

# 2018 National Ryan White Conference on HIV Care & Treatment



# Getting to Zero: Improving the Quality of Ryan White Services Report Data: The New York City Experience

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# The Ryan White Services Report

An annual calendar year report submitted by Ryan White (RW) grant recipients and sub-recipients to the Health Resources and Services Administration (HRSA).

- Consists of a Recipient, Provider and Client Report
- Includes client-level demographic, service and clinical data
- Reports clients eligible for Ryan White services based on HIV status, income and housing status

Recipient Report

Provider Report

Client Report

# HRSA Benchmarks for the RSR

## HRSA establishes annual benchmarks to measure:

- Completeness of demographics and clinical data to monitor eligibility for Ryan White services and to facilitate improvement on data completeness.
- Quality of reported clinical data
- These benchmarks can change from year to year.
- Feedback on benchmarks happens several months following report submission.

# Examples of Benchmarks

- **Less than 10% missing values** for six client-level data elements: Federal poverty level (income); Health insurance status; Housing status; Viral load; Antiretroviral therapy; HIV Risk Factors
- **Less than 50% 'No' or missing values** for mental health screening and/or substance use screening; **less than 90% 'No' or missing values** for PCP prophylaxis and Hepatitis B Vaccination

# The NY EMA and the 2017 RSR

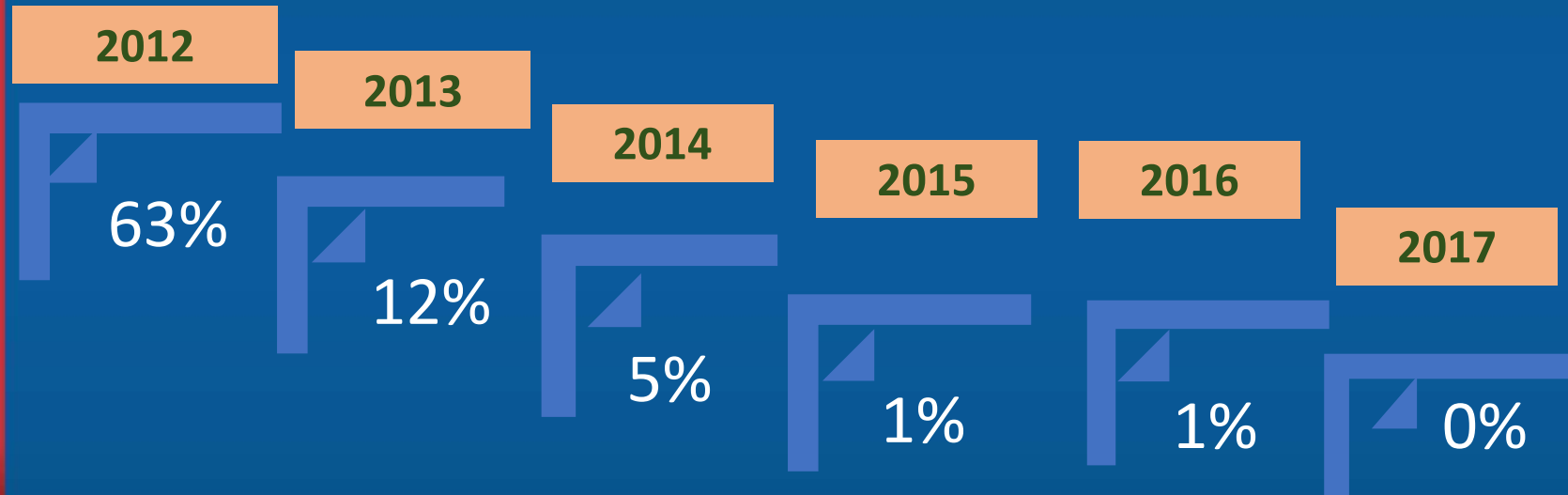
As shown on the following map, the New York Eligible Metropolitan Area (**NY EMA**) includes the 5 counties of NYC, and Rockland, Putnam, and Westchester counties.



- **89** agencies submitted Ryan White Services Report (RSR) data under the NYC DOHMH Ryan White Part A (RWPA) grant
- **40,178** unduplicated clients were reported by our grant sub-recipients for Ryan White Parts B, C & D contracts. Of these, roughly half, or 20,257 clients, were reported under Part A.

# RSR Data Completeness 2012-2017

Cascading table showing percentage of Providers with less than 90% completeness for HIV/AIDS Bureau (HAB)'s six targeted data elements:

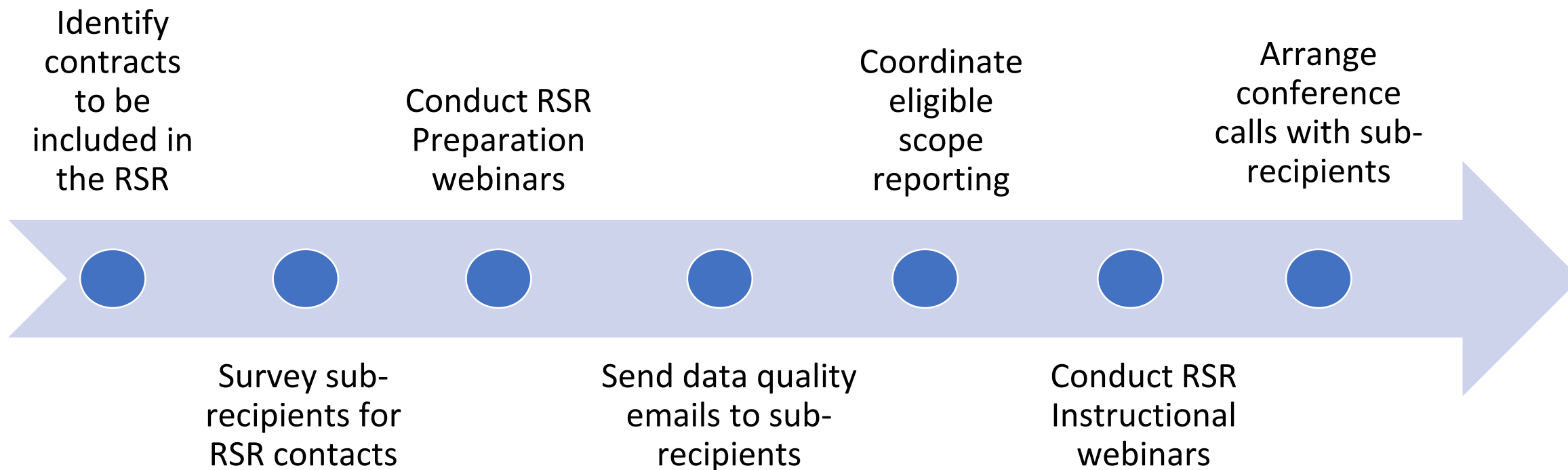


# NY EMA: Optimizing the RSR Process

- Use an RSR-ready system for data collection and monitoring
- Use available tools to enhance the reporting process
- Monitor completeness and quality of data using RSR Reports and e-mail communications
- Provide up to date information to grant sub-recipients on RSR changes and policies
- Collaborate with other RW funding Parts
- Maintain a working relationship with HRSA's technical support teams

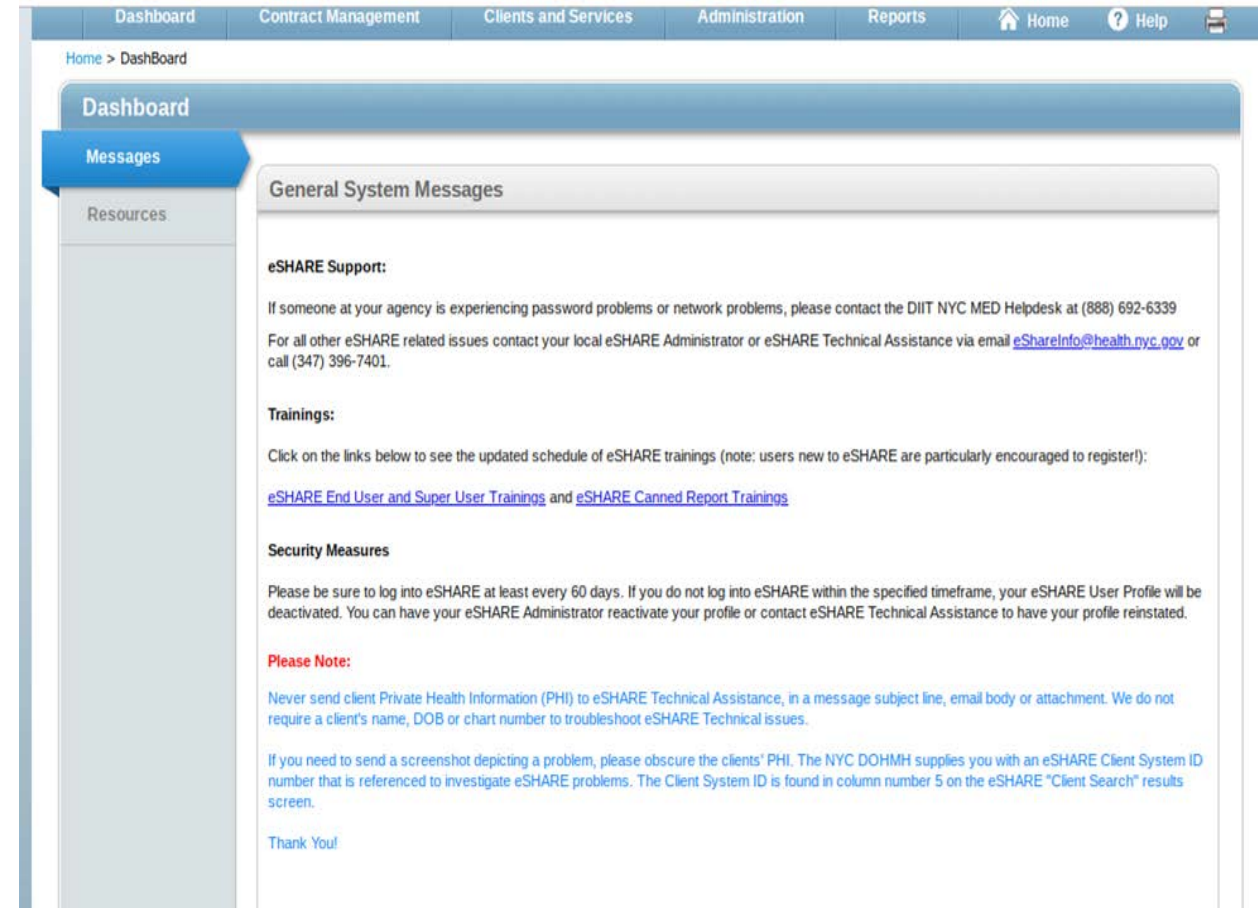


# Timeline for RSR Preparations



# The NY EMA eSHARE System

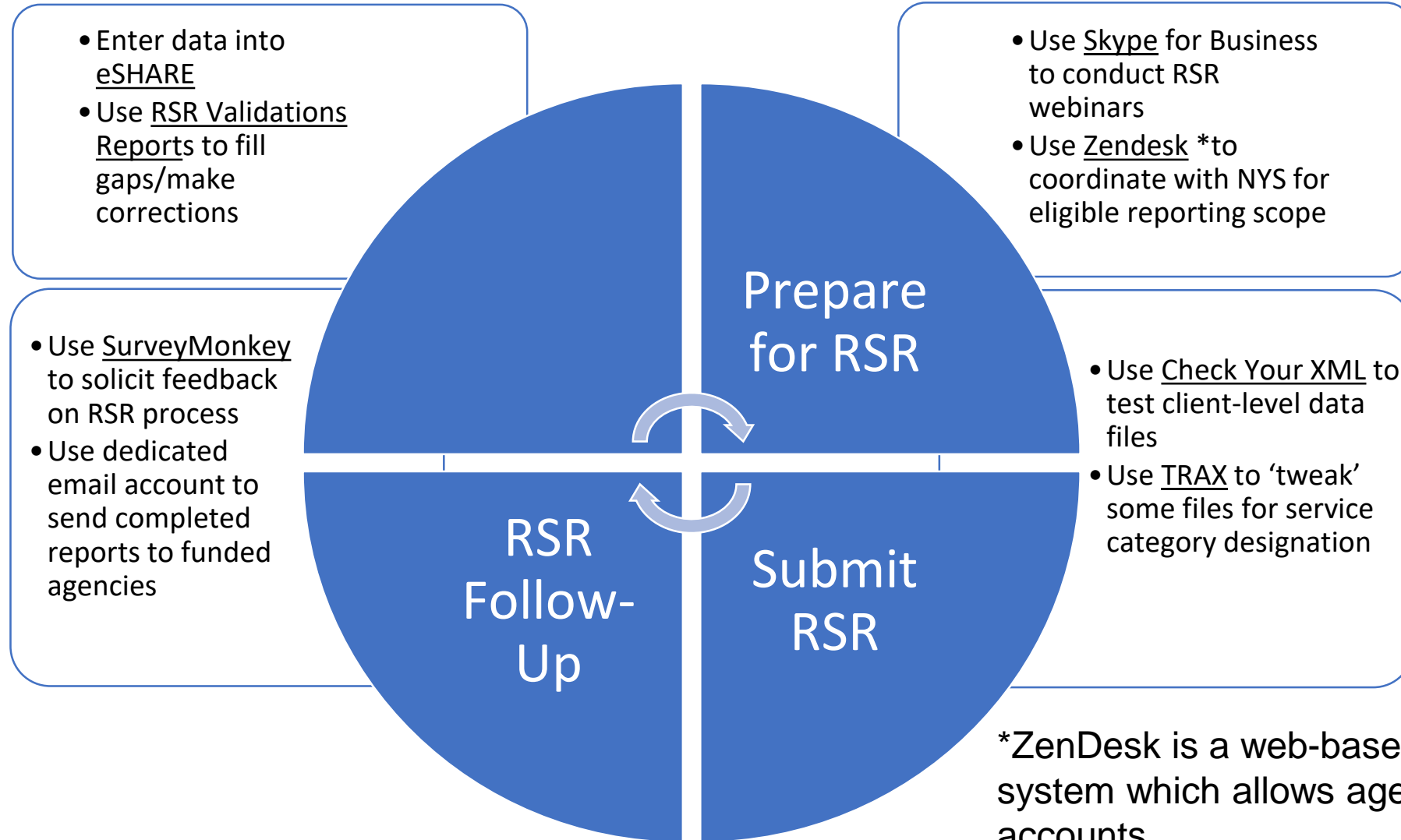
- The NY EMA uses eSHARE (Electronic System for HIV/AIDS Reporting and Evaluation), a certified RSR-ready system, to collect and report RSR data.
  - eSHARE includes an RSR validations report to check for missing data
  - eSHARE produces an .XML file of RSR-ready data
  - eSHARE can be modified to accommodate changes to reporting requirements



# Tools Used in the RSR Process

- [eSHARE](#) – data collection system for RSR data, also creates XML file
- [Zendesk](#) – e-mail ticketing system – collaboration with New York State Department of Health
- [TRAX](#) – HRSA program to create customized XML files of RSR data
- [Check Your XML](#) – feature in the HAB RSR Web application to upload test files
- [SurveyMonkey](#) – survey program to solicit feedback on RSR process
- [Skype for Business](#) – for webinars on RSR, both before and after RSR submission

# How the NY EMA Makes Use of Available Tools



\*ZenDesk is a web-based email ticketing system which allows agents to share accounts

# RSR Resources within eSHARE


The screenshot displays the eSHARE web application interface. At the top left is the 'e.share' logo and the text 'Electronic System for HIV/AIDS Reporting & Evaluation'. To the right, there is a 'NYC Health' logo, a 'WELCOME' message for 'Julia Cohen BHIV', and a 'Logout' button. A navigation bar contains links for 'Dashboard', 'Contract Management', 'Clients and Services', 'Administration', 'Reports', 'Home', and 'Help'. Below the navigation bar, the 'Dashboard' page is active, showing a 'Resources' section with a list of links under the heading 'Ryan White Services Report (RSR)'. The links include: '2017 RSR Validations List', '2017 RSR Timeline', '2017 RSR Instruction Manual', 'Importing RSR client-level data into MS Excel', 'Obtaining a Login to the RSR Web-Based System', 'Guide to the RSR Report in eSHARE', 'RSR Frequently Asked Questions', 'Check your XML Instructions', and 'RSR Data Dictionary'.

Links to RSR documents are available to sub-recipients on the eSHARE Dashboard and include step-by-step instructions to create the RSR Provider and Client Report.


A Frequently Asked Questions (FAQs) document includes information for sub-recipients on how to report under multiple funding streams.

# The RSR Report

The RSR Validations Report uses HRSA RSR validations to identify client records in eSHARE that have missing or 'unknown' values for RSR data elements





Electronic System for  
HIV/AIDS Reporting & Evaluation



WELCOME  
Julia Cohen  
BHIV

Logout



Dashboard
Contract Management
Clients and Services
Administration
Reports
Home
Help


### RSR Report

Select Reporting Period: Calendar Year 2017 ▼

Select Agency: ZZZTest ▼

Submit




Generate XML

Export Report to Excel

From: 01/01/2017 To: 12/31/2017

System Assigned ID	Enrollment Service Category	Enrollment Date + Form Type + Form Date	Issue Type	Field	Issue Description + State
AHJ001295998	EIN	09/19/2013 Intake Assessment 09/19/2013	Unknown or missing demographics	Insurance Type	Missing Medical Insurance <span style="color: orange;">Warning</span>
AHJ001295998	N/A	Common Demographics	Unknown or missing demographics	Ethnicity	Unknown or missing Hispanic subgroup <span style="color: blue;">Alert</span>
AZZ0001584335	MHV	01/15/2017 Intake Assessment 06/13/2017	Unknown or missing demographics	HIV Risk Factor	Missing HIV risk factor(s) <span style="color: blue;">Alert</span>
AZZ0001584335	N/A	Common Demographics	Unknown or missing demographics	Ethnicity	Unknown or Missing Ethnicity <span style="color: blue;">Alert</span>
AZZ0001584335	N/A	Common Demographics	Unknown or missing demographics	Race	Unknown or Missing Race <span style="color: blue;">Alert</span>
AZZ0001585370	HRM	07/18/2017 Re-Assessment 08/28/2017	Unknown or missing demographics	What is your current living situation?	Missing Housing Status <span style="color: blue;">Alert</span>
AZZ0001585375	HRM	07/18/2017 Intake Assessment 07/18/2017	Unknown or missing demographics	HIV Risk Factor	Missing HIV risk factor(s) <span style="color: blue;">Alert</span>

# ZenDesk Email Platform

 Reply  Reply All  Forward



Wed 9/26/2018 4:22 PM

[REDACTED] (AIDS Institute, NYS DOH) <support@aiosdrsr.zendesk.com>

[AIDS Institute, NYS DOH] Update: Housing Works--2018 Interim RSR Extract Request by the AIDS Institute

To

Cc: Dmitry Koptsev; Julia Cohen

Retention Policy: DOHMHRetentionPolicy (8 years)

Expires: 9/24/2026

Action Items

+ Get more

**ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails. If it looks suspicious, send it as an attachment to [spamemail@health.nyc.gov](mailto:spamemail@health.nyc.gov)**

## - Please type your reply above this line -##

You are registered as a CC on this support request (872). Reply to this email to add a comment to the request.



[REDACTED] (AIDS Institute, NYS DOH)

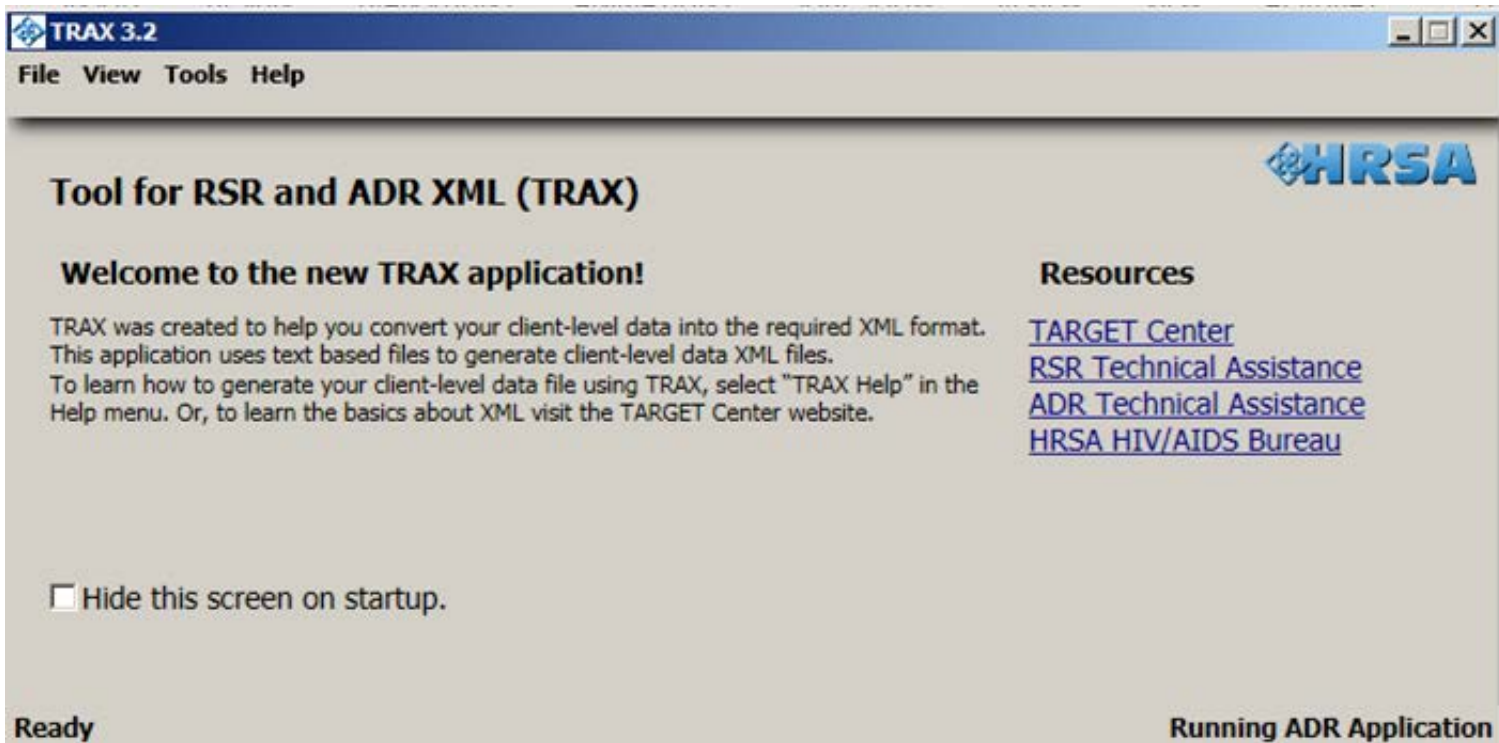
Sep 26, 4:21 PM EDT

Hi. Thanks for submitting your RSR Extract, However, we noticed that your Part B Funded Service categories are being excluded. We are looking determine what the correct funding should be for your 'Housing LGBT' program. We should have this sorted out tomorrow so we'll wait on return your RSR Completeness Reports until then. We'll be in touch.

ZenDesk is a Help Desk Email platform which allows multiple agents to respond to queries from RSR grant sub-recipients.

Since approximately one third Part B funded agencies in the NY EMA also have Part A funding, this platform facilitates coordinated RSR messaging to agencies.

# The TRAX Application from HRSA



The TRAX application is a free downloadable program from HRSA, which uses Excel spreadsheet templates of RSR data to create an RSR-ready XML file.

The NY EMA uses TRAX in cases where service categories need to be manually adjusted for the RSR.



# Check Your XML Feature

**RSR Check Your XML**

▼ eShare

Report ID: 50413	Status: Working	Data
Report Period: Check Your XML	Last Modified Date: 10/27/2016 2:46:59 PM	Last I
Access Mode: ReadWrite	Client Count: 71	Lock

**Check your RSR Client-Level Data XML and Data Quality Page**

This page will allow you to upload a RSR client-level data XML file to ensure that it conforms to the schema. When your XML file is successfully processed, you can view any alerts, warnings, or errors that are in the the arrow to the left of the ID number to see the Validation Report, Upload Confirmation Report, and Data Completeness Report for each individual file that was successfully processed. To see the Validation Report, select the links in the left navigation menu.

Please note:

- This information will not be submitted to HRSA. You will still have to upload your XML in your RSR Provider Report. This site simply allows you to check the structure of your XML file and the quality of your data.
- This feature only works with RSR client-level data XML files that conform to the RSR Client-Level Data XML Schema Definitions. The most recent RSR XML Schema Definitions are available on the [Target C](#)
- You will be unable to upload files larger than 29MB. If your client-level data XML file is larger than 29MB, please zip your file before upload. [Create Compressed Zip File](#)
- Changes to the file status in the Upload History Table are not automatically displayed. To view real-time updates to the Upload History Table, you must manually refresh this browser window.
- You will receive an email confirmation after you have successfully uploaded a client-level data XML file.
- All files are deleted 30 days after they are processed.

**Client Upload**

Select the client records that you would like to upload. You will receive an email confirmation after your records are successfully processed.

Choose File No file chosen

Upload File Cancel

This feature allows **grant recipients** and sub-recipients to upload a test file of client-level data to check for quality and completeness using an Upload Completeness Report.

Screenshot of RSR Check Your XML web page

# Recipient/Sub-Recipient Support

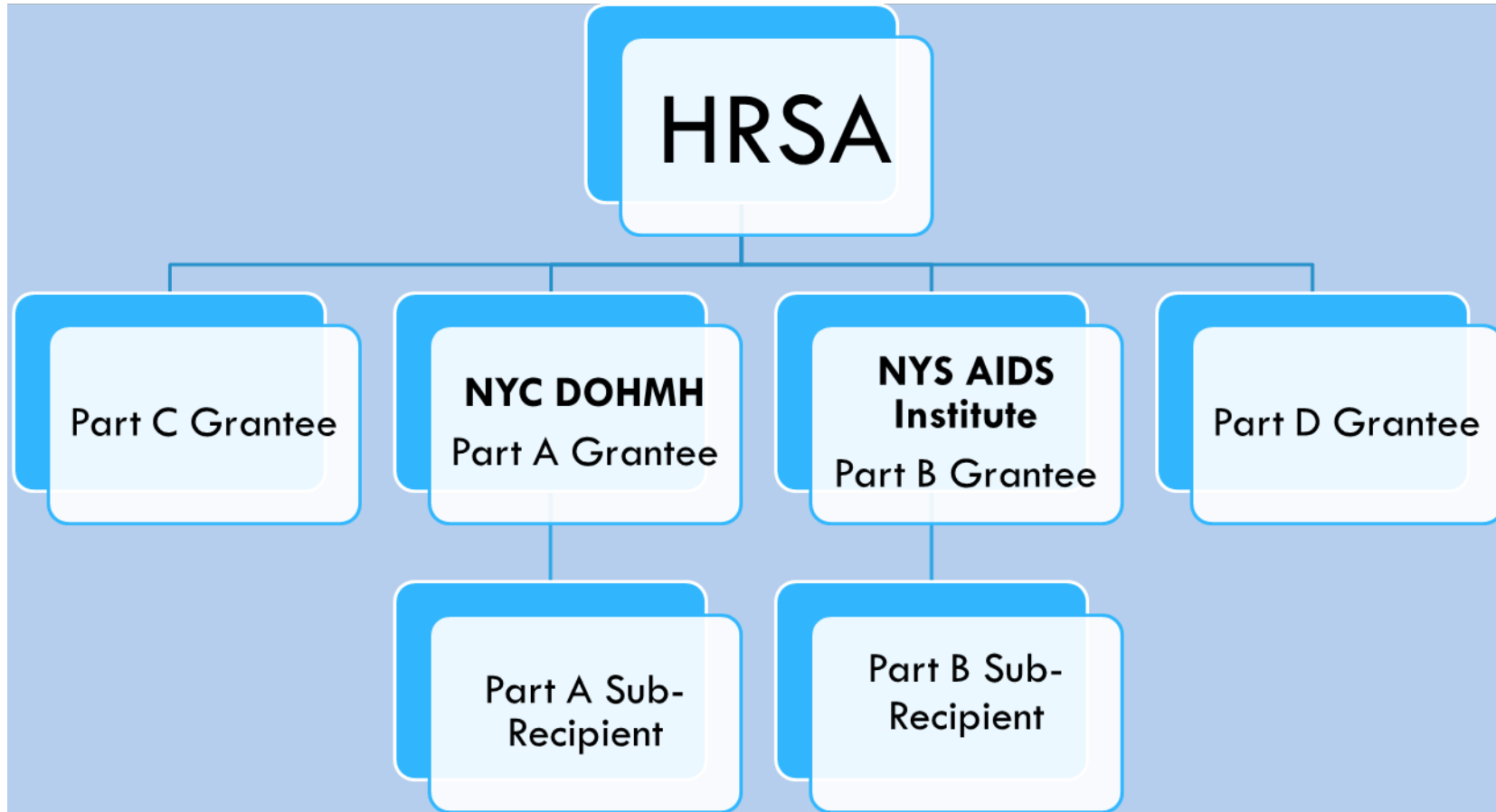
- Identify two RSR contacts at each funded organization
- Hold RSR Preparation and Instructional Webinars
- Disseminate provider-level spreadsheets with data issues including:
  - HIV diagnosis year
  - Household income
  - Enrollment issues
- Communicate using an e-mail account specifically for RSR issues: ([eshareRSR@health.nyc.gov](mailto:eshareRSR@health.nyc.gov) – ‘eSHARE Data Review’)
- Conduct conference calls to discuss reporting issues and clinical data

# Why Collaboration with other Funding Parts?

- ‘Treat’ the ‘Whole’ RSR!
- Benchmarks include ALL funding Parts
- Eligible scope of services requires collaboration
- Allows for sharing of best practices
- Facilitates consistency of reported data

# The NY EMA'S RSR

## *Lots of Moving Parts!*



# NY EMA and HRSA Technical Support

- Submit formal comments through the Federal Register on proposed RSR changes and data collection practices
- Assist technical assistance teams with testing of website updates
- Provide feedback on RSR process to technical assistance teams on an annual basis
- Seek clarification on RSR data collection policies to communicate to sub-grantees
- Participate in all RSR webinars in order to keep abreast of RSR changes

# NY EMA and RSR Feedback

- **Communicate RSR results** to grant recipients/sub-recipients
  - RSR Handout with aggregate data/completeness rates
  - Official feedback from RW Data TA team on benchmarks
- **Follow-Up Webinar** to present RSR results and go over process
- **Send RSR report packages** to grant recipients/sub-recipients
- **Survey recipients/sub-recipients** on RSR process and make adjustments to process accordingly

# Important Takeaways

Ensure your data collection system is RSR-ready

Keep up to date on RSR changes

Collaborate with other funding parts

Utilize tools at your disposal

Communicate regularly with grant recipients and sub-recipients

# Acknowledgements

**Jacinthe Thomas**, MPH, Care & Treatment Program, Bureau of HIV/AIDS Prevention and Control, New York City Department of Health & Mental Hygiene

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**Larry Spiegel**, Director, Office of Data Systems Development & Reporting, New York State Department of Health-AIDS Institute

**Elizabeth Coombs**, Mission Analytics Group, San Francisco, CA



## Questions or Comments?

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