



Hamilton County



Provider Quality Report

Quarter 4, 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
Saint Joseph Construction	Minor Home Mod	12/26/2024
Universal Transportation Systems (UTS)	Transportation	1/31/2024
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2023

Provider	Service Delivered - New	Effective
101 Mobility	Minor Home Mod	4/1/2024
360 Total Care	Adult Day Service	6/1/2024
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Arrow Heating Cooling and Home Maintenance	Environmental – Chore	11/1/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Right at Home	Home Care Assistance	7/17/2023
Western Hills Home Care LLC	Home Care Assistance	7/1/2023

Provider	Service On Hold	Effective
Amaramedical Health Care Services, Inc.	Home Care Assistance	9/7/2022 - 2/3/2023
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022 - 4/12/2023
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									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Active Day of Cincinnati	477	560	589	554	416	431	381	325	3,730
Bayley Life ADC	767	809	743	716	650	669	596	549	5,497
Day Share Senior Services	179	226	210	241	176	97	90	90	1,307
Lincoln Heights Outreach Inc.	179	238	231	222	256	249	254	242	1,869
Northwest Adult Services Pioneer Home Healthcare	14	35	16	33	29	27	26	31	211
Total Billable Units	1,615	1,867	1,788	1,765	1,527	1,472	1,346	1,236	12,614

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Active Day of Cincinnati	29.50%	29.97%	32.92%	31.37%	27.22%	29.26%	28.31%	26.29%
Bayley Life ADC	47.46%	43.33%	41.57%	40.55%	42.58%	45.46%	44.24%	44.38%
Day Share Senior Services	11.08%	12.10%	11.72%	13.63%	11.53%	6.56%	6.65%	7.28%
Lincoln Heights Outreach Inc.	11.08%	12.72%	12.90%	12.58%	16.77%	16.89%	18.87%	19.54%
Northwest Adult Services Pioneer Home Healthcare	0.87%	1.87%	0.90%	1.87%	1.90%	1.83%	1.93%	2.51%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Active Day of Cincinnati	19	21	21	20	18	15	17	15	18
Bayley Life ADC	26	30	27	30	29	30	26	23	28
Day Share Senior Services	6	8	8	7	7	5	4	4	6
Lincoln Heights Outreach Inc.	5	7	6	6	9	9	7	7	7
Northwest Adult Services Pioneer Home Healthcare	1	1	1	1	1	1	2	2	1
Total Distinct Clients Served	57	67	63	64	64	60	56	51	12



Provider Quality Report: Service Metrics

Hamilton County ESP

Consumer Directed Care

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Palco, Inc.	38,217	35,075	37,692	37,988	29,127	39,560	35,038	34,026	286,722
Total Billable Units	38,217	35,075	37,692	37,988	29,127	39,560	35,038	34,026	286,722

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
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									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Palco, Inc.	355	374	401	376	341	354	381	364	368
Total Distinct Clients Served	355	374	401	376	341	354	381	364	368



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Billable Units									
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Total Billable Units
A Best Home Care, Inc.	326	411	474	662	614	630	524	722	4,361
A Miracle Home Care	33,415	35,652	37,839	38,749	38,626	36,967	34,310	34,162	289,720
Always There Healthcare LLC	1,641	1,572	1,876	1,992	2,344	2,277	1,985	2,053	15,738
Amaramedical Health Care Services, Inc.	4,923	5,080	4,520	4,318	4,525	4,117	4,254	4,201	35,936
Assisted Care by Black Stone of CIN	7,261	7,132	6,127	4,661	3,627	3,703	3,755	3,834	40,099
Comfort and Care Home Health Agency, Inc.	91	174	150	193	292	303	286	231	1,719
Day Share Senior Services	464	474	463	427	334	368	374	395	3,299
Eastern Personnel Services, Inc.	804	1,674	1,157	1,302	944	621	761	1,188	8,450
Hillebrand Home Health	3,553	3,051	2,883	2,618	2,805	2,629	2,690	2,444	22,672
Interim HomeStyles of Greater Cincinnati, Inc.	3,611	2,420	3,766	4,074	3,130	3,085	3,168	3,011	26,263
LCD Home Health Agency	273	286	281	456	704	914	897	1,004	4,814
Nova Home Care	5,502	5,447	5,483	5,881	6,015	5,572	4,951	4,589	43,440
Prime Home Care, LLC	304	332	369	322	155	164	322	480	2,447
Quality Care	7,362	7,174	6,847	6,708	6,037	5,467	5,649	5,851	51,094
Right at Home	0	0	424	1,497	1,704	2,256	2,421	2,317	10,618
SH of Southern Ohio LLC	2,530	3,120	2,100	1,984	1,958	2,158	3,067	3,111	20,026
Superior Home Care, Inc.	5,073	5,199	5,042	4,885	4,142	4,806	4,974	4,809	38,930
Western Hills Home Care	0	0	625	1,131	1,089	990	1,101	1,017	5,952
Total Billable Units	77,131	79,198	80,424	81,858	79,043	77,023	75,484	75,416	625,578

Market Share								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
A Best Home Care, Inc.	0.42%	0.52%	0.59%	0.81%	0.78%	0.82%	0.69%	0.96%
A Miracle Home Care	43.32%	45.02%	47.05%	47.34%	48.87%	47.99%	45.45%	45.30%
Always There Healthcare LLC	2.13%	1.98%	2.33%	2.43%	2.96%	2.96%	2.63%	2.72%
Amaramedical Health Care Services, Inc.	6.38%	6.41%	5.62%	5.28%	5.72%	5.34%	5.63%	5.57%
Assisted Care by Black Stone of CIN	9.41%	9.01%	7.62%	5.69%	4.59%	4.81%	4.97%	5.08%
Comfort and Care Home Health Agency, Inc.	0.12%	0.22%	0.19%	0.24%	0.37%	0.39%	0.38%	0.31%
Day Share Senior Services	0.60%	0.60%	0.58%	0.52%	0.42%	0.48%	0.49%	0.52%
Eastern Personnel Services, Inc.	1.04%	2.11%	1.44%	1.59%	1.19%	0.81%	1.01%	1.57%
Hillebrand Home Health	4.61%	3.85%	3.58%	3.20%	3.55%	3.41%	3.56%	3.24%
Interim HomeStyles of Greater Cincinnati, Inc.	4.68%	3.06%	4.68%	4.98%	3.96%	4.00%	4.20%	3.99%
LCD Home Health Agency	0.35%	0.36%	0.35%	0.56%	0.89%	1.19%	1.19%	1.33%
Nova Home Care	7.13%	6.88%	6.82%	7.18%	7.61%	7.23%	6.56%	6.08%
Prime Home Care, LLC	0.39%	0.42%	0.46%	0.39%	0.20%	0.21%	0.43%	0.64%
Quality Care	9.54%	9.06%	8.51%	8.19%	7.64%	7.10%	7.48%	7.76%
Right at Home	0	0	0.53%	1.83%	2.16%	2.93%	3.21%	3.07%
SH of Southern Ohio LLC	3.28%	3.94%	2.61%	2.42%	2.48%	2.80%	4.06%	4.12%
Superior Home Care, Inc.	6.58%	6.56%	6.27%	5.97%	5.24%	6.24%	6.59%	6.38%
Western Hills Home Care	0	0	0.78%	1.38%	1.38%	1.29%	1.46%	1.35%
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									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
A Best Home Care, Inc.	6	9	13	14	14	13	14	21	13
A Miracle Home Care	926	958	1,008	1,046	996	942	915	922	964
Always There Healthcare LLC	47	48	51	66	71	65	59	56	58
Amaramedical Health Care Services, Inc.	108	116	105	94	107	105	115	107	107
Assisted Care by Black Stone of CIN	235	209	180	141	108	99	96	95	145
Comfort and Care Home Health Agency, Inc.	9	6	5	3	4	5	5	3	5
Day Share Senior Services	13	13	12	11	9	8	8	9	10
Eastern Personnel Services, Inc.	27	27	31	32	26	19	35	50	31
Hillebrand Home Health	73	68	67	59	64	60	58	53	63
Interim HomeStyles of Greater Cincinnati, Inc.	101	98	93	88	85	84	89	83	90
LCD Home Health Agency	6	5	6	11	21	23	23	23	15
Nova Home Care	143	140	140	126	127	115	110	103	126
Prime Home Care, LLC	10	10	9	9	5	3	11	11	9
Quality Care	206	217	200	186	184	166	163	148	184
Right at Home	0	0	40	65	71	78	82	73	68
SH of Southern Ohio LLC	88	103	88	77	78	83	112	94	90
Superior Home Care, Inc.	176	189	187	163	152	172	157	138	167
Western Hills Home Care	0	0	24	31	31	30	30	29	29
Total Distinct Clients Served	2,174	2,216	2,259	2,222	2,153	2,070	2,082	2,018	123



Provider Quality Report: Service Metrics

Hamilton County ESP

Electronic Monitoring System

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	6,758	8,923	7,154	7,717	7,316	7,049	6,723	6,024	57,663
Total Billable Units	6,758	8,923	7,154	7,717	7,316	7,049	6,723	6,024	57,663

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,649	2,689	2,567	2,578	2,508	2,351	2,238	2,118	2,462
Total Distinct Clients Served	2,649	2,689	2,567	2,578	2,508	2,351	2,238	2,118	2,462



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Delivered Meals

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Deupree Meals on Wheels	19,873	19,006	18,534	17,437	17,035	15,548	14,967	14,402	136,802
Maple Knoll Outreach Services for Seniors	14,893	13,970	13,270	8,881	120	0	0	0	51,134
Mayerson JCC (Jewish Community Center)	15,772	16,244	16,665	19,686	26,120	28,671	26,971	27,446	177,575
Meals on Wheels of SW Ohio and Northern Kentucky	140,418	149,539	148,552	159,637	153,126	149,800	143,275	146,118	1,190,465
Total Billable Units	190,956	198,759	197,021	205,641	196,401	194,019	185,213	187,966	1,555,976

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Deupree Meals on Wheels	10.41%	9.56%	9.41%	8.48%	8.67%	8.01%	8.08%	7.66%
Maple Knoll Outreach Services for Seniors	7.80%	7.03%	6.74%	4.32%	0.06%	0	0	0
Mayerson JCC (Jewish Community Center)	8.26%	8.17%	8.46%	9.57%	13.30%	14.78%	14.56%	14.60%
Meals on Wheels of SW Ohio and Northern Kentucky	73.53%	75.24%	75.40%	77.63%	77.97%	77.21%	77.36%	77.74%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Deupree Meals on Wheels	283	270	256	240	233	214	205	200	238
Maple Knoll Outreach Services for Seniors	232	215	204	165	11	0	0	0	165
Mayerson JCC (Jewish Community Center)	235	230	246	338	415	420	395	370	331
Meals on Wheels of SW Ohio and Northern Kentucky	2,156	2,227	2,258	2,339	2,290	2,187	2,097	1,986	2,193
Total Distinct Clients Served	2,906	2,942	2,964	3,082	2,949	2,821	2,697	2,556	790



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Medical Equipment

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
American Ramp Systems	35	46	49	44	36	20	30	24	284
Bernens Medical	176	157	157	152	145	136	130	86	1,139
Home First	4	2	5	2	18	13	1	5	50
HomeCare Mattress Inc.	0	0	0	0	0	1	2	0	3
Janz Medical Supply	0	0	0	0	0	0	4	8	12
Mullaney's Pharmacy & Home Health Care	81	88	89	46	14	0	0	0	318
Stateline Medical Equipment	5	7	7	4	0	1	7	0	31
Total Billable Units	301	300	307	248	213	171	174	123	1,837

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
American Ramp Systems	11.63%	15.33%	15.96%	17.74%	16.90%	11.70%	17.24%	19.51%
Bernens Medical	58.47%	52.33%	51.14%	61.29%	68.08%	79.53%	74.71%	69.92%
Home First	1.33%	0.67%	1.63%	0.81%	8.45%	7.60%	0.57%	4.07%
HomeCare Mattress Inc.	0	0	0	0	0	0.58%	1.15%	0
Janz Medical Supply	0	0	0	0	0	0	2.30%	6.50%
Mullaney's Pharmacy & Home Health Care	26.91%	29.33%	28.99%	18.55%	6.57%	0	0	0
Stateline Medical Equipment	1.66%	2.33%	2.28%	1.61%	0	0.58%	4.02%	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
American Ramp Systems	14	19	18	18	15	10	9	10	14
Bernens Medical	142	134	120	122	106	105	97	65	111
Home First	4	2	5	2	17	12	1	5	6
HomeCare Mattress Inc.	0	0	0	0	0	1	2	0	2
Janz Medical Supply	0	0	0	0	0	0	4	7	6
Mullaney's Pharmacy & Home Health Care	71	79	73	46	11	0	0	0	56
Stateline Medical Equipment	4	7	7	4	0	1	7	0	5
Total Distinct Clients Served	235	241	223	192	149	129	120	87	35



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Modification

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
American Ramp Systems	0	0	0	0	0	0	0	1	1
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	1	0	0	0	2	3
Custom Home Elevator & Lift Co. Inc.	7	4	8	1	1	1	1	1	24
Home First	11	7	6	4	2	0	4	5	39
HomeCare Mattress Inc.	0	0	0	0	0	0	2	0	2
MedAdapt Ltd.	26	30	31	34	4	0	13	9	147
Stateline Medical Equipment	15	30	24	12	6	0	12	6	105
Tri-State Maintenance	16	16	15	23	6	5	16	8	105
Total Billable Units	75	87	84	75	19	6	48	32	426

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
American Ramp Systems	0	0	0	0	0	0	0	3.13%
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	1.33%	0	0	0	6.25%
Custom Home Elevator & Lift Co. Inc.	9.33%	4.60%	9.52%	1.33%	5.26%	16.67%	2.08%	3.13%
Home First	14.67%	8.05%	7.14%	5.33%	10.53%	0	8.33%	15.63%
HomeCare Mattress Inc.	0	0	0	0	0	0	4.17%	0
MedAdapt Ltd.	34.67%	34.48%	36.90%	45.33%	21.05%	0	27.08%	28.13%
Stateline Medical Equipment	20.00%	34.48%	28.57%	16.00%	31.58%	0	25.00%	18.75%
Tri-State Maintenance	21.33%	18.39%	17.86%	30.67%	31.58%	83.33%	33.33%	25.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
American Ramp Systems	0	0	0	0	0	0	0	1	1
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	1	0	0	0	1	1
Custom Home Elevator & Lift Co. Inc.	7	4	8	1	1	1	1	1	3
Home First	11	5	6	4	2	0	4	5	5
HomeCare Mattress Inc.	0	0	0	0	0	0	2	0	2
MedAdapt Ltd.	25	29	31	31	4	0	13	9	20
Stateline Medical Equipment	15	30	24	11	5	0	12	6	15
Tri-State Maintenance	16	16	15	19	6	5	16	8	13
Total Distinct Clients Served	74	84	84	67	18	6	48	31	10



Provider Quality Report: Service Metrics

Hamilton County ESP

Independent Living Assistance

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Jewish Family Service	0	0	27	143	97	205	86	106	662
Meals on Wheels of SW Ohio and Northern Kentucky	522	491	426	527	596	598	488	497	4,144
Total Billable Units	522	491	453	670	693	803	573	602	4,806

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Jewish Family Service	0	0	5.91%	21.36%	13.94%	25.47%	14.92%	17.52%	
Meals on Wheels of SW Ohio and Northern Kentucky	100.00%	100.00%	94.09%	78.64%	86.06%	74.53%	85.08%	82.48%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Jewish Family Service	0	0	7	12	11	16	16	13	13
Meals on Wheels of SW Ohio and Northern Kentucky	70	60	48	56	67	73	77	76	66
Total Distinct Clients Served	70	60	55	68	78	89	93	89	43



Provider Quality Report: Service Metrics

Hamilton County ESP

Major Housecleaning

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	2	6	11	8	5	10	3	3	48
Total Billable Units	2	6	11	8	5	10	3	3	48

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

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Home First	2	6	11	8	4	10	3	3	6
Total Distinct Clients Served	2	6	11	8	4	10	3	3	6



Provider Quality Report: Service Metrics

Hamilton County ESP

Pest Control

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	29	44	38	32	20	2	0	0	165
Milts Termite & Pest Control	20	23	17	21	15	22	19	18	155
Total Billable Units	49	67	55	53	35	24	19	18	320

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
All Gone Termite & Pest Control, Inc.	59.18%	65.67%	69.09%	60.38%	57.14%	8.33%	0	0	
Milts Termite & Pest Control	40.82%	34.33%	30.91%	39.62%	42.86%	91.67%	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									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	11	14	18	12	7	1	0	0	11
Milts Termite & Pest Control	11	10	9	9	9	9	8	9	9
Total Distinct Clients Served	22	24	27	21	16	10	8	9	10



Provider Quality Report: Service Metrics

Hamilton County ESP

Transportation

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
home52 Transportation	10,962	10,896	13,007	12,149	11,552	11,559	10,428	9,564	90,117
Total Billable Units	10,962	10,898	13,016	12,149	11,552	11,559	10,428	9,564	90,128

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
home52 Transportation	100.00%	99.98%	99.93%	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									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
home52 Transportation	707	727	778	754	737	726	720	689	730
Total Distinct Clients Served	707	728	779	754	737	726	720	689	584



Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton County ESP SASI Counts

Home Care Assistance								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	0	1	2	2	2	12	5	7
A Miracle Home Care	151	153	191	169	219	365	413	317
Always There Healthcare LLC	10	10	14	11	11	18	27	27
Amaramedical Health Care Services, Inc.	24	17	28	16	23	33	50	32
Assisted Care by Black Stone of CIN	34	51	51	27	27	37	43	42
Comfort and Care Home Health Agency, Inc.	0	1	3	0	0	2	2	2
Eastern Personnel Services, Inc.	0	6	6	7	1	5	8	18
Helping Hands Private Duty Homecare	1	0	0	0	0	0	0	0
Hillebrand Home Health	18	20	7	19	13	19	23	18
Interim HomeStyles of Greater Cincinnati, Inc.	24	16	16	13	16	33	43	27
LCD Home Health Agency	0	1	1	3	2	6	6	13
Nova Home Care	23	20	19	24	25	42	49	31
Prime Home Care, LLC	0	2	3	1	1	2	1	4
Quality Care	36	40	36	39	37	61	59	67
Right at Home	0	0	1	7	19	27	29	24
SH of Southern Ohio LLC	14	19	21	13	22	26	42	37
Superior Home Care, Inc.	33	33	30	29	24	53	67	51
Western Hills Home Care	0	1	0	6	2	14	13	12

Home Delivered Meals								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	0	2	0	0	1	0	0	0
Deupree Meals on Wheels	44	45	52	43	49	85	99	66
Maple Knoll Outreach Services for Seniors	34	35	40	31	0	0	0	0
Mayerson JCC (Jewish Community Center)	40	34	48	38	64	123	144	117
Meals on Wheels of SW Ohio and Northern Kentucky	318	383	379	394	453	748	826	663

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	70.0%	100.0%	100.0%	100.0%	98.9%	94.0%	95.7%
A Miracle Home Care	91.3%	93.3%	94.5%	93.3%	94.3%	96.7%	96.7%	96.8%
Always There Healthcare LLC	93.8%	85.3%	93.9%	87.3%	94.5%	93.0%	98.4%	93.9%
Amaramedical Health Care Services, Inc.	87.4%	93.3%	93.5%	94.8%	95.2%	92.4%	92.0%	97.4%
Assisted Care by Black Stone of CIN	93.5%	90.6%	89.9%	80.0%	87.1%	94.4%	93.9%	98.5%
Comfort and Care Home Health Agency, Inc.	No Data	90.0%	40.0%	No Data	No Data	95.0%	50.0%	100.0%
Day Share Senior Services	95.0%	No Data	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%
Eastern Personnel Services, Inc.	No Data	79.2%	90.2%	84.1%	70.0%	64.0%	91.1%	81.5%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	97.7%	99.5%	100.0%	98.8%	92.9%	98.9%	97.7%	99.2%
Interim HomeStyles of Greater Cincinnati, Inc.	94.3%	100.0%	95.6%	95.2%	97.2%	95.7%	99.0%	98.5%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	95.8%	98.3%	98.5%
Nova Home Care	96.0%	82.3%	76.8%	90.4%	92.7%	93.6%	98.9%	97.7%
Prime Home Care, LLC	No Data	100.0%	78.3%	0.0%	100.0%	95.0%	90.0%	100.0%
Quality Care	93.4%	92.9%	92.3%	93.1%	90.3%	95.8%	94.5%	94.3%
Right at Home	No Data	No Data	100.0%	89.8%	85.4%	94.4%	95.1%	93.1%
SH of Southern Ohio LLC	85.7%	93.6%	94.0%	67.2%	83.8%	97.4%	96.3%	91.0%
Superior Home Care, Inc.	94.4%	99.7%	93.8%	98.3%	94.1%	96.2%	99.2%	98.3%
Western Hills Home Care	No Data	70.0%	No Data	100.0%	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%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	93.1%	93.2%	94.6%	94.6%	95.3%	96.6%	97.3%	97.3%
Always There Healthcare LLC	100.0%	85.7%	100.0%	100.0%	90.0%	100.0%	95.7%	92.0%
Amaramedical Health Care Services, Inc.	80.0%	85.7%	87.0%	100.0%	95.2%	93.1%	90.9%	93.8%
Assisted Care by Black Stone of CIN	96.4%	90.2%	90.2%	72.7%	78.3%	100.0%	85.7%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	No Data	No Data	100.0%	100.0%	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	100.0%	80.0%	83.3%	100.0%	60.0%	87.5%	77.8%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	95.2%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.2%	100.0%	100.0%	100.0%	100.0%	96.8%	100.0%	96.0%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.2%	85.7%	62.5%	85.0%	95.2%	94.9%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	93.8%	97.1%	97.1%	94.4%	90.6%	98.2%	94.4%	95.2%
Right at Home	No Data	No Data	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	83.3%	94.1%	89.5%	58.3%	84.2%	95.5%	100.0%	93.8%
Superior Home Care, Inc.	96.0%	100.0%	100.0%	100.0%	95.2%	97.6%	100.0%	97.7%
Western Hills Home Care	No Data	No Data	No Data	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

Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 6.7%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	91.5%	91.3%	96.1%	92.9%	94.1%	97.5%	97.3%	98.3%
Always There Healthcare LLC	100.0%	80.0%	100.0%	100.0%	100.0%	94.1%	95.7%	96.2%
Amaramedical Health Care Services, Inc.	87.5%	92.3%	82.6%	81.8%	88.2%	96.4%	86.4%	93.3%
Assisted Care by Black Stone of CIN	87.0%	84.6%	80.0%	72.7%	71.4%	85.2%	85.7%	96.9%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	75.0%	80.0%	80.0%	100.0%	60.0%	87.5%	77.8%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	93.8%	90.9%	100.0%	100.0%	92.3%
Interim HomeStyles of Greater Cincinnati, Inc.	94.4%	100.0%	100.0%	90.0%	100.0%	96.8%	97.6%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	93.8%	58.8%	90.0%	95.0%	87.2%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	96.3%	93.8%	93.9%	97.0%	88.2%	98.1%	96.1%	98.4%
Right at Home	No Data	No Data	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	60.0%	88.2%	93.8%	61.5%	84.2%	95.0%	97.1%	91.4%
Superior Home Care, Inc.	95.8%	100.0%	95.2%	100.0%	95.2%	97.7%	98.3%	100.0%
Western Hills Home Care	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 6.9%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	85.7%
A Miracle Home Care	82.6%	87.9%	86.2%	88.6%	84.2%	92.8%	91.9%	93.9%
Always There Healthcare LLC	70.0%	77.8%	91.7%	72.7%	90.9%	88.2%	96.3%	88.9%
Amaramedical Health Care Services, Inc.	79.2%	100.0%	92.9%	100.0%	95.7%	93.5%	93.8%	96.9%
Assisted Care by Black Stone of CIN	81.8%	86.0%	86.0%	77.8%	84.0%	94.6%	88.4%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	No Data	No Data	No Data	100.0%	50.0%	100.0%
Day Share Senior Services	83.3%	No Data	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Eastern Personnel Services, Inc.	No Data	66.7%	83.3%	85.7%	No Data	60.0%	87.5%	76.5%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	94.4%	95.0%	100.0%	94.7%	92.3%	94.7%	90.9%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	87.5%	100.0%	100.0%	100.0%	100.0%	97.0%	95.1%	96.2%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%
Nova Home Care	91.3%	65.0%	73.7%	70.8%	92.0%	90.5%	98.0%	90.0%
Prime Home Care, LLC	No Data	100.0%	50.0%	No Data	100.0%	50.0%	100.0%	100.0%
Quality Care	82.9%	82.5%	83.3%	79.5%	89.2%	83.6%	87.9%	89.2%
Right at Home	No Data	No Data	100.0%	42.9%	68.4%	74.1%	79.3%	73.9%
SH of Southern Ohio LLC	85.7%	84.2%	95.2%	69.2%	81.8%	96.2%	87.8%	91.9%
Superior Home Care, Inc.	87.9%	100.0%	80.0%	96.4%	91.7%	92.3%	95.4%	98.0%
Western Hills Home Care	No Data	100.0%	No Data	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

Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.7%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	98.0%	100.0%	99.5%	97.6%	100.0%	99.7%	99.3%	99.0%
Always There Healthcare LLC	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	93.9%	98.0%	100.0%
Assisted Care by Black Stone of CIN	97.0%	98.0%	100.0%	85.2%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	83.3%	100.0%	100.0%	100.0%	80.0%	100.0%	94.4%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	92.3%	94.7%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	93.8%	100.0%	100.0%	97.0%	100.0%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	90.0%	89.5%	100.0%	95.8%	100.0%	100.0%	96.8%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	97.1%	100.0%	100.0%	100.0%	94.6%	98.4%	98.3%	100.0%
Right at Home	No Data	No Data	100.0%	100.0%	94.7%	100.0%	96.6%	95.8%
SH of Southern Ohio LLC	92.9%	100.0%	100.0%	84.6%	90.9%	100.0%	100.0%	91.9%
Superior Home Care, Inc.	96.9%	100.0%	96.7%	100.0%	95.7%	96.2%	100.0%	100.0%
Western Hills Home Care	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 3.4%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
A Miracle Home Care	96.6%	95.9%	97.9%	94.7%	98.1%	97.3%	97.1%	96.5%
Always There Healthcare LLC	100.0%	87.5%	92.3%	81.8%	100.0%	94.1%	100.0%	96.3%
Amaramedical Health Care Services, Inc.	95.7%	100.0%	100.0%	100.0%	100.0%	93.9%	98.0%	100.0%
Assisted Care by Black Stone of CIN	97.0%	94.0%	94.1%	88.5%	96.0%	97.3%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%
Day Share Senior Services	66.7%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	83.3%	100.0%	71.4%	No Data	60.0%	87.5%	83.3%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.8%	100.0%	93.8%	84.6%	100.0%	97.0%	100.0%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.7%	90.0%	89.5%	95.7%	95.8%	95.1%	100.0%	96.8%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	100.0%	97.4%	97.1%	94.9%	89.2%	98.4%	98.3%	90.9%
Right at Home	No Data	No Data	100.0%	85.7%	89.5%	88.9%	96.4%	95.7%
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	69.2%	90.9%	100.0%	97.6%	91.9%
Superior Home Care, Inc.	96.8%	100.0%	100.0%	96.6%	95.8%	96.2%	100.0%	100.0%
Western Hills Home Care	No Data	100.0%	No Data	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

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 3.5%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	94.0%	96.7%	96.3%	94.6%	96.3%	97.0%	97.8%	95.8%
Always There Healthcare LLC	100.0%	100.0%	92.9%	100.0%	90.9%	88.9%	96.3%	100.0%
Amaramedical Health Care Services, Inc.	91.3%	93.8%	100.0%	100.0%	95.7%	90.9%	90.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	92.2%	98.0%	85.2%	96.0%	100.0%	97.7%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	100.0%	100.0%	85.7%	100.0%	60.0%	100.0%	88.9%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	94.4%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.8%	100.0%	87.5%	92.3%	93.8%	90.9%	100.0%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%
Nova Home Care	95.7%	85.0%	84.2%	95.8%	96.0%	97.6%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	94.3%	97.5%	86.1%	92.3%	91.9%	98.4%	93.2%	98.5%
Right at Home	No Data	No Data	100.0%	100.0%	84.2%	100.0%	100.0%	95.8%
SH of Southern Ohio LLC	92.9%	100.0%	95.2%	69.2%	90.9%	96.2%	95.2%	94.6%
Superior Home Care, Inc.	97.0%	100.0%	96.7%	96.6%	95.8%	98.1%	100.0%	98.0%
Western Hills Home Care	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 3.0%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	94.0%	97.3%	96.8%	95.8%	98.2%	97.8%	98.3%	97.5%
Always There Healthcare LLC	100.0%	100.0%	92.9%	100.0%	90.9%	94.4%	100.0%	96.3%
Amaramedical Health Care Services, Inc.	91.7%	94.1%	96.4%	100.0%	95.7%	90.9%	94.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	96.1%	98.0%	85.2%	96.0%	97.3%	97.7%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	83.3%	100.0%	83.3%	100.0%	80.0%	100.0%	83.3%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.8%	100.0%	93.8%	100.0%	93.8%	93.9%	100.0%	96.3%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%
Nova Home Care	100.0%	95.0%	84.2%	87.5%	92.0%	95.2%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	100.0%	97.5%	100.0%	94.9%	97.3%	100.0%	98.3%	100.0%
Right at Home	No Data	No Data	100.0%	100.0%	89.5%	96.3%	100.0%	95.8%
SH of Southern Ohio LLC	92.9%	100.0%	100.0%	76.9%	86.4%	100.0%	97.6%	94.4%
Superior Home Care, Inc.	100.0%	100.0%	96.7%	96.6%	100.0%	96.2%	100.0%	98.0%
Western Hills Home Care	No Data	100.0%	No Data	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

Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 6.0%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%
A Miracle Home Care	85.7%	88.2%	95.5%	94.5%	96.6%	96.8%	97.2%	98.3%
Always There Healthcare LLC	87.5%	57.1%	91.7%	72.7%	100.0%	93.8%	100.0%	84.0%
Amaramedical Health Care Services, Inc.	78.9%	84.6%	90.0%	72.7%	94.7%	86.7%	90.9%	96.7%
Assisted Care by Black Stone of CIN	91.3%	91.7%	82.1%	70.0%	81.0%	77.3%	93.5%	93.1%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	50.0%	No Data	No Data	100.0%	No Data	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	66.7%	75.0%	80.0%	100.0%	60.0%	85.7%	77.8%
Helping Hands Private Duty Homecare	100.0%	No Data	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%	95.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	84.6%	96.7%	97.6%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	75.0%	83.3%	100.0%
Nova Home Care	100.0%	73.3%	73.3%	100.0%	86.4%	91.9%	95.2%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	100.0%	100.0%	No Data	100.0%
Quality Care	90.0%	88.2%	93.9%	93.9%	97.0%	98.1%	94.2%	93.3%
Right at Home	No Data	No Data	100.0%	100.0%	86.7%	100.0%	96.3%	95.0%
SH of Southern Ohio LLC	63.6%	80.0%	71.4%	63.6%	80.0%	94.7%	97.3%	84.8%
Superior Home Care, Inc.	85.7%	100.0%	86.4%	100.0%	84.2%	97.6%	100.0%	95.1%
Western Hills Home Care	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

Is your aide dependable?								
Historical Average: 89.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 6.4%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%
A Miracle Home Care	88.6%	93.9%	91.5%	89.8%	89.8%	96.1%	95.1%	95.5%
Always There Healthcare LLC	90.0%	77.8%	92.9%	81.8%	90.9%	82.4%	100.0%	92.6%
Amaramedical Health Care Services, Inc.	83.3%	94.1%	96.4%	100.0%	95.5%	90.9%	90.0%	93.8%
Assisted Care by Black Stone of CIN	90.9%	88.0%	86.3%	77.8%	92.0%	94.6%	95.3%	97.6%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	No Data	No Data	No Data	50.0%	50.0%	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	66.7%	100.0%	85.7%	No Data	60.0%	87.5%	77.8%
Helping Hands Private Duty Homecare	100.0%	No Data	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%	95.5%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	91.7%	100.0%	100.0%	92.3%	100.0%	93.9%	100.0%	96.3%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	91.3%	65.0%	73.7%	87.5%	91.7%	92.9%	98.0%	93.5%
Prime Home Care, LLC	No Data	100.0%	33.3%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	91.2%	82.5%	80.0%	92.1%	81.1%	88.3%	89.5%	84.6%
Right at Home	No Data	No Data	100.0%	85.7%	68.4%	85.2%	86.2%	91.7%
SH of Southern Ohio LLC	92.9%	94.7%	95.2%	69.2%	72.7%	96.2%	92.9%	81.1%
Superior Home Care, Inc.	93.8%	100.0%	90.0%	100.0%	95.8%	96.2%	98.5%	98.0%
Western Hills Home Care	No Data	100.0%	No Data	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

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 6.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	85.7%
A Miracle Home Care	89.3%	89.1%	90.3%	90.2%	90.7%	95.6%	95.6%	96.2%
Always There Healthcare LLC	90.0%	87.5%	92.3%	63.6%	90.9%	94.1%	100.0%	92.6%
Amaramedical Health Care Services, Inc.	86.4%	88.2%	89.3%	93.8%	91.3%	93.8%	87.8%	100.0%
Assisted Care by Black Stone of CIN	93.9%	85.7%	84.3%	84.6%	76.0%	97.3%	95.3%	97.5%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	66.7%	83.3%	85.7%	100.0%	60.0%	87.5%	77.8%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	94.4%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	87.0%	100.0%	87.5%	92.3%	100.0%	97.0%	100.0%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	91.3%	80.0%	78.9%	91.7%	87.5%	90.5%	97.9%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	88.2%	92.5%	91.4%	92.1%	83.8%	96.7%	94.8%	92.4%
Right at Home	No Data	No Data	100.0%	100.0%	78.9%	100.0%	96.6%	87.0%
SH of Southern Ohio LLC	92.9%	94.7%	100.0%	50.0%	76.2%	100.0%	97.6%	94.6%
Superior Home Care, Inc.	93.8%	97.0%	96.7%	96.4%	91.7%	94.3%	100.0%	98.0%
Western Hills Home Care	No Data	100.0%	No Data	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

Home Delivered Meals SASI Scores

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

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	97.6%	100.0%	98.7%	100.0%	98.4%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	97.4%	100.0%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	96.8%	97.8%	100.0%	100.0%	99.1%	99.3%	99.1%
Meals on Wheels of SW Ohio and Northern Kentucky	98.6%	100.0%	98.9%	98.6%	99.0%	99.0%	99.6%	98.9%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	97.7%	97.8%	98.1%	90.7%	100.0%	97.6%	99.0%	98.5%
Maple Knoll Outreach Services for Seniors	97.1%	97.1%	92.5%	96.8%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	97.5%	97.1%	95.7%	94.6%	87.5%	97.5%	96.5%	96.6%
Meals on Wheels of SW Ohio and Northern Kentucky	95.9%	95.8%	94.7%	94.7%	94.0%	96.1%	96.7%	97.0%

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

Can you depend on your meals driver?								
Historical Average: 99.4%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 0.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	97.5%	100.0%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	99.3%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.4%	99.5%	99.5%	99.0%	98.2%	99.6%	99.6%	99.7%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	97.2%	100.0%	100.0%	97.8%	100.0%
Maple Knoll Outreach Services for Seniors	96.0%	100.0%	94.4%	100.0%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	98.2%	99.1%	97.6%	99.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.4%	98.7%	97.9%	97.9%	98.4%	98.9%	98.8%	98.1%

Do you eat your home delivered meals?								
Historical Average: 98.8%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 0.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	97.5%	100.0%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	95.3%	100.0%	99.3%	98.3%
Meals on Wheels of SW Ohio and Northern Kentucky	99.4%	100.0%	98.4%	99.5%	98.7%	99.5%	99.3%	99.7%

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

Do you have a good choice of meals?								
Historical Average: 93.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	95.5%	93.3%	94.2%	90.7%	93.9%	98.8%	94.9%	93.9%
Maple Knoll Outreach Services for Seniors	87.9%	100.0%	92.3%	96.8%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	97.5%	100.0%	93.8%	94.7%	90.6%	94.3%	91.0%	95.7%
Meals on Wheels of SW Ohio and Northern Kentucky	93.4%	92.9%	93.9%	92.9%	91.1%	95.3%	95.2%	96.5%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	97.8%	94.2%	93.0%	100.0%	100.0%	99.0%	98.5%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	97.4%	100.0%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	95.0%	100.0%	95.7%	92.1%	93.7%	96.7%	99.3%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	97.8%	98.2%	96.3%	95.7%	95.8%	98.8%	98.4%	98.9%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	97.7%	100.0%	98.1%	95.3%	100.0%	100.0%	99.0%	97.0%
Maple Knoll Outreach Services for Seniors	97.1%	100.0%	97.5%	100.0%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	97.8%	100.0%	90.6%	98.4%	98.6%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.1%	98.4%	98.9%	95.9%	97.6%	99.5%	99.3%	98.9%

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								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	99.1%	98.3%	98.9%	98.0%	98.2%	98.1%	100.0%	98.3%
A-List Cleaning & Transportation	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	100.0%	100.0%	100.0%	99.5%	98.7%	99.2%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	96.1%	98.9%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%
I Care Transportation LLC	90.2%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	95.4%	98.3%	95.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	97.2%	93.9%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%
Meda-Care Transportation, Inc.	92.0%	95.0%	100.0%	No Data	95.0%	95.0%	No Data	80.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	50.5%	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	96.7%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	60.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	99.3%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	95.7%	99.0%	100.0%	No Data	100.0%	100.0%	No Data	97.5%
Traveling Seniors Transportation	94.0%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	90.9%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	89.5%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	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%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	92.9%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Do you feel safe and secure during your ride?								
Historical Average: 98.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	100.0%	100.0%	96.3%	100.0%	94.1%	97.4%	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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	94.6%	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%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%
Meda-Care Transportation, Inc.	94.7%	100.0%	100.0%	No Data	75.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	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%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.5%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	100.0%	96.0%	100.0%	100.0%	93.8%	94.6%	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	100.0%	100.0%	100.0%	100.0%	91.3%	91.7%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	100.0%	97.2%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%
I Care Transportation LLC	72.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	75.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	92.5%	92.6%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%
Meda-Care Transportation, Inc.	94.4%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	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%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

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	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
360 Total Care LLC	100.0%	96.2%	100.0%	100.0%	100.0%	94.6%	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	100.0%	100.0%	100.0%	94.7%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	100.0%	92.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	75.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	77.8%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	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%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
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	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
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%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	88.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.7%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	100.0%	96.2%	96.3%	100.0%	100.0%	97.4%	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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
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%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%
Meda-Care Transportation, Inc.	94.7%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	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%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%
A-List Cleaning & Transportation	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	82.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	71.4%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	72.7%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	93.1%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%
Meda-Care Transportation, Inc.	83.3%	100.0%	100.0%	No Data	100.0%	50.0%	No Data	No Data
Ny's Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	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%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	92.9%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	71.4%	90.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 4.5%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	90.9%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	83.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	90.9%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	93.3%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%
Meda-Care Transportation, Inc.	68.4%	50.0%	100.0%	No Data	100.0%	100.0%	No Data	0.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	78.9%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	57.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Is the ride a pleasant experience?								
Historical Average: 98.0%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	100.0%	96.2%	96.3%	100.0%	94.1%	97.4%	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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
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%	83.3%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	98.3%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%
Meda-Care Transportation, Inc.	94.7%	100.0%	100.0%	No Data	75.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	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%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	92.9%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	75.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
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%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County Elderly Services Program

Transportation Coord SASI Scores

Do you believe having transportation to your medical appointments improves your overall health and well-being?								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home 52 Coordination	91.9%	98.4%	100.0%	93.5%	99.0%	97.9%	95.7%	100.0%

If the Coord staff were unable to arrange your ride to your medical appointment, would you have gone to Urgent Care, the ER or called 911 for medical attention?								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home 52 Coordination	78.6%	60.0%	13.8%	13.3%	4.1%	7.3%	9.0%	30.1%

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

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



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 25,681 SASIs collected over a two year period from January 1st, 2023 through December 31st 2024 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$ was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e. $[(\text{STDDEV})/2]$.
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in **RED**.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in **GREEN**.
7. Color coding was first applied to the Quarter 3, 2021 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

SASI Scores Color Coding Legend

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