



Butler County



Provider Quality Report

Quarter 1, 2020

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Provider Quality Report: Introduction

Butler 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.
- Quarters are representative of a calendar year (e.g. Quarter 1 is January through March).
- Providers do not have an individual page for data. Each provider with data is listed in a table per service.

Billable Unit Conversions:

The unit of service definitions changed for several services with the implementation of CareDirector. To maintain continuity with 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 (Q3, 2019 and after)
Electronic Monitoring Systems	1 unit is equal to half month. 2 units is equal to full month.	1 unit = 1 month
Home Care Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour
Independent Living Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour

Provider Quality Report: Service Metrics

Butler County ESP

Adult Day Service

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Active Day of Cincinnati	138	102	104	83	427
Active Day of Fairfield	63	129	139	140	470
Active Day of Franklin	23	20	0	0	43
Bayley Life ADC	0	0	0	24	24
Otterbein Lebanon Adult Day Service	132	274	171	121	698
Oxford Senior Citizens, Inc.	242	276	246	198	960
Total Billable Units	598	800	658	566	2,621

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Active Day of Cincinnati	23.10%	12.75%	15.73%	14.68%
Active Day of Fairfield	10.54%	16.06%	21.05%	24.76%
Active Day of Franklin	3.85%	2.50%	0	0
Bayley Life ADC	0	0	0	4.24%
Otterbein Lebanon Adult Day Service	22.09%	34.25%	25.91%	21.40%
Oxford Senior Citizens, Inc.	40.42%	34.44%	37.31%	34.92%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Active Day of Cincinnati	7	5	4	4	5
Active Day of Fairfield	5	7	8	7	7
Active Day of Franklin	2	2	0	0	2
Bayley Life ADC	0	0	0	1	1
Otterbein Lebanon Adult Day Service	7	12	10	7	9
Oxford Senior Citizens, Inc.	10	11	12	11	11
Total Distinct Clients Served	31	37	34	30	7

Provider Quality Report: Service Metrics

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Consumer Directed Care

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Acumen Fiscal Agent	N/A	8,411	8,562	8,264	N/A
Total Billable Units	N/A	8,411	8,562	8,264	N/A

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Acumen Fiscal Agent	101	117	120	122	115
Total Distinct Clients Served	101	117	120	122	115

Provider Quality Report: Service Metrics

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Electronic Monitoring System

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	6,386	6,378	6,651	6,615	26,028
Total Billable Units	6,386	6,378	6,651	6,615	26,028

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,168	2,169	2,180	2,194	2,178
Total Distinct Clients Served	2,168	2,169	2,180	2,194	2,178

Provider Quality Report: Service Metrics

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Home Care Assistance

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
A Miracle Home Care	5,236	10,234	8,953	8,275	32,699
Assisted Care by Black Stone	3,873	3,221	3,635	2,674	13,403
Helping Hands Private Duty Homecare	12,836	11,825	12,006	11,735	48,402
Interim HomeStyles of Greater Cincinnati, Inc.	8,783	8,506	7,653	7,425	32,366
Nova Home Care	823	708	411	298	2,240
Prime Home Care, LLC	406	322	383	389	1,500
Total Billable Units	31,956	34,816	33,040	30,796	130,609

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	16.38%	29.40%	27.10%	26.87%
Assisted Care by Black Stone	12.12%	9.25%	11.00%	8.68%
Helping Hands Private Duty Homecare	40.17%	33.96%	36.34%	38.11%
Interim HomeStyles of Greater Cincinnati, Inc.	27.48%	24.43%	23.16%	24.11%
Nova Home Care	2.58%	2.03%	1.24%	0.97%
Prime Home Care, LLC	1.27%	0.92%	1.16%	1.26%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
A Miracle Home Care	241	269	288	261	265
Assisted Care by Black Stone	150	158	142	124	144
Helping Hands Private Duty Homecare	515	479	467	528	497
Interim HomeStyles of Greater Cincinnati, Inc.	339	334	328	292	323
Nova Home Care	20	17	15	9	15
Prime Home Care, LLC	12	8	17	14	13
Total Distinct Clients Served	1,277	1,265	1,257	1,228	209

Provider Quality Report: Service Metrics

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Home Delivered Meals

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	20,090	19,505	21,017	14,920	75,532
Oxford Senior Citizens, Inc.	3,038	2,775	2,302	2,565	10,680
Partners in Prime	30,969	31,444	29,989	26,684	119,086
Warren County Community Services	6,210	6,400	6,414	7,758	26,782
Wesley Community Services	24,847	26,035	29,986	31,369	112,237
Total Billable Units	85,154	86,159	89,708	83,296	344,317

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	23.59%	22.64%	23.43%	17.91%
Oxford Senior Citizens, Inc.	3.57%	3.22%	2.57%	3.08%
Partners in Prime	36.37%	36.50%	33.43%	32.04%
Warren County Community Services	7.29%	7.43%	7.15%	9.31%
Wesley Community Services	29.18%	30.22%	33.43%	37.66%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Central Connections	284	303	333	336	314
Oxford Senior Citizens, Inc.	51	55	46	52	51
Partners in Prime	487	498	454	398	459
Warren County Community Services	95	91	102	126	104
Wesley Community Services	384	405	448	491	432
Total Distinct Clients Served	1,301	1,352	1,383	1,403	272

Provider Quality Report: Service Metrics

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Home Medical Equipment

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Advanced Medical Equipment, Inc.	25	30	35	32	122
American Ramp Systems	79	63	65	59	266
Bernens Medical	50	60	71	83	264
Home First	0	0	0	1	1
Littleton Homecare Supply Inc	9	6	2	0	17
Mullaney's Pharmacy & Home Health Care	44	32	27	47	150
Stateline Medical Equipment	1	3	5	8	17
Total Billable Units	208	194	205	230	837

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Advanced Medical Equipment, Inc.	12.02%	15.46%	17.07%	13.91%
American Ramp Systems	37.98%	32.47%	31.71%	25.65%
Bernens Medical	24.04%	30.93%	34.63%	36.09%
Home First	0	0	0	0.43%
Littleton Homecare Supply Inc	4.33%	3.09%	0.98%	0
Mullaney's Pharmacy & Home Health Care	21.15%	16.49%	13.17%	20.43%
Stateline Medical Equipment	0.48%	1.55%	2.44%	3.48%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Advanced Medical Equipment, Inc.	25	24	29	24	26
American Ramp Systems	29	25	22	26	26
Bernens Medical	45	56	56	68	56
Home First	0	0	0	1	1
Littleton Homecare Supply Inc	5	3	2	0	3
Mullaney's Pharmacy & Home Health Care	40	31	26	43	35
Stateline Medical Equipment	1	3	5	8	4
Total Distinct Clients Served	145	142	140	170	25

Provider Quality Report: Service Metrics

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Home Modification

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	1	0	0	1	2
Home First	9	14	16	3	42
MedAdapt Ltd.	45	54	53	56	208
People Working Cooperatively, Inc.	4	5	12	6	27
Stateline Medical Equipment	17	7	19	5	48
Tri-State Maintenance	17	19	19	14	69
Total Billable Units	93	99	119	85	396

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Custom Home Elevator & Lift Co. Inc.	1.08%	0	0	1.18%
Home First	9.68%	14.14%	13.45%	3.53%
MedAdapt Ltd.	48.39%	54.55%	44.54%	65.88%
People Working Cooperatively, Inc.	4.30%	5.05%	10.08%	7.06%
Stateline Medical Equipment	18.28%	7.07%	15.97%	5.88%
Tri-State Maintenance	18.28%	19.19%	15.97%	16.47%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	1	0	0	1	1
Home First	8	13	13	3	9
MedAdapt Ltd.	40	53	52	53	50
People Working Cooperatively, Inc.	4	5	12	5	7
Stateline Medical Equipment	17	7	19	5	12
Tri-State Maintenance	15	17	18	14	16
Total Distinct Clients Served	85	95	114	81	17

Provider Quality Report: Service Metrics

Butler County ESP

Independent Living Assistance

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	0	0	0	90	90
LifeSpan, Inc.	202	0	0	0	202
Partners in Prime	1,108	1,285	1,331	1,460	5,183
Wesley Community Services	124	149	132	0	405
Total Billable Units	1,434	1,433	1,463	1,551	5,880

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	0	0	0	5.82%
LifeSpan, Inc.	14.10%	0	0	0
Partners in Prime	77.23%	89.62%	91.01%	94.18%
Wesley Community Services	8.66%	10.38%	8.99%	0
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Central Connections	0	0	0	23	23
LifeSpan, Inc.	62	0	0	0	62
Partners in Prime	232	271	287	304	274
Wesley Community Services	35	38	36	0	36
Total Distinct Clients Served	329	309	323	327	143

Provider Quality Report: Service Metrics

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Major Housecleaning

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Home First	3	2	1	2	8
Total Billable Units	3	2	1	2	8

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Home First	100.00%	100.00%	100.00%	100.00%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Home First	3	2	1	2	2
Total Distinct Clients Served	3	2	1	2	2

Provider Quality Report: Service Metrics

Butler County ESP

Pest Control

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Algo Termite & Pest Control	21	3	0	0	24
All Gone Termite & Pest Control, Inc.	0	14	28	6	48
Milt's Termite & Pest Control	2	4	5	6	17
Total Billable Units	23	21	33	12	89

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Algo Termite & Pest Control	91.30%	14.29%	0	0
All Gone Termite & Pest Control, Inc.	0	66.67%	84.85%	50.00%
Milt's Termite & Pest Control	8.70%	19.05%	15.15%	50.00%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Algo Termite & Pest Control	13	3	0	0	8
All Gone Termite & Pest Control, Inc.	0	10	12	5	9
Milt's Termite & Pest Control	1	2	3	3	2
Total Distinct Clients Served	14	15	15	8	6

Provider Quality Report: Service Metrics

Butler County ESP

Transportation

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	1,216	1,237	1,074	1,164	4,691
Meda-Care Transportation, Inc.	622	636	587	517	2,362
Partners in Prime	484	504	697	662	2,347
Universal Transportation Systems	1,394	1,222	1,048	819	4,483
Warren County Community Services	8	10	2	40	60
Wesley Community Services	42	26	49	14	131
Total Billable Units	3,766	3,635	3,457	3,216	14,074

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	32.29%	34.03%	31.07%	36.19%
Meda-Care Transportation, Inc.	16.52%	17.50%	16.98%	16.08%
Partners in Prime	12.85%	13.87%	20.16%	20.58%
Universal Transportation Systems	37.02%	33.62%	30.32%	25.47%
Warren County Community Services	0.21%	0.28%	0.06%	1.24%
Wesley Community Services	1.12%	0.72%	1.42%	0.44%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Central Connections	125	126	125	123	125
Meda-Care Transportation, Inc.	33	35	41	40	37
Partners in Prime	53	60	72	80	66
Universal Transportation Systems	141	132	127	101	125
Warren County Community Services	2	2	1	4	2
Wesley Community Services	8	4	7	4	6
Total Distinct Clients Served	362	359	373	352	60

Provider Quality Report: Satisfaction Metrics

Butler County ESP

Butler County ESP SASI Counts

Home Care Assistance				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	96	98	87	102
Assisted Care by Black Stone	51	61	57	51
Helping Hands Private Duty Homecare	187	180	151	174
Interim HomeStyles of Greater Cincinnati, Inc.	126	136	104	118
Nova Home Care	6	6	6	4
Prime Home Care, LLC	4	3	6	4

Home Delivered Meals				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	82	86	87	113
Oxford Senior Citizens, Inc.	17	22	15	14
Partners in Prime	177	180	163	157
Warren County Community Services	30	37	20	24
Wesley Community Services	128	133	136	154

Medical Transportation				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	73	60	64	50
Meda-Care Transportation, Inc.	21	27	13	25
Partners in Prime	24	33	25	43
Universal Transportation Systems	78	89	69	83
Warren County Community Services	0	0	1	1
Wesley Community Services	3	3	3	2

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	92.7%	89.3%	89.1%	87.5%
Assisted Care by Black Stone	89.9%	92.2%	81.4%	91.0%
Helping Hands Private Duty Homecare	94.6%	95.4%	91.7%	88.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.7%	95.2%	94.1%	96.7%
Nova Home Care	94.7%	100.0%	98.0%	100.0%
Prime Home Care, LLC	100.0%	96.7%	94.7%	100.0%

Are the people at [HCA Service Provider] responsive?				
Historical Average: 90.2%				
½ Historical Standard Deviation: 5.4%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	92.2%	80.0%	78.7%	80.0%
Assisted Care by Black Stone	81.6%	83.3%	63.6%	86.0%
Helping Hands Private Duty Homecare	95.0%	96.2%	94.6%	87.8%
Interim HomeStyles of Greater Cincinnati, Inc.	98.2%	96.8%	98.9%	97.3%
Nova Home Care	80.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%

Do the people at [HCA Service Provider] let you know about changes to your service?				
Historical Average: 88.4%				
½ Historical Standard Deviation: 6.7%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	90.6%	86.5%	82.7%	79.3%
Assisted Care by Black Stone	82.9%	83.0%	69.6%	84.8%
Helping Hands Private Duty Homecare	93.5%	95.2%	94.2%	87.7%
Interim HomeStyles of Greater Cincinnati, Inc.	97.4%	93.8%	95.7%	96.4%
Nova Home Care	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	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

Butler County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?

Historical Average: 84.2%

½ Historical Standard Deviation: 6.9%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	86.2%	79.4%	81.0%	80.2%
Assisted Care by Black Stone	84.3%	93.4%	75.0%	82.4%
Helping Hands Private Duty Homecare	81.3%	82.8%	66.9%	63.2%
Interim HomeStyles of Greater Cincinnati, Inc.	80.0%	83.5%	78.8%	85.6%
Nova Home Care	83.3%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	66.7%	83.3%	100.0%

Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	95.7%	95.9%	98.9%	100.0%
Assisted Care by Black Stone	98.0%	96.7%	96.5%	98.0%
Helping Hands Private Duty Homecare	98.4%	100.0%	98.0%	97.1%
Interim HomeStyles of Greater Cincinnati, Inc.	99.2%	100.0%	98.1%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	95.8%	95.9%	96.6%	95.1%
Assisted Care by Black Stone	98.0%	96.7%	96.5%	98.0%
Helping Hands Private Duty Homecare	97.3%	99.4%	96.0%	93.6%
Interim HomeStyles of Greater Cincinnati, Inc.	98.4%	97.8%	96.1%	99.2%
Nova Home Care	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	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

Butler County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?

Historical Average: 93.7%

½ Historical Standard Deviation: 3.5%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	95.8%	93.9%	95.4%	92.1%
Assisted Care by Black Stone	98.0%	95.1%	89.5%	96.0%
Helping Hands Private Duty Homecare	99.5%	95.0%	95.3%	91.4%
Interim HomeStyles of Greater Cincinnati, Inc.	98.4%	97.8%	98.0%	99.1%
Nova Home Care	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	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%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	93.8%	93.9%	96.6%	97.1%
Assisted Care by Black Stone	96.1%	95.1%	93.0%	96.1%
Helping Hands Private Duty Homecare	98.9%	97.2%	96.6%	90.8%
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	97.1%	98.1%	99.2%
Nova Home Care	83.3%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%

If your aide is not available, are you offered another aide?

Historical Average: 90.3%

½ Historical Standard Deviation: 6.0%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	91.4%	90.4%	80.0%	86.7%
Assisted Care by Black Stone	82.1%	89.8%	71.1%	86.0%
Helping Hands Private Duty Homecare	93.7%	98.2%	95.5%	92.9%
Interim HomeStyles of Greater Cincinnati, Inc.	94.0%	94.5%	93.6%	98.1%
Nova Home Care	100.0%	100.0%	80.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	80.0%	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

Butler County ESP

Home Care Assistance SASI Scores

Is your aide dependable?				
Historical Average: 89.6%				
½ Historical Standard Deviation: 6.4%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	92.7%	86.6%	90.8%	87.1%
Assisted Care by Black Stone	94.1%	95.1%	84.2%	92.2%
Helping Hands Private Duty Homecare	94.6%	93.3%	90.7%	86.0%
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	94.9%	89.4%	95.8%
Nova Home Care	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	83.3%	100.0%

Would you recommend [HCA Service Provider] to a family member or friend?				
Historical Average: 88.0%				
½ Historical Standard Deviation: 6.6%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	92.6%	90.8%	90.7%	77.5%
Assisted Care by Black Stone	84.0%	93.4%	75.4%	90.2%
Helping Hands Private Duty Homecare	94.1%	96.6%	89.3%	89.5%
Interim HomeStyles of Greater Cincinnati, Inc.	97.6%	95.6%	94.2%	96.6%
Nova Home Care	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	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

Butler County ESP

Home Delivered Meals SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	98.7%	99.0%	98.2%	97.2%
Oxford Senior Citizens, Inc.	99.3%	98.9%	96.7%	100.0%
Partners in Prime	95.7%	96.6%	95.4%	96.6%
Warren County Community Services	97.9%	97.1%	97.5%	99.5%
Wesley Community Services	96.2%	97.1%	93.7%	97.0%

Are the people at [HDM Service Provider] responsive?				
Historical Average: 98.5%				
½ Historical Standard Deviation: 1.4%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	98.9%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%
Partners in Prime	96.1%	98.6%	96.5%	98.5%
Warren County Community Services	100.0%	93.3%	100.0%	100.0%
Wesley Community Services	99.0%	98.3%	94.8%	98.5%

Are your meals good?				
Historical Average: 94.6%				
½ Historical Standard Deviation: 2.1%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	97.5%	96.5%	96.6%	92.9%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%
Partners in Prime	93.8%	94.4%	92.6%	92.9%
Warren County Community Services	93.3%	100.0%	90.0%	100.0%
Wesley Community Services	92.2%	96.2%	88.9%	96.1%

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

Butler County ESP

Home Delivered Meals SASI Scores

Can you depend on your meals driver?

Historical Average: 99.4%

½ Historical Standard Deviation: 0.6%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	97.7%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%
Partners in Prime	98.3%	98.3%	98.8%	99.4%
Warren County Community Services	100.0%	100.0%	100.0%	100.0%
Wesley Community Services	96.9%	99.2%	95.6%	99.3%

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%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	98.6%	100.0%	98.5%	98.9%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%
Partners in Prime	96.9%	97.5%	96.7%	97.1%
Warren County Community Services	100.0%	100.0%	100.0%	100.0%
Wesley Community Services	95.6%	97.6%	95.9%	97.9%

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	97.7%	100.0%	98.2%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%
Partners in Prime	96.6%	98.9%	98.8%	99.4%
Warren County Community Services	100.0%	100.0%	100.0%	100.0%
Wesley Community Services	98.4%	99.2%	98.5%	98.7%

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

Butler County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	96.3%	98.8%	96.6%	93.8%
Oxford Senior Citizens, Inc.	94.1%	95.5%	73.3%	100.0%
Partners in Prime	89.8%	91.0%	84.6%	90.4%
Warren County Community Services	93.1%	89.2%	95.0%	95.8%
Wesley Community Services	91.4%	93.2%	85.1%	91.6%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	99.1%
Oxford Senior Citizens, Inc.	100.0%	95.5%	100.0%	100.0%
Partners in Prime	96.6%	97.2%	98.8%	100.0%
Warren County Community Services	100.0%	94.6%	100.0%	100.0%
Wesley Community Services	99.2%	95.5%	97.0%	97.4%

Would you recommend [HDM Service Provider] to a family member or friend?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	97.5%	98.8%	96.6%	95.5%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.7%	96.7%	96.3%	95.5%
Warren County Community Services	96.7%	100.0%	95.0%	100.0%
Wesley Community Services	96.9%	97.7%	94.1%	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

Butler County ESP

Medical Transportation SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	99.3%	98.5%	99.4%	97.8%
Meda-Care Transportation, Inc.	94.2%	92.9%	87.7%	90.4%
Partners in Prime	99.2%	98.5%	98.0%	100.0%
Universal Transportation Systems	90.3%	96.4%	88.7%	92.4%
Warren County Community Services	No Data	No Data	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	100.0%

Can you depend on your transportation service?				
Historical Average: 96.1%				
½ Historical Standard Deviation: 2.3%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	98.6%	96.7%	100.0%	98.0%
Meda-Care Transportation, Inc.	90.5%	88.5%	76.9%	84.0%
Partners in Prime	100.0%	97.0%	100.0%	100.0%
Universal Transportation Systems	84.2%	93.1%	84.1%	85.5%
Warren County Community Services	No Data	No Data	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	100.0%

Do you feel safe and secure during your ride?				
Historical Average: 98.6%				
½ Historical Standard Deviation: 1.4%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	98.6%	98.3%	100.0%	97.9%
Meda-Care Transportation, Inc.	100.0%	92.6%	100.0%	91.7%
Partners in Prime	95.8%	100.0%	100.0%	100.0%
Universal Transportation Systems	97.4%	100.0%	95.6%	96.3%
Warren County Community Services	No Data	No Data	100.0%	100.0%
Wesley Community Services	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

Butler County ESP

Medical Transportation SASI Scores

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	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Central Connections	100.0%	100.0%	100.0%	98.0%
Meda-Care Transportation, Inc.	100.0%	96.3%	84.6%	88.0%
Partners in Prime	95.8%	100.0%	100.0%	100.0%
Universal Transportation Systems	97.4%	98.9%	91.2%	97.6%
Warren County Community Services	No Data	No Data	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	100.0%

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	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Central Connections	100.0%	100.0%	100.0%	98.0%
Meda-Care Transportation, Inc.	100.0%	96.3%	84.6%	92.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	93.5%	97.7%	89.7%	97.6%
Warren County Community Services	No Data	No Data	100.0%	100.0%
Wesley Community Services	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	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Central Connections	100.0%	100.0%	98.4%	95.9%
Meda-Care Transportation, Inc.	90.0%	96.3%	92.3%	96.0%
Partners in Prime	100.0%	100.0%	92.0%	100.0%
Universal Transportation Systems	90.9%	100.0%	94.1%	100.0%
Warren County Community Services	No Data	No Data	100.0%	100.0%
Wesley Community Services	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

Butler 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%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	98.4%	98.0%
Meda-Care Transportation, Inc.	95.2%	100.0%	100.0%	96.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	98.7%	98.9%	100.0%	97.5%
Warren County Community Services	No Data	No Data	100.0%	100.0%
Wesley Community Services	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%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	98.6%	98.3%	100.0%	98.0%
Meda-Care Transportation, Inc.	95.2%	92.6%	76.9%	88.0%
Partners in Prime	100.0%	96.9%	100.0%	100.0%
Universal Transportation Systems	92.0%	94.3%	85.5%	92.8%
Warren County Community Services	No Data	No Data	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	100.0%

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%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	98.6%	95.0%	98.4%	98.0%
Meda-Care Transportation, Inc.	85.7%	85.2%	69.2%	80.0%
Partners in Prime	100.0%	93.9%	96.0%	100.0%
Universal Transportation Systems	67.1%	88.6%	70.6%	74.7%
Warren County Community Services	No Data	No Data	100.0%	100.0%
Wesley Community Services	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

Butler County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	98.0%
Meda-Care Transportation, Inc.	95.2%	92.6%	100.0%	96.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	96.1%	96.6%	91.2%	96.3%
Warren County Community Services	No Data	No Data	100.0%	100.0%
Wesley Community Services	100.0%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?

Historical Average: 96.8%

½ Historical Standard Deviation: 2.4%

	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	98.6%	96.7%	98.4%	98.0%
Meda-Care Transportation, Inc.	90.5%	88.9%	92.3%	92.0%
Partners in Prime	100.0%	97.0%	92.0%	100.0%
Universal Transportation Systems	85.7%	95.5%	85.5%	85.5%
Warren County Community Services	No Data	No Data	100.0%	100.0%
Wesley Community Services	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.

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 24,977 SASIs collected over a two year period from October 1, 2016 through December 31st 2018 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, 2019 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

SASI Scores Color Coding Legend	
Top Performer	> ½ Historical Standard Deviation Above the Mean
Under Performer	< ½ Historical Standard Deviation Below the Mean
Average Performer	<= ½ Historical Standard Deviation Above and >= ½ Historical Standard Deviation Below the Mean
Insufficient Sample Size	< 7 SASIs contribute to score



Appendix B: Terminated Providers

Butler County ESP

Provider	Service No Longer Delivered	Termination Effective
Active Day of Franklin	Adult Day Service	8/16/2019
Advanced Medical	Home Medical Equipment	4/15/2020
Algo Termite & Pest Control	Pest Control	7/29/2019
Nova Home Care	Independent Living Assistance	2/1/2019
Wesley Community Services	Transportation	2/15/2020