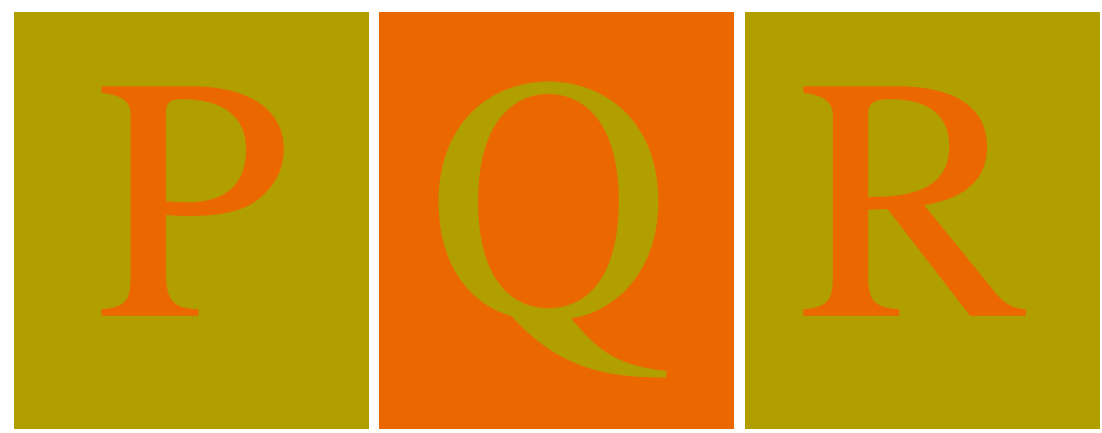




Hamilton County



Provider Quality Report

Quarter 1, 2020



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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.
- 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

Hamilton County ESP

Adult Day Service

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Active Day of Cincinnati	995	1,039	897	941	3,871
Active Day of Fairfield	80	66	73	0	219
Bayley Life ADC	1,165	1,336	1,042	791	4,332
Day Share Senior Services	265	266	290	218	1,038
Northwest Adult Services	0	0	11	19	30
Senior Deserved Day	6	31	6	0	43
Total Billable Units	2,510	2,737	2,318	1,969	9,532

Market Share					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	
Active Day of Cincinnati	39.63%	37.95%	38.68%	47.80%	
Active Day of Fairfield	3.19%	2.39%	3.15%	0	
Bayley Life ADC	46.40%	48.80%	44.94%	40.16%	
Day Share Senior Services	10.54%	9.72%	12.49%	11.07%	
Northwest Adult Services	0	0	0.47%	0.97%	
Senior Deserved Day	0.24%	1.13%	0.26%	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
Active Day of Cincinnati	46	45	47	45	46
Active Day of Fairfield	4	3	3	0	3
Bayley Life ADC	51	50	47	45	48
Day Share Senior Services	10	10	10	10	10
Northwest Adult Services	0	0	1	1	1
Senior Deserved Day	1	1	2	0	1
Total Distinct Clients Served	112	109	110	101	22



Provider Quality Report: Service Metrics

Hamilton County ESP

Consumer Directed Care

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Acumen Fiscal Agent	N/A	18,988	18,161	19,462	N/A
Total Billable Units	N/A	18,988	18,161	19,462	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	189	228	227	244	222
Total Distinct Clients Served	189	228	227	244	222



Provider Quality Report: Service Metrics

Hamilton County ESP

Electronic Monitoring System

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	8,238	8,469	8,915	8,785	34,406
Total Billable Units	8,238	8,469	8,915	8,785	34,406

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.	2,896	2,932	2,990	2,997	2,954
Total Distinct Clients Served	2,896	2,932	2,990	2,997	2,954



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Billable Units					
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Total Billable Units
A Miracle Home Care	10,997	22,999	20,000	17,977	71,973
Amaramedical Health Care Services, Inc.	6,024	5,587	5,963	6,117	23,691
Assisted Care by Black Stone	16,868	13,207	17,829	10,984	58,888
Comfort Keepers #172	460	424	391	143	1,418
Helping Hands Private Duty Homecare	13,087	13,883	14,598	13,708	55,276
Hillebrand Home Health	5,153	4,962	4,907	4,120	19,142
Interim HomeStyles of Greater Cincinnati, Inc.	10,242	8,869	8,529	8,026	35,665
Nova Home Care	3,560	4,653	5,308	4,359	17,880
Prime Home Care, LLC	814	689	626	534	2,663
Quality Care	7,650	7,004	7,242	7,076	28,971
Superior Home Care, Inc.	8,055	6,936	6,474	5,849	27,314
Total Billable Units	82,908	89,212	91,866	78,893	342,879

Market Share					
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	
A Miracle Home Care	13.26%	25.78%	21.77%	22.79%	
Amaramedical Health Care Services, Inc.	7.27%	6.26%	6.49%	7.75%	
Assisted Care by Black Stone	20.35%	14.80%	19.41%	13.92%	
Comfort Keepers #172	0.55%	0.47%	0.43%	0.18%	
Helping Hands Private Duty Homecare	15.78%	15.56%	15.89%	17.38%	
Hillebrand Home Health	6.21%	5.56%	5.34%	5.22%	
Interim HomeStyles of Greater Cincinnati, Inc.	12.35%	9.94%	9.28%	10.17%	
Nova Home Care	4.29%	5.22%	5.78%	5.53%	
Prime Home Care, LLC	0.98%	0.77%	0.68%	0.68%	
Quality Care	9.23%	7.85%	7.88%	8.97%	
Superior Home Care, Inc.	9.72%	7.77%	7.05%	7.41%	
Market Share	100.00%	100.00%	100.00%	100.00%	



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
A Miracle Home Care	483	585	609	571	562
Amaramedical Health Care Services, Inc.	164	155	184	183	172
Assisted Care by Black Stone	533	535	533	488	522
Comfort Keepers #172	13	12	10	10	11
Helping Hands Private Duty Homecare	558	583	561	705	602
Hillebrand Home Health	157	149	142	137	146
Interim HomeStyles of Greater Cincinnati, Inc.	349	330	298	277	314
Nova Home Care	96	113	122	104	109
Prime Home Care, LLC	29	23	19	20	23
Quality Care	268	245	250	248	253
Superior Home Care, Inc.	261	227	209	195	223
Total Distinct Clients Served	2,911	2,957	2,937	2,938	267



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Delivered Meals

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Cincinnati Area Senior Services Inc	71,751	73,439	75,333	75,140	295,663
Deupree Meals on Wheels	17,601	17,348	17,285	16,425	68,659
Maple Knoll Outreach Services for Seniors	14,504	13,958	14,849	15,280	58,591
Mayerson JCC (Jewish Community Center)	5,319	5,777	6,669	6,721	24,486
North College Hill Senior Center	11,897	11,968	11,809	11,737	47,411
Wesley Community Services	40,583	43,628	50,716	53,655	188,582
Total Billable Units	161,655	166,118	176,661	178,958	683,392

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	44.39%	44.21%	42.64%	41.99%
Deupree Meals on Wheels	10.89%	10.44%	9.78%	9.18%
Maple Knoll Outreach Services for Seniors	8.97%	8.40%	8.41%	8.54%
Mayerson JCC (Jewish Community Center)	3.29%	3.48%	3.78%	3.76%
North College Hill Senior Center	7.36%	7.20%	6.68%	6.56%
Wesley Community Services	25.10%	26.26%	28.71%	29.98%
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
Cincinnati Area Senior Services Inc	1,064	1,058	1,061	1,101	1,071
Deupree Meals on Wheels	262	259	257	249	257
Maple Knoll Outreach Services for Seniors	230	229	250	242	238
Mayerson JCC (Jewish Community Center)	82	87	98	104	93
North College Hill Senior Center	175	174	176	177	176
Wesley Community Services	604	631	750	826	703
Total Distinct Clients Served	2,417	2,438	2,592	2,699	423



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Medical Equipment

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Advanced Medical Equipment, Inc.	28	48	44	40	160
American Ramp Systems	30	22	25	28	105
Bernens Medical	95	80	94	118	387
Home First	1	1	0	5	7
Mullaney's Pharmacy & Home Health Care	35	43	38	66	182
People Working Cooperatively, Inc.	0	0	0	1	1
Stateline Medical Equipment	0	2	5	2	9
Total Billable Units	189	196	206	260	851

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Advanced Medical Equipment, Inc.	14.81%	24.49%	21.36%	15.38%
American Ramp Systems	15.87%	11.22%	12.14%	10.77%
Bernens Medical	50.26%	40.82%	45.63%	45.38%
Home First	0.53%	0.51%	0	1.92%
Mullaney's Pharmacy & Home Health Care	18.52%	21.94%	18.45%	25.38%
People Working Cooperatively, Inc.	0	0	0	0.38%
Stateline Medical Equipment	0	1.02%	2.43%	0.77%
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.	26	42	38	31	34
American Ramp Systems	11	9	10	11	10
Bernens Medical	87	69	85	96	84
Home First	1	1	0	5	2
Mullaney's Pharmacy & Home Health Care	35	39	37	59	43
People Working Cooperatively, Inc.	0	0	0	1	1
Stateline Medical Equipment	0	2	5	2	3
Total Distinct Clients Served	160	162	175	205	31



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Modification

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	0	0	0	1	1
Home First	24	16	21	25	86
MedAdapt Ltd.	23	37	39	36	135
People Working Cooperatively, Inc.	3	2	4	1	10
Stateline Medical Equipment	17	16	14	15	62
Tri-State Maintenance	5	10	6	11	32
Total Billable Units	72	81	84	89	326

Market Share					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	
Custom Home Elevator & Lift Co. Inc.	0	0	0	1.12%	
Home First	33.33%	19.75%	25.00%	28.09%	
MedAdapt Ltd.	31.94%	45.68%	46.43%	40.45%	
People Working Cooperatively, Inc.	4.17%	2.47%	4.76%	1.12%	
Stateline Medical Equipment	23.61%	19.75%	16.67%	16.85%	
Tri-State Maintenance	6.94%	12.35%	7.14%	12.36%	
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.	0	0	0	1	1
Home First	24	16	21	24	21
MedAdapt Ltd.	20	37	37	34	32
People Working Cooperatively, Inc.	3	2	4	1	3
Stateline Medical Equipment	17	16	13	15	15
Tri-State Maintenance	4	9	6	11	8
Total Distinct Clients Served	68	80	81	86	15



Provider Quality Report: Service Metrics

Hamilton County ESP

Independent Living Assistance

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Cincinnati Area Senior Services Inc	0	0	0	45	45
Nova Home Care	2	0	0	0	2
Partners in Prime	0	7	16	39	62
Wesley Community Services	278	270	304	293	1,146
Total Billable Units	279	277	320	377	1,254

Market Share					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	
Cincinnati Area Senior Services Inc	0	0	0	11.86%	
Nova Home Care	0.54%	0	0	0	
Partners in Prime	0	2.44%	4.92%	10.40%	
Wesley Community Services	99.46%	97.56%	95.08%	77.73%	
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
Cincinnati Area Senior Services Inc	0	0	0	21	21
Nova Home Care	1	0	0	0	1
Partners in Prime	0	1	3	5	3
Wesley Community Services	50	50	51	54	51
Total Distinct Clients Served	51	51	54	80	26



Provider Quality Report: Service Metrics

Hamilton County ESP

Major Housecleaning

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Home First	5	4	5	7	21
Total Billable Units	5	4	5	7	21

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	5	4	5	7	5
Total Distinct Clients Served	5	4	5	7	5



Provider Quality Report: Service Metrics

Hamilton County ESP

Pest Control

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Algo Termite & Pest Control	14	1	0	0	15
All Gone Termite & Pest Control, Inc.	0	16	35	18	69
Milt's Termite & Pest Control	0	2	1	6	9
Total Billable Units	14	19	36	24	93

Market Share					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	
Algo Termite & Pest Control	100.00%	5.26%	0	0	
All Gone Termite & Pest Control, Inc.	0	84.21%	97.22%	75.00%	
Milt's Termite & Pest Control	0	10.53%	2.78%	25.00%	
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	9	1	0	0	5
All Gone Termite & Pest Control, Inc.	0	11	12	10	11
Milt's Termite & Pest Control	0	1	1	2	1
Total Distinct Clients Served	9	13	13	12	6

Transportation

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Cincinnati Area Senior Services Inc	280	286	258	200	1,024
Kemper Shuttle Services	0	0	0	268	268
Maple Knoll Outreach Services for Seniors	740	665	657	628	2,690
Meda-Care Transportation, Inc.	8,517	8,125	7,777	7,821	32,240
Universal Transportation Systems	1,089	966	1,020	878	3,953
Wesley Community Services	1,812	1,862	1,866	1,568	7,108
Total Billable Units	12,438	11,904	11,578	11,363	47,283

Market Share					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	
Cincinnati Area Senior Services Inc	2.25%	2.40%	2.23%	1.76%	
Kemper Shuttle Services	0	0	0	2.36%	
Maple Knoll Outreach Services for Seniors	5.95%	5.59%	5.67%	5.53%	
Meda-Care Transportation, Inc.	68.48%	68.25%	67.17%	68.83%	
Universal Transportation Systems	8.76%	8.11%	8.81%	7.73%	
Wesley Community Services	14.57%	15.64%	16.12%	13.80%	
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
Cincinnati Area Senior Services Inc	39	34	41	39	38
Kemper Shuttle Services	0	0	0	30	30
Maple Knoll Outreach Services for Seniors	52	46	47	46	48
Meda-Care Transportation, Inc.	549	541	547	501	535
Universal Transportation Systems	104	106	97	84	98
Wesley Community Services	145	149	155	142	148
Total Distinct Clients Served	889	876	887	842	166



Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton County ESP SASI Counts

Home Care Assistance				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	197	206	198	198
Amaramedical Health Care Services, Inc.	45	52	51	54
Assisted Care by Black Stone	197	188	202	161
Comfort Keepers	0	0	0	1
Comfort Keepers #172	7	6	2	4
Helping Hands Private Duty Homecare	147	167	201	164
Hillebrand Home Health	52	55	51	47
Interim HomeStyles of Greater Cincinnati, Inc.	150	117	111	88
Nova Home Care	32	22	35	30
Prime Home Care, LLC	16	6	10	4
Quality Care	108	85	88	70
Superior Home Care, Inc.	110	80	83	55

Home Delivered Meals				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	369	376	350	318
Deupree Meals on Wheels	81	82	69	66
Maple Knoll Outreach Services for Seniors	75	79	73	62
Mayerson JCC (Jewish Community Center)	26	27	29	30
North College Hill Senior Center	59	51	67	47
Wesley Community Services	223	195	281	211

Medical Transportation				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	20	19	25	17
Maple Knoll Outreach Services for Seniors	29	32	17	28
Meda-Care Transportation, Inc.	291	311	250	241
Universal Transportation Systems	57	50	47	40
Wesley Community Services	79	62	75	70



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	89.7%	89.2%	89.9%	87.8%
Amaramedical Health Care Services, Inc.	91.9%	90.0%	95.2%	91.6%
Assisted Care by Black Stone	95.1%	92.6%	91.5%	89.4%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	91.9%	100.0%	95.0%	100.0%
Helping Hands Private Duty Homecare	90.9%	88.3%	86.2%	88.3%
Hillebrand Home Health	98.4%	95.3%	99.2%	99.3%
Interim HomeStyles of Greater Cincinnati, Inc.	94.1%	92.0%	92.3%	91.6%
Nova Home Care	89.9%	90.9%	94.9%	92.6%
Prime Home Care, LLC	93.5%	93.3%	77.3%	80.8%
Quality Care	90.5%	92.7%	90.8%	93.3%
Superior Home Care, Inc.	98.2%	97.7%	95.2%	97.0%

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	89.1%	91.4%	92.2%	84.2%
Amaramedical Health Care Services, Inc.	92.3%	84.4%	97.7%	87.2%
Assisted Care by Black Stone	93.6%	92.6%	88.8%	90.2%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	83.3%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	92.5%	89.4%	87.2%	89.4%
Hillebrand Home Health	97.9%	94.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.5%	90.2%	96.0%	89.5%
Nova Home Care	89.3%	90.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	77.8%	50.0%
Quality Care	92.9%	98.7%	93.9%	95.5%
Superior Home Care, Inc.	100.0%	100.0%	95.9%	97.9%

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

Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know about changes to your service?				
Historical Average: 88.4%	2019	2019	2019	2020
½ Historical Standard Deviation: 6.7%				
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	85.4%	84.7%	82.2%	82.6%
Amaramedical Health Care Services, Inc.	85.0%	89.1%	97.6%	81.3%
Assisted Care by Black Stone	91.0%	88.8%	89.4%	84.3%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	83.3%	100.0%	50.0%	100.0%
Helping Hands Private Duty Homecare	90.2%	90.5%	84.3%	82.8%
Hillebrand Home Health	100.0%	88.7%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	93.3%	93.1%	94.0%	93.2%
Nova Home Care	83.3%	89.5%	93.1%	93.1%
Prime Home Care, LLC	86.7%	83.3%	60.0%	66.7%
Quality Care	94.0%	93.9%	93.9%	95.5%
Superior Home Care, Inc.	99.0%	97.3%	94.4%	96.0%

Do you have the same aide each time?				
Historical Average: 84.2%	2019	2019	2019	2020
½ Historical Standard Deviation: 6.9%				
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	83.0%	76.6%	82.1%	82.1%
Amaramedical Health Care Services, Inc.	85.7%	86.3%	91.5%	84.6%
Assisted Care by Black Stone	91.7%	86.3%	80.8%	79.7%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	85.7%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	64.8%	62.1%	59.1%	62.0%
Hillebrand Home Health	90.0%	96.3%	93.9%	95.6%
Interim HomeStyles of Greater Cincinnati, Inc.	82.4%	85.2%	81.5%	81.8%
Nova Home Care	87.5%	77.3%	82.9%	83.3%
Prime Home Care, LLC	87.5%	83.3%	90.0%	75.0%
Quality Care	79.6%	74.1%	79.5%	82.6%
Superior Home Care, Inc.	93.6%	87.2%	90.4%	92.7%

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 Care Assistance SASI Scores

Do you like the way your aide treats you?				
Historical Average: 97.0%	2019	2019	2019	2020
½ Historical Standard Deviation: 2.7%				
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	96.4%	98.0%	98.0%	96.4%
Amaramedical Health Care Services, Inc.	97.7%	96.2%	98.0%	96.3%
Assisted Care by Black Stone	99.5%	96.8%	99.0%	96.9%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	100.0%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	99.3%	98.2%	97.5%	98.8%
Hillebrand Home Health	100.0%	98.2%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	99.3%	95.7%	98.2%	96.6%
Nova Home Care	93.5%	95.5%	100.0%	96.7%
Prime Home Care, LLC	100.0%	100.0%	90.0%	100.0%
Quality Care	97.2%	97.6%	97.7%	98.5%
Superior Home Care, Inc.	100.0%	100.0%	98.8%	98.2%

Do you trust your aide?				
Historical Average: 94.9%	2019	2019	2019	2020
½ Historical Standard Deviation: 3.4%				
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	94.4%	93.6%	91.4%	93.3%
Amaramedical Health Care Services, Inc.	95.6%	92.2%	96.0%	96.3%
Assisted Care by Black Stone	96.9%	95.7%	96.5%	93.8%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	100.0%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	97.2%	91.5%	89.9%	92.0%
Hillebrand Home Health	100.0%	96.4%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	97.3%	94.8%	92.7%	92.0%
Nova Home Care	90.6%	90.9%	97.1%	93.3%
Prime Home Care, LLC	93.8%	100.0%	70.0%	75.0%
Quality Care	94.4%	90.6%	95.4%	90.0%
Superior Home Care, Inc.	98.2%	97.5%	96.4%	96.4%

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%	2019	2019	2019	2020
½ Historical Standard Deviation: 3.5%				
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	93.3%	92.6%	93.4%	92.8%
Amaramedical Health Care Services, Inc.	90.9%	90.2%	92.0%	98.1%
Assisted Care by Black Stone	97.4%	95.7%	92.9%	93.2%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	100.0%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	93.1%	95.2%	92.0%	96.9%
Hillebrand Home Health	98.1%	94.5%	98.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	97.3%	92.2%	93.6%	96.4%
Nova Home Care	93.5%	95.5%	97.1%	93.3%
Prime Home Care, LLC	93.8%	100.0%	80.0%	100.0%
Quality Care	92.5%	96.4%	90.9%	98.6%
Superior Home Care, Inc.	99.1%	98.8%	97.6%	98.2%

Does your aide do the things you ask them to do?				
Historical Average: 95.7%	2019	2019	2019	2020
½ Historical Standard Deviation: 3.0%				
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	95.4%	94.5%	94.4%	93.3%
Amaramedical Health Care Services, Inc.	93.3%	92.3%	96.0%	100.0%
Assisted Care by Black Stone	97.9%	95.7%	98.0%	96.3%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	100.0%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	97.3%	96.4%	95.5%	96.9%
Hillebrand Home Health	98.1%	96.4%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	98.7%	95.6%	99.1%	96.6%
Nova Home Care	93.8%	95.2%	100.0%	96.7%
Prime Home Care, LLC	93.8%	100.0%	90.0%	100.0%
Quality Care	91.7%	98.8%	93.1%	100.0%
Superior Home Care, Inc.	98.2%	97.5%	96.4%	98.2%

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%	2019	2019	2019	2020
½ Historical Standard Deviation: 6.0%				
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	87.8%	91.4%	93.3%	88.3%
Amaramedical Health Care Services, Inc.	94.6%	91.3%	97.5%	86.0%
Assisted Care by Black Stone	95.1%	90.5%	92.1%	89.8%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	66.7%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	98.5%	94.5%	93.4%	91.2%
Hillebrand Home Health	100.0%	96.1%	100.0%	97.6%
Interim HomeStyles of Greater Cincinnati, Inc.	93.9%	91.5%	91.3%	89.6%
Nova Home Care	92.6%	88.9%	93.1%	96.4%
Prime Home Care, LLC	85.7%	83.3%	85.7%	100.0%
Quality Care	92.6%	97.5%	88.6%	98.5%
Superior Home Care, Inc.	100.0%	98.5%	95.9%	96.2%

Is your aide dependable?				
Historical Average: 89.6%	2019	2019	2019	2020
½ Historical Standard Deviation: 6.4%				
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	85.3%	84.6%	83.2%	83.2%
Amaramedical Health Care Services, Inc.	93.0%	92.2%	96.1%	94.3%
Assisted Care by Black Stone	94.8%	93.0%	88.4%	85.1%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	100.0%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	89.7%	79.9%	79.4%	85.0%
Hillebrand Home Health	100.0%	96.3%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	90.6%	91.2%	88.2%	88.5%
Nova Home Care	90.6%	95.5%	88.2%	90.0%
Prime Home Care, LLC	100.0%	83.3%	70.0%	75.0%
Quality Care	85.2%	89.3%	86.4%	82.6%
Superior Home Care, Inc.	98.2%	100.0%	94.0%	98.1%

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

Hamilton County ESP

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?				
Historical Average: 88.0%	2019	2019	2019	2020
½ Historical Standard Deviation: 6.6%				
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	86.7%	85.1%	88.9%	81.3%
Amaramedical Health Care Services, Inc.	90.5%	86.0%	90.0%	91.7%
Assisted Care by Black Stone	92.7%	90.8%	88.9%	84.7%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	100.0%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	86.9%	85.3%	83.8%	87.9%
Hillebrand Home Health	100.0%	96.2%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	92.7%	90.3%	89.0%	92.0%
Nova Home Care	84.4%	90.9%	97.1%	83.3%
Prime Home Care, LLC	93.8%	100.0%	60.0%	66.7%
Quality Care	85.0%	90.4%	88.6%	91.3%
Superior Home Care, Inc.	95.4%	100.0%	92.7%	98.2%

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				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	98.2%	98.4%	97.7%	98.7%
Deupree Meals on Wheels	95.8%	96.3%	94.4%	98.0%
Maple Knoll Outreach Services for Seniors	96.3%	97.6%	97.9%	99.6%
Mayerson JCC (Jewish Community Center)	99.0%	98.1%	98.7%	98.3%
North College Hill Senior Center	98.5%	98.7%	97.9%	99.2%
Wesley Community Services	97.6%	97.9%	97.4%	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
Cincinnati Area Senior Services Inc	99.7%	99.4%	98.8%	99.3%
Deupree Meals on Wheels	97.3%	97.4%	94.9%	98.1%
Maple Knoll Outreach Services for Seniors	98.6%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%
North College Hill Senior Center	100.0%	100.0%	100.0%	100.0%
Wesley Community Services	99.0%	99.4%	99.2%	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
Cincinnati Area Senior Services Inc	95.9%	96.2%	94.8%	96.5%
Deupree Meals on Wheels	90.0%	92.6%	86.8%	93.7%
Maple Knoll Outreach Services for Seniors	96.0%	92.3%	94.4%	96.7%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	93.1%	96.7%
North College Hill Senior Center	98.3%	94.1%	97.0%	95.7%
Wesley Community Services	95.9%	96.9%	94.6%	92.9%

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
Cincinnati Area Senior Services Inc	99.7%	99.7%	99.7%	99.7%
Deupree Meals on Wheels	100.0%	98.8%	98.6%	98.5%
Maple Knoll Outreach Services for Seniors	98.7%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%
North College Hill Senior Center	100.0%	100.0%	100.0%	100.0%
Wesley Community Services	98.2%	99.5%	99.3%	98.6%

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 the people at [HDM Service Provider] let you know about changes to your service?				
Historical Average: 97.9%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.6%				
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	99.1%	98.5%	98.5%	99.0%
Deupree Meals on Wheels	97.0%	95.6%	98.2%	100.0%
Maple Knoll Outreach Services for Seniors	97.1%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	96.2%	100.0%
North College Hill Senior Center	100.0%	95.7%	98.3%	100.0%
Wesley Community Services	97.6%	97.3%	98.4%	97.4%

Do you eat your home delivered meals?				
Historical Average: 98.8%	2019	2019	2019	2020
½ Historical Standard Deviation: 0.8%				
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	100.0%	99.7%	99.4%	99.4%
Deupree Meals on Wheels	100.0%	100.0%	97.1%	100.0%
Maple Knoll Outreach Services for Seniors	94.7%	100.0%	98.6%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	96.3%	100.0%	100.0%
North College Hill Senior Center	100.0%	100.0%	98.5%	97.9%
Wesley Community Services	99.1%	99.0%	98.9%	99.5%

Do you have a good choice of meals?				
Historical Average: 93.6%	2019	2019	2019	2020
½ Historical Standard Deviation: 2.8%				
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	95.0%	96.8%	94.5%	97.8%
Deupree Meals on Wheels	94.9%	93.8%	91.3%	95.5%
Maple Knoll Outreach Services for Seniors	91.9%	89.9%	91.8%	100.0%
Mayerson JCC (Jewish Community Center)	92.3%	88.9%	100.0%	96.7%
North College Hill Senior Center	94.7%	100.0%	95.5%	100.0%
Wesley Community Services	95.9%	96.4%	93.2%	94.8%

Do your meals help you follow a healthy diet?				
Historical Average: 97.1%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.8%				
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	98.4%	98.9%	98.9%	99.1%
Deupree Meals on Wheels	93.7%	98.8%	95.5%	100.0%
Maple Knoll Outreach Services for Seniors	94.7%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	93.1%
North College Hill Senior Center	98.3%	100.0%	97.0%	100.0%
Wesley Community Services	98.6%	97.4%	98.6%	98.6%

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

Would you recommend [HDM Service Provider] to a family member or friend?				
Historical Average: 97.1%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.6%				
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	98.1%	97.9%	97.4%	99.0%
Deupree Meals on Wheels	93.7%	93.8%	92.8%	98.5%
Maple Knoll Outreach Services for Seniors	98.7%	98.7%	98.6%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%
North College Hill Senior Center	96.6%	100.0%	97.0%	100.0%
Wesley Community Services	96.4%	97.4%	96.8%	95.7%

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

Medical Transportation SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	97.5%	97.3%	96.6%	96.4%
Maple Knoll Outreach Services for Seniors	99.7%	98.7%	98.8%	99.3%
Meda-Care Transportation, Inc.	95.9%	94.9%	93.7%	91.2%
Universal Transportation Systems	91.8%	94.0%	93.1%	85.2%
Wesley Community Services	98.8%	99.3%	98.2%	99.4%

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
Cincinnati Area Senior Services Inc	95.0%	100.0%	91.7%	94.1%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	96.4%
Meda-Care Transportation, Inc.	93.0%	94.4%	92.8%	87.9%
Universal Transportation Systems	89.1%	94.0%	91.1%	76.9%
Wesley Community Services	98.7%	98.4%	97.3%	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
Cincinnati Area Senior Services Inc	100.0%	100.0%	95.8%	94.1%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	99.0%	98.4%	97.6%	94.6%
Universal Transportation Systems	96.4%	94.0%	100.0%	97.4%
Wesley Community Services	100.0%	100.0%	98.6%	100.0%

Do you get as much help as you need to get in/out of the vehicle?				
Historical Average: 97.6%				
½ Historical Standard Deviation: 2.5%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	100.0%	94.7%	95.8%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	94.1%	100.0%
Meda-Care Transportation, Inc.	95.8%	96.4%	92.8%	92.9%
Universal Transportation Systems	90.9%	92.0%	95.6%	91.7%
Wesley Community Services	98.7%	100.0%	98.6%	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%	2019	2019	2019	2020
½ Historical Standard Deviation: 2.2%				
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	95.0%	100.0%	95.8%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	96.8%	100.0%	100.0%
Meda-Care Transportation, Inc.	94.8%	92.7%	92.4%	91.2%
Universal Transportation Systems	89.1%	95.9%	88.9%	85.7%
Wesley Community Services	97.5%	98.3%	97.3%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?				
Historical Average: 96.9%	2019	2019	2019	2020
½ Historical Standard Deviation: 2.2%				
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	95.0%	94.4%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	98.3%	96.1%	96.7%	93.7%
Universal Transportation Systems	90.9%	95.9%	97.8%	84.2%
Wesley Community Services	98.7%	100.0%	100.0%	100.0%

Do you like the way your driver treats you?				
Historical Average: 98.6%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.7%				
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	100.0%	94.7%	100.0%	94.1%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	99.7%	97.0%	98.4%	94.5%
Universal Transportation Systems	96.4%	95.9%	95.6%	89.7%
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%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.9%				
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	96.8%	100.0%	100.0%
Meda-Care Transportation, Inc.	98.3%	96.1%	93.2%	95.0%
Universal Transportation Systems	94.5%	94.0%	93.3%	89.7%
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.

Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?				
Historical Average: 93.1%	2019	2019	2019	2020
½ Historical Standard Deviation: 4.5%				
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	95.0%	100.0%	95.8%	94.1%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	94.1%	96.4%
Meda-Care Transportation, Inc.	88.5%	89.6%	84.6%	81.3%
Universal Transportation Systems	85.5%	91.8%	84.4%	66.7%
Wesley Community Services	97.4%	98.4%	94.5%	94.2%

Is the ride a pleasant experience?				
Historical Average: 98.0%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.9%				
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	100.0%	94.7%	95.7%	94.1%
Maple Knoll Outreach Services for Seniors	96.6%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	97.6%	96.7%	95.9%	92.9%
Universal Transportation Systems	96.4%	94.0%	93.3%	94.6%
Wesley Community Services	98.7%	98.3%	98.6%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?				
Historical Average: 96.8%	2019	2019	2019	2020
½ Historical Standard Deviation: 2.4%				
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	95.0%	94.7%	95.8%	93.8%
Maple Knoll Outreach Services for Seniors	100.0%	93.5%	100.0%	100.0%
Meda-Care Transportation, Inc.	94.1%	91.8%	92.7%	87.5%
Universal Transportation Systems	89.1%	92.0%	91.1%	75.7%
Wesley Community Services	98.7%	100.0%	97.3%	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 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

Hamilton 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