	196,401	194,019	185,213	1,561,564

Market Share								
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3
Deupree Meals on Wheels	10.67%	10.41%	9.56%	9.41%	8.48%	8.67%	8.01%	8.08%
Maple Knoll Outreach Services for Seniors	8.20%	7.80%	7.03%	6.74%	4.32%	0.06%	0	0
Mayerson JCC (Jewish Community Center)	8.63%	8.26%	8.17%	8.46%	9.57%	13.30%	14.78%	14.56%
Meals on Wheels of SW Ohio and Northern Kentucky	72.51%	73.53%	75.24%	75.40%	77.63%	77.97%	77.21%	77.36%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Deupree Meals on Wheels	290	283	270	256	240	233	214	205	249
Maple Knoll Outreach Services for Seniors	236	232	215	204	165	11	0	0	177
Mayerson JCC (Jewish Community Center)	231	235	230	246	338	415	420	395	314
Meals on Wheels of SW Ohio and Northern Kentucky	2,059	2,156	2,227	2,258	2,339	2,290	2,187	2,097	2,202
Total Distinct Clients Served	2,816	2,906	2,942	2,964	3,082	2,949	2,821	2,697	773



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Medical Equipment

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
American Ramp Systems	29	35	46	49	44	36	20	30	289
Bernens Medical	130	176	157	157	152	145	136	130	1,183
Home First	3	4	2	5	2	18	13	1	48
HomeCare Mattress Inc.	0	0	0	0	0	0	1	2	3
Janz Medical Supply	0	0	0	0	0	0	0	4	4
Mullaney's Pharmacy & Home Health Care	78	81	88	89	46	14	0	0	396
Stateline Medical Equipment	9	5	7	7	4	0	1	7	40
Total Billable Units	249	301	300	307	248	213	171	174	1,963

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
American Ramp Systems	11.65%	11.63%	15.33%	15.96%	17.74%	16.90%	11.70%	17.24%	
Bernens Medical	52.21%	58.47%	52.33%	51.14%	61.29%	68.08%	79.53%	74.71%	
Home First	1.20%	1.33%	0.67%	1.63%	0.81%	8.45%	7.60%	0.57%	
HomeCare Mattress Inc.	0	0	0	0	0	0	0.58%	1.15%	
Janz Medical Supply	0	0	0	0	0	0	0	2.30%	
Mullaney's Pharmacy & Home Health Care	31.33%	26.91%	29.33%	28.99%	18.55%	6.57%	0	0	
Stateline Medical Equipment	3.61%	1.66%	2.33%	2.28%	1.61%	0	0.58%	4.02%	
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 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
American Ramp Systems	12	14	19	18	18	15	10	9	14
Bernens Medical	99	142	134	120	122	106	105	97	116
Home First	3	4	2	5	2	17	12	1	6
HomeCare Mattress Inc.	0	0	0	0	0	0	1	2	2
Janz Medical Supply	0	0	0	0	0	0	0	4	4
Mullaney's Pharmacy & Home Health Care	67	71	79	73	46	11	0	0	58
Stateline Medical Equipment	9	4	7	7	4	0	1	7	6
Total Distinct Clients Served	190	235	241	223	192	149	129	120	37



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Modification

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	1	0	0	0	1
Custom Home Elevator & Lift Co. Inc.	7	7	4	8	1	1	1	1	30
Home First	7	11	7	6	4	2	0	4	41
HomeCare Mattress Inc.	0	0	0	0	0	0	0	2	2
MedAdapt Ltd.	38	26	30	31	34	4	0	13	176
Stateline Medical Equipment	26	15	30	24	12	6	0	12	125
Tri-State Maintenance	16	16	16	15	23	6	5	16	113
Total Billable Units	94	75	87	84	75	19	6	48	488

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	1.33%	0	0	0	
Custom Home Elevator & Lift Co. Inc.	7.45%	9.33%	4.60%	9.52%	1.33%	5.26%	16.67%	2.08%	
Home First	7.45%	14.67%	8.05%	7.14%	5.33%	10.53%	0	8.33%	
HomeCare Mattress Inc.	0	0	0	0	0	0	0	4.17%	
MedAdapt Ltd.	40.43%	34.67%	34.48%	36.90%	45.33%	21.05%	0	27.08%	
Stateline Medical Equipment	27.66%	20.00%	34.48%	28.57%	16.00%	31.58%	0	25.00%	
Tri-State Maintenance	17.02%	21.33%	18.39%	17.86%	30.67%	31.58%	83.33%	33.33%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	1	0	0	0	1
Custom Home Elevator & Lift Co. Inc.	7	7	4	8	1	1	1	1	4
Home First	7	11	5	6	4	2	0	4	6
HomeCare Mattress Inc.	0	0	0	0	0	0	0	2	2
MedAdapt Ltd.	36	25	29	31	31	4	0	13	24
Stateline Medical Equipment	26	15	30	24	11	5	0	12	18
Tri-State Maintenance	15	16	16	15	19	6	5	16	14
Total Distinct Clients Served	91	74	84	84	67	18	6	48	12



Provider Quality Report: Service Metrics

Hamilton County ESP

Independent Living Assistance

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Jewish Family Service	0	0	0	27	143	97	205	86	556
Meals on Wheels of SW Ohio and Northern Kentucky	608	522	491	426	527	596	598	488	4,255
Total Billable Units	608	522	491	453	670	693	803	573	4,811

Market Share								
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3
Jewish Family Service	0	0	0	5.91%	21.36%	13.94%	25.47%	14.92%
Meals on Wheels of SW Ohio and Northern Kentucky	100.00%	100.00%	100.00%	94.09%	78.64%	86.06%	74.53%	85.08%
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 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Jewish Family Service	0	0	0	7	12	11	16	16	12
Meals on Wheels of SW Ohio and Northern Kentucky	87	70	60	48	56	67	73	77	67
Total Distinct Clients Served	87	70	60	55	68	78	89	93	46



Provider Quality Report: Service Metrics

Hamilton County ESP

Major Housecleaning

Billable Units									
	2022	2023	2023	2023	2023	2024	2024	2024	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Home First	7	2	6	11	8	5	10	3	52
Total Billable Units	7	2	6	11	8	5	10	3	52

Market Share									
	2022	2023	2023	2023	2023	2024	2024	2024	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Home First	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	2023	2023	2023	2023	2024	2024	2024	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Home First	7	2	6	11	8	4	10	3	6
Total Distinct Clients Served	7	2	6	11	8	4	10	3	6



Provider Quality Report: Service Metrics

Hamilton County ESP

Pest Control

Billable Units									
	2022	2023	2023	2023	2023	2024	2024	2024	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
All Gone Termite & Pest Control, Inc.	42	29	44	38	32	20	2	0	207
Milts Termite & Pest Control	24	20	23	17	21	15	22	19	161
Total Billable Units	66	49	67	55	53	35	24	19	368

Market Share								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
All Gone Termite & Pest Control, Inc.	63.64%	59.18%	65.67%	69.09%	60.38%	57.14%	8.33%	0
Milts Termite & Pest Control	36.36%	40.82%	34.33%	30.91%	39.62%	42.86%	91.67%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2023	2023	2023	2023	2024	2024	2024	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	14	11	14	18	12	7	1	0	11
Milts Termite & Pest Control	12	11	10	9	9	9	9	8	10
Total Distinct Clients Served	26	22	24	27	21	16	10	8	10



Provider Quality Report: Service Metrics

Hamilton County ESP

Transportation

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
home52 Transportation	9,617	10,962	10,898	13,016	12,149	11,552	11,559	10,428	90,181
Total Billable Units	9,617	10,962	10,898	13,016	12,149	11,552	11,559	10,428	90,181

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

Distinct Clients Served									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
home52 Transportation	689	707	728	779	754	737	726	720	730
Total Distinct Clients Served	689	707	728	779	754	737	726	720	730



Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton County ESP SASI Counts

Home Care Assistance								
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3
A Best Home Care, Inc.	1	0	1	2	2	2	12	5
A Miracle Home Care	126	151	153	191	169	219	365	412
Always There Healthcare LLC	5	10	10	14	11	11	18	26
Amaramedical Health Care Services, Inc.	12	24	17	28	16	23	33	50
Assisted Care by Black Stone of CIN	56	34	51	51	27	27	37	43
Comfort and Care Home Health Agency, Inc.	1	0	1	3	0	0	2	2
Eastern Personnel Services, Inc.	9	0	6	6	7	1	5	8
Helping Hands Private Duty Homecare	0	1	0	0	0	0	0	0
Hillebrand Home Health	16	18	20	7	19	13	19	23
Interim HomeStyles of Greater Cincinnati, Inc.	23	24	16	16	13	16	33	43
LCD Home Health Agency	1	0	1	1	3	2	6	6
Nova Home Care	24	23	20	19	24	25	42	49
Prime Home Care, LLC	2	0	2	3	1	1	2	1
Quality Care	38	36	40	36	39	37	61	59
Right at Home	0	0	0	1	7	19	27	28
SH of Southern Ohio LLC	14	14	19	21	13	22	26	42
Superior Home Care, Inc.	28	33	33	30	29	24	53	67
Western Hills Home Care	0	0	1	0	6	2	14	13

Home Delivered Meals								
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3
Cincinnati Area Senior Services Inc	0	0	2	0	0	1	0	0
Deupree Meals on Wheels	49	44	45	52	43	49	85	99
Maple Knoll Outreach Services for Seniors	39	34	35	40	31	0	0	0
Mayerson JCC (Jewish Community Center)	22	40	34	48	38	64	123	143
Meals on Wheels of SW Ohio and Northern Kentucky	329	318	383	379	394	453	748	825

Medical Transportation								
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3
360 Total Care LLC	5	44	52	27	5	17	38	11
A-List Cleaning & Transportation	6	30	11	11	3	7	21	5
Bethesda Medical Transportation	0	0	3	17	6	19	25	12
Cincinnati Medical Transportation	0	0	0	1	0	2	0	1
Elite Xpress Transportation LLC	3	37	38	16	2	15	19	3
I Care Transportation LLC	5	14	12	6	6	9	16	2
LCD Agency Services	1	22	12	4	0	4	16	7
Meals on Wheels of SW Ohio and Northern Kentucky	15	60	30	8	3	9	9	4
Meda-Care Transportation, Inc.	11	38	4	3	0	4	2	0
Ny's Transportation	0	0	10	9	1	1	2	1
Premier Transportation Solutions	0	0	0	0	0	0	1	8
Queen City Medical Transport	0	0	0	1	1	1	3	1
R Chappell Transportation	4	19	12	10	1	3	4	1
Redwood/Easterseals	0	0	2	3	2	3	2	1
Shaddai Transportation LLC	0	0	0	0	5	10	10	14
T & R Transportation	0	0	0	0	0	0	2	4
Timmons Tender Care	1	28	20	14	0	5	7	0
Traveling Seniors Transportation	0	14	14	6	1	5	8	4



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	90.0%	No Data	70.0%	100.0%	100.0%	100.0%	98.9%	94.0%
A Miracle Home Care	93.2%	91.3%	93.3%	94.5%	93.3%	94.3%	96.7%	96.7%
Always There Healthcare LLC	75.5%	93.8%	85.3%	93.9%	87.3%	94.5%	93.0%	98.3%
Amaramedical Health Care Services, Inc.	81.7%	87.4%	93.3%	93.5%	94.8%	95.2%	92.4%	92.0%
Assisted Care by Black Stone of CIN	94.0%	93.5%	90.6%	89.9%	80.0%	87.1%	94.4%	93.9%
Comfort and Care Home Health Agency, Inc.	70.0%	No Data	90.0%	40.0%	No Data	No Data	95.0%	50.0%
Eastern Personnel Services, Inc.	67.2%	No Data	79.2%	90.2%	84.1%	70.0%	64.0%	91.1%
Helping Hands Private Duty Homecare	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	98.6%	97.7%	99.5%	100.0%	98.8%	92.9%	98.9%	97.7%
Interim HomeStyles of Greater Cincinnati, Inc.	92.4%	94.3%	100.0%	95.6%	95.2%	97.2%	95.7%	99.0%
LCD Home Health Agency	80.0%	No Data	100.0%	100.0%	100.0%	100.0%	95.8%	98.3%
Nova Home Care	95.0%	96.0%	82.3%	76.8%	90.4%	92.7%	93.6%	98.9%
Prime Home Care, LLC	100.0%	No Data	100.0%	78.3%	0.0%	100.0%	95.0%	90.0%
Quality Care	89.5%	93.4%	92.9%	92.3%	93.1%	90.3%	95.8%	94.5%
Right at Home	No Data	No Data	No Data	100.0%	89.8%	85.4%	94.4%	95.0%
SH of Southern Ohio LLC	94.7%	85.7%	93.6%	94.0%	67.2%	83.8%	97.4%	96.3%
Superior Home Care, Inc.	96.4%	94.4%	99.7%	93.8%	98.3%	94.1%	96.2%	99.2%
Western Hills Home Care	No Data	No Data	70.0%	No Data	100.0%	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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	92.0%	93.1%	93.2%	94.6%	94.6%	95.3%	96.6%	97.3%
Always There Healthcare LLC	75.0%	100.0%	85.7%	100.0%	100.0%	90.0%	100.0%	95.5%
Amaramedical Health Care Services, Inc.	70.0%	80.0%	85.7%	87.0%	100.0%	95.2%	93.1%	90.9%
Assisted Care by Black Stone of CIN	95.9%	96.4%	90.2%	90.2%	72.7%	78.3%	100.0%	85.7%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	100.0%	50.0%	No Data	No Data	100.0%	100.0%
Eastern Personnel Services, Inc.	55.6%	No Data	100.0%	80.0%	83.3%	100.0%	60.0%	87.5%
Helping Hands Private Duty Homecare	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	92.9%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	95.2%
Interim HomeStyles of Greater Cincinnati, Inc.	85.7%	95.2%	100.0%	100.0%	100.0%	100.0%	96.8%	100.0%
LCD Home Health Agency	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	95.2%	85.7%	62.5%	85.0%	95.2%	94.9%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Quality Care	94.3%	93.8%	97.1%	97.1%	94.4%	90.6%	98.2%	94.4%
Right at Home	No Data	No Data	No Data	100.0%	83.3%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	92.3%	83.3%	94.1%	89.5%	58.3%	84.2%	95.5%	100.0%
Superior Home Care, Inc.	100.0%	96.0%	100.0%	100.0%	100.0%	95.2%	97.6%	100.0%
Western Hills Home Care	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

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	2023	2023	2023	2023	2024	2024	2024
½ Historical Standard Deviation: 6.7%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	86.0%	91.5%	91.3%	96.1%	92.9%	94.1%	97.5%	97.3%
Always There Healthcare LLC	75.0%	100.0%	80.0%	100.0%	100.0%	100.0%	94.1%	95.5%
Amaramedical Health Care Services, Inc.	71.4%	87.5%	92.3%	82.6%	81.8%	88.2%	96.4%	86.4%
Assisted Care by Black Stone of CIN	91.7%	87.0%	84.6%	80.0%	72.7%	71.4%	85.2%	85.7%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%
Eastern Personnel Services, Inc.	50.0%	No Data	75.0%	80.0%	80.0%	100.0%	60.0%	87.5%
Helping Hands Private Duty Homecare	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	93.8%	90.9%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	88.2%	94.4%	100.0%	100.0%	90.0%	100.0%	96.8%	97.6%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	93.8%	58.8%	90.0%	95.0%	87.2%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Quality Care	88.5%	96.3%	93.8%	93.9%	97.0%	88.2%	98.1%	96.1%
Right at Home	No Data	No Data	No Data	100.0%	100.0%	94.1%	100.0%	100.0%
SH of Southern Ohio LLC	77.8%	60.0%	88.2%	93.8%	61.5%	84.2%	95.0%	97.1%
Superior Home Care, Inc.	95.5%	95.8%	100.0%	95.2%	100.0%	95.2%	97.7%	98.3%
Western Hills Home Care	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%	2022	2023	2023	2023	2023	2024	2024	2024
½ Historical Standard Deviation: 6.9%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
A Miracle Home Care	82.5%	82.6%	87.9%	86.2%	88.6%	84.2%	92.8%	91.9%
Always There Healthcare LLC	60.0%	70.0%	77.8%	91.7%	72.7%	90.9%	88.2%	96.2%
Amaramedical Health Care Services, Inc.	81.8%	79.2%	100.0%	92.9%	100.0%	95.7%	93.5%	93.8%
Assisted Care by Black Stone of CIN	78.6%	81.8%	86.0%	86.0%	77.8%	84.0%	94.6%	88.4%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	No Data	No Data	No Data	100.0%	50.0%
Eastern Personnel Services, Inc.	55.6%	No Data	66.7%	83.3%	85.7%	No Data	60.0%	87.5%
Helping Hands Private Duty Homecare	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	94.4%	95.0%	100.0%	94.7%	92.3%	94.7%	90.9%
Interim HomeStyles of Greater Cincinnati, Inc.	95.7%	87.5%	100.0%	100.0%	100.0%	100.0%	97.0%	95.1%
LCD Home Health Agency	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%
Nova Home Care	79.2%	91.3%	65.0%	73.7%	70.8%	92.0%	90.5%	98.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	50.0%	No Data	100.0%	50.0%	100.0%
Quality Care	67.6%	82.9%	82.5%	83.3%	79.5%	89.2%	83.6%	87.9%
Right at Home	No Data	No Data	No Data	100.0%	42.9%	68.4%	74.1%	78.6%
SH of Southern Ohio LLC	92.9%	85.7%	84.2%	95.2%	69.2%	81.8%	96.2%	87.8%
Superior Home Care, Inc.	89.3%	87.9%	100.0%	80.0%	96.4%	91.7%	92.3%	95.4%
Western Hills Home Care	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	100.0%	98.0%	100.0%	99.5%	97.6%	100.0%	99.7%	99.3%
Always There Healthcare LLC	80.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	93.9%	98.0%
Assisted Care by Black Stone of CIN	100.0%	97.0%	98.0%	100.0%	85.2%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%
Eastern Personnel Services, Inc.	100.0%	No Data	83.3%	100.0%	100.0%	100.0%	80.0%	100.0%
Helping Hands Private Duty Homecare	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%	94.7%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	97.0%	100.0%
LCD Home Health Agency	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	90.0%	89.5%	100.0%	95.8%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Quality Care	100.0%	97.1%	100.0%	100.0%	100.0%	94.6%	98.4%	98.3%
Right at Home	No Data	No Data	No Data	100.0%	100.0%	94.7%	100.0%	96.4%
SH of Southern Ohio LLC	100.0%	92.9%	100.0%	100.0%	84.6%	90.9%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	96.9%	100.0%	96.7%	100.0%	95.7%	96.2%	100.0%
Western Hills Home Care	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
A Miracle Home Care	99.2%	96.6%	95.9%	97.9%	94.7%	98.1%	97.3%	97.1%
Always There Healthcare LLC	75.0%	100.0%	87.5%	92.3%	81.8%	100.0%	94.1%	100.0%
Amaramedical Health Care Services, Inc.	90.9%	95.7%	100.0%	100.0%	100.0%	100.0%	93.9%	98.0%
Assisted Care by Black Stone of CIN	100.0%	97.0%	94.0%	94.1%	88.5%	96.0%	97.3%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%
Eastern Personnel Services, Inc.	100.0%	No Data	83.3%	100.0%	71.4%	No Data	60.0%	87.5%
Helping Hands Private Duty Homecare	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	95.8%	100.0%	93.8%	84.6%	100.0%	97.0%	100.0%
LCD Home Health Agency	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.8%	95.7%	90.0%	89.5%	95.7%	95.8%	95.1%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Quality Care	100.0%	100.0%	97.4%	97.1%	94.9%	89.2%	98.4%	98.3%
Right at Home	No Data	No Data	No Data	100.0%	85.7%	89.5%	88.9%	96.3%
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	100.0%	69.2%	90.9%	100.0%	97.6%
Superior Home Care, Inc.	96.4%	96.8%	100.0%	100.0%	96.6%	95.8%	96.2%	100.0%
Western Hills Home Care	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	99.2%	94.0%	96.7%	96.3%	94.6%	96.3%	97.0%	97.8%
Always There Healthcare LLC	75.0%	100.0%	100.0%	92.9%	100.0%	90.9%	88.9%	96.2%
Amaramedical Health Care Services, Inc.	90.9%	91.3%	93.8%	100.0%	100.0%	95.7%	90.9%	90.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	92.2%	98.0%	85.2%	96.0%	100.0%	97.7%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%
Eastern Personnel Services, Inc.	75.0%	No Data	100.0%	100.0%	85.7%	100.0%	60.0%	100.0%
Helping Hands Private Duty Homecare	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	94.4%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	95.8%	100.0%	87.5%	92.3%	93.8%	90.9%	100.0%
LCD Home Health Agency	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.8%	95.7%	85.0%	84.2%	95.8%	96.0%	97.6%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Quality Care	97.2%	94.3%	97.5%	86.1%	92.3%	91.9%	98.4%	93.2%
Right at Home	No Data	No Data	No Data	100.0%	100.0%	84.2%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	92.9%	100.0%	95.2%	69.2%	90.9%	96.2%	95.2%
Superior Home Care, Inc.	96.4%	97.0%	100.0%	96.7%	96.6%	95.8%	98.1%	100.0%
Western Hills Home Care	No Data	No Data	100.0%	No Data	100.0%	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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	98.4%	94.0%	97.3%	96.8%	95.8%	98.2%	97.8%	98.3%
Always There Healthcare LLC	80.0%	100.0%	100.0%	92.9%	100.0%	90.9%	94.4%	100.0%
Amaramedical Health Care Services, Inc.	90.9%	91.7%	94.1%	96.4%	100.0%	95.7%	90.9%	94.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	96.1%	98.0%	85.2%	96.0%	97.3%	97.7%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%
Eastern Personnel Services, Inc.	75.0%	No Data	83.3%	100.0%	83.3%	100.0%	80.0%	100.0%
Helping Hands Private Duty Homecare	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.7%	95.8%	100.0%	93.8%	100.0%	93.8%	93.9%	100.0%
LCD Home Health Agency	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.8%	100.0%	95.0%	84.2%	87.5%	92.0%	95.2%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Quality Care	94.3%	100.0%	97.5%	100.0%	94.9%	97.3%	100.0%	98.3%
Right at Home	No Data	No Data	No Data	100.0%	100.0%	89.5%	96.3%	100.0%
SH of Southern Ohio LLC	100.0%	92.9%	100.0%	100.0%	76.9%	86.4%	100.0%	97.6%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	96.7%	96.6%	100.0%	96.2%	100.0%
Western Hills Home Care	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%	2022	2023	2023	2023	2023	2024	2024	2024
½ Historical Standard Deviation: 6.0%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	100.0%	100.0%	88.9%	100.0%
A Miracle Home Care	92.2%	85.7%	88.2%	95.5%	94.5%	96.6%	96.8%	97.2%
Always There Healthcare LLC	75.0%	87.5%	57.1%	91.7%	72.7%	100.0%	93.8%	100.0%
Amaramedical Health Care Services, Inc.	66.7%	78.9%	84.6%	90.0%	72.7%	94.7%	86.7%	90.9%
Assisted Care by Black Stone of CIN	88.6%	91.3%	91.7%	82.1%	70.0%	81.0%	77.3%	93.5%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	No Data	50.0%	No Data	No Data	100.0%	No Data
Eastern Personnel Services, Inc.	50.0%	No Data	66.7%	75.0%	80.0%	100.0%	60.0%	85.7%
Helping Hands Private Duty Homecare	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.0%
Interim HomeStyles of Greater Cincinnati, Inc.	81.0%	100.0%	100.0%	100.0%	100.0%	84.6%	96.7%	97.6%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	100.0%	100.0%	75.0%	83.3%
Nova Home Care	100.0%	100.0%	73.3%	73.3%	100.0%	86.4%	91.9%	95.2%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	No Data	100.0%	100.0%	No Data
Quality Care	91.2%	90.0%	88.2%	93.9%	93.9%	97.0%	98.1%	94.2%
Right at Home	No Data	No Data	No Data	100.0%	100.0%	86.7%	100.0%	96.2%
SH of Southern Ohio LLC	91.7%	63.6%	80.0%	71.4%	63.6%	80.0%	94.7%	97.3%
Superior Home Care, Inc.	94.1%	85.7%	100.0%	86.4%	100.0%	84.2%	97.6%	100.0%
Western Hills Home Care	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Is your aide dependable?								
Historical Average: 89.6%	2022	2023	2023	2023	2023	2024	2024	2024
½ Historical Standard Deviation: 6.4%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	92.0%	88.6%	93.9%	91.5%	89.8%	89.8%	96.1%	95.1%
Always There Healthcare LLC	80.0%	90.0%	77.8%	92.9%	81.8%	90.9%	82.4%	100.0%
Amaramedical Health Care Services, Inc.	81.8%	83.3%	94.1%	96.4%	100.0%	95.5%	90.9%	90.0%
Assisted Care by Black Stone of CIN	85.5%	90.9%	88.0%	86.3%	77.8%	92.0%	94.6%	95.3%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	No Data	No Data	No Data	50.0%	50.0%
Eastern Personnel Services, Inc.	55.6%	No Data	66.7%	100.0%	85.7%	No Data	60.0%	87.5%
Helping Hands Private Duty Homecare	No Data	100.0%	No Data	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%	95.5%
Interim HomeStyles of Greater Cincinnati, Inc.	87.0%	91.7%	100.0%	100.0%	92.3%	100.0%	93.9%	100.0%
LCD Home Health Agency	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	83.3%	91.3%	65.0%	73.7%	87.5%	91.7%	92.9%	98.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	33.3%	No Data	100.0%	100.0%	100.0%
Quality Care	75.7%	91.2%	82.5%	80.0%	92.1%	81.1%	88.3%	89.5%
Right at Home	No Data	No Data	No Data	100.0%	85.7%	68.4%	85.2%	85.7%
SH of Southern Ohio LLC	92.9%	92.9%	94.7%	95.2%	69.2%	72.7%	96.2%	92.9%
Superior Home Care, Inc.	96.3%	93.8%	100.0%	90.0%	100.0%	95.8%	96.2%	98.5%
Western Hills Home Care	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2022	2023	2023	2023	2023	2024	2024	2024
½ Historical Standard Deviation: 6.6%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
A Miracle Home Care	90.4%	89.3%	89.1%	90.3%	90.2%	90.7%	95.6%	95.6%
Always There Healthcare LLC	80.0%	90.0%	87.5%	92.3%	63.6%	90.9%	94.1%	100.0%
Amaramedical Health Care Services, Inc.	81.8%	86.4%	88.2%	89.3%	93.8%	91.3%	93.8%	87.8%
Assisted Care by Black Stone of CIN	100.0%	93.9%	85.7%	84.3%	84.6%	76.0%	97.3%	95.3%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%
Eastern Personnel Services, Inc.	55.6%	No Data	66.7%	83.3%	85.7%	100.0%	60.0%	87.5%
Helping Hands Private Duty Homecare	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	94.4%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	91.3%	87.0%	100.0%	87.5%	92.3%	100.0%	97.0%	100.0%
LCD Home Health Agency	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	91.3%	80.0%	78.9%	91.7%	87.5%	90.5%	97.9%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Quality Care	86.5%	88.2%	92.5%	91.4%	92.1%	83.8%	96.7%	94.8%
Right at Home	No Data	No Data	No Data	100.0%	100.0%	78.9%	100.0%	96.4%
SH of Southern Ohio LLC	100.0%	92.9%	94.7%	100.0%	50.0%	76.2%	100.0%	97.6%
Superior Home Care, Inc.	96.3%	93.8%	97.0%	96.7%	96.4%	91.7%	94.3%	100.0%
Western Hills Home Care	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	97.9%	98.9%	98.6%	97.8%	95.6%	99.2%	99.2%	98.7%
Maple Knoll Outreach Services for Seniors	98.4%	97.2%	99.6%	95.8%	99.2%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	96.0%	98.8%	99.2%	97.6%	97.7%	94.3%	98.1%	97.6%
Meals on Wheels of SW Ohio and Northern Kentucky	98.5%	97.6%	97.9%	97.3%	96.8%	96.6%	98.3%	98.4%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	98.7%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	97.4%	100.0%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	96.8%	97.8%	100.0%	100.0%	99.1%	99.3%
Meals on Wheels of SW Ohio and Northern Kentucky	99.7%	98.6%	100.0%	98.9%	98.6%	99.0%	99.0%	99.6%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	98.0%	97.7%	97.8%	98.1%	90.7%	100.0%	97.6%	99.0%
Maple Knoll Outreach Services for Seniors	94.7%	97.1%	97.1%	92.5%	96.8%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	86.4%	97.5%	97.1%	95.7%	94.6%	87.5%	97.5%	96.5%
Meals on Wheels of SW Ohio and Northern Kentucky	96.9%	95.9%	95.8%	94.7%	94.7%	94.0%	96.1%	96.7%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Delivered Meals SASI Scores

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%
Maple Knoll Outreach Services for Seniors	97.4%	100.0%	100.0%	97.5%	100.0%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	99.3%
Meals on Wheels of SW Ohio and Northern Kentucky	99.1%	99.4%	99.5%	99.5%	99.0%	98.2%	99.6%	99.6%

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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	97.5%	100.0%	100.0%	100.0%	97.2%	100.0%	100.0%	97.8%
Maple Knoll Outreach Services for Seniors	100.0%	96.0%	100.0%	94.4%	100.0%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%	99.1%	97.6%
Meals on Wheels of SW Ohio and Northern Kentucky	99.1%	98.4%	98.7%	97.9%	97.9%	98.4%	98.9%	98.8%

Do you eat your home delivered meals?								
Historical Average: 98.8%								
½ Historical Standard Deviation: 0.8%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	98.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	97.5%	100.0%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	95.3%	100.0%	99.3%
Meals on Wheels of SW Ohio and Northern Kentucky	99.4%	99.4%	100.0%	98.4%	99.5%	98.7%	99.5%	99.3%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?								
Historical Average: 93.6%	2022	2023	2023	2023	2023	2024	2024	2024
½ Historical Standard Deviation: 2.8%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	93.9%	95.5%	93.3%	94.2%	90.7%	93.9%	98.8%	94.9%
Maple Knoll Outreach Services for Seniors	94.9%	87.9%	100.0%	92.3%	96.8%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	90.9%	97.5%	100.0%	93.8%	94.7%	90.6%	94.3%	90.9%
Meals on Wheels of SW Ohio and Northern Kentucky	96.0%	93.4%	92.9%	93.9%	92.9%	91.1%	95.3%	95.2%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%	2022	2023	2023	2023	2023	2024	2024	2024
½ Historical Standard Deviation: 1.8%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	97.9%	100.0%	97.8%	94.2%	93.0%	100.0%	100.0%	99.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	97.4%	100.0%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	90.9%	95.0%	100.0%	95.7%	92.1%	93.7%	96.7%	99.3%
Meals on Wheels of SW Ohio and Northern Kentucky	98.5%	97.8%	98.2%	96.3%	95.7%	95.8%	98.8%	98.4%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%	2022	2023	2023	2023	2023	2024	2024	2024
½ Historical Standard Deviation: 1.6%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	No Data	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data
Deupree Meals on Wheels	98.0%	97.7%	100.0%	98.1%	95.3%	100.0%	100.0%	99.0%
Maple Knoll Outreach Services for Seniors	100.0%	97.1%	100.0%	97.5%	100.0%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	97.8%	100.0%	90.6%	98.4%	98.6%
Meals on Wheels of SW Ohio and Northern Kentucky	99.4%	98.1%	98.4%	98.9%	95.9%	97.6%	99.5%	99.3%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	89.1%	99.1%	98.3%	98.9%	98.0%	98.2%	98.1%	100.0%
A-List Cleaning & Transportation	98.3%	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	100.0%	100.0%	100.0%	99.5%	98.7%	99.2%
Cincinnati Medical Transportation	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	100.0%	96.1%	98.9%	100.0%	100.0%	100.0%	99.4%	100.0%
I Care Transportation LLC	100.0%	90.2%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	80.0%	95.4%	98.3%	95.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	97.2%	93.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	99.1%	92.0%	95.0%	100.0%	No Data	95.0%	95.0%	No Data
Ny's Transportation	No Data	No Data	100.0%	100.0%	100.0%	50.5%	100.0%	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	90.9%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	96.7%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	99.3%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	100.0%	95.7%	99.0%	100.0%	No Data	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	94.0%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	90.9%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	89.5%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Ny's Transportation	No Data	No Data	100.0%	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	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	100.0%	92.9%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	100.0%	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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	100.0%	100.0%	100.0%	96.3%	100.0%	94.1%	97.4%	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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	100.0%	94.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	94.7%	100.0%	100.0%	No Data	75.0%	100.0%	No Data
Ny's Transportation	No Data	No Data	100.0%	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	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	100.0%	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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	50.0%	100.0%	96.0%	100.0%	100.0%	93.8%	94.6%	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	100.0%	100.0%	100.0%	100.0%	91.3%	91.7%
Cincinnati Medical Transportation	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	100.0%	100.0%	97.2%	100.0%	100.0%	100.0%	94.1%	100.0%
I Care Transportation LLC	100.0%	72.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	75.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	92.5%	92.6%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	94.4%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Ny's Transportation	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	100.0%	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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	40.0%	100.0%	96.2%	100.0%	100.0%	100.0%	94.6%	100.0%
A-List Cleaning & Transportation	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	100.0%	100.0%	100.0%	94.7%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	100.0%	100.0%	92.1%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	75.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Ny's Transportation	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	83.3%	100.0%	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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Ny's Transportation	No Data	No Data	100.0%	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	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	88.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	100.0%	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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	100.0%	100.0%	96.2%	96.3%	100.0%	100.0%	97.4%	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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	94.7%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Ny's Transportation	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	100.0%	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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	100.0%	82.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	71.4%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	72.7%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	93.1%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	90.9%	83.3%	100.0%	100.0%	No Data	100.0%	50.0%	No Data
Ny's Transportation	No Data	No Data	100.0%	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	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	92.9%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	100.0%	71.4%	90.0%	100.0%	No Data	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%								
½ Historical Standard Deviation: 4.5%								
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	100.0%	90.9%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	100.0%	83.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	90.9%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	93.3%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	68.4%	50.0%	100.0%	No Data	100.0%	100.0%	No Data
Ny's Transportation	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	78.9%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	57.1%	100.0%	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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	100.0%	100.0%	96.2%	96.3%	100.0%	94.1%	97.4%	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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	83.3%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	98.3%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	94.7%	100.0%	100.0%	No Data	75.0%	100.0%	No Data
Ny's Transportation	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	100.0%	92.9%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	100.0%	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%								
½ Historical Standard Deviation: 2.4%								
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Ny's Transportation	No Data	No Data	100.0%	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	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Traveling Seniors Transportation	No Data	100.0%	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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coordination	100.0%	91.9%	98.4%	100.0%	93.5%	99.0%	97.9%	95.7%

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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coordination	46.7%	78.6%	60.0%	13.8%	13.3%	4.1%	7.3%	9.0%

Was scheduling your ride with the Transportation Coordination Center easy?

	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coordination	100.0%	100.0%	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%

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

Historical Average: ERROR!	2022	2023	2023	2023	2023	2024	2024	2024
1/2 Historical Standard Deviation: ERROR!	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coordination	98.8%	99.6%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%

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



Appendix A: Methodology for SASI Analysis

Hamilton County ESP

Methodology for Calculating Historical Average, ½ Historical Standard Deviation, and Establishing Color Coding Schema

1. SASI counts and Yes/No answers for each SASI question from 24,383 SASIs collected over a two year period from October 1st, 2022 through September 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

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