

New York City Department of Health & Mental Hygiene Bureau of HIV/AIDS Preventions & Control

July 2014
Special Edition #1

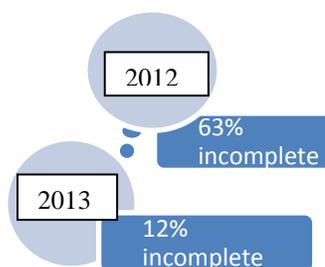
The Results are in for the 2013 RSR!

By the deadline of March 31, 2014, 127 Ryan White (RW) Part A providers submitted a Ryan White Services Report (RSR) to the Health Resources and Services Administration (HRSA) under Grant # H89HA00015, managed by the NYC DOHMH. In addition to creating a Provider Report with agency information and HIV testing counts, providers were required to create and upload RSR client-level data from eSHARE to the HRSA website for the first time!

A new report in eSHARE, the RSR Validations Report, now assists providers with making corrections and updates to RSR data elements and is exportable to Excel. In addition, a new XML generator allows providers to generate a client-level data file for upload as the Client Report on the HRSA website.

HRSA measures completeness of RSR data based on 5 indicators that determine RW eligibility and measure HIV health outcomes: Housing status, Income, Medical Insurance, CD4 results and VL results.

In 2012, 63% of Part A providers had > 10% missing or unknown responses for 1-5 of these indicators – in 2013, this proportion fell to 12%!



*Thank you to all
Ryan White Part A
providers that
submitted an RSR to
HRSA for 2013!*

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RSR stands for:

*Ryan White
Services Report*

RSR Feedback Process

An RSR Feedback Survey was distributed to nearly all Part A providers in May 2014 and 109 responses were received (over 70% of our Part A providers)!

Overall, feedback was positive! The majority of providers (94%), thought the

RSR process went smoothly.

Although 43% of providers indicated they spent more time on the RSR in 2013 than in 2012; staff hours on the RSR should decrease for 2014, with more providers familiar with HRSA's new 'provider-based' RSR process!

Below are some of the results of our 20-question survey and a sample of comments.

If you would like a copy of the complete survey results, please email us at:
eSHARErsr@health.nyc.gov

What is eSHARE?

- electronic
- System (for)
- HIV
- AIDS
- Reporting (&)
- Evaluation

RSR Feedback Survey Results

	Very Helpful	Somewhat Helpful	Not Helpful
RSR Validation Report	64%	32%	4%
XML Generation	70%	28%	2%
RSR Webinars	42%	26%	2%
RSR Documentation	58%	38%	4%
Emails from eSHARErsr Grantee Management of RSR process	68%	29%	3%
	56%	39%	5%

Some Provider Suggestions to improve the RSR Process for 2014

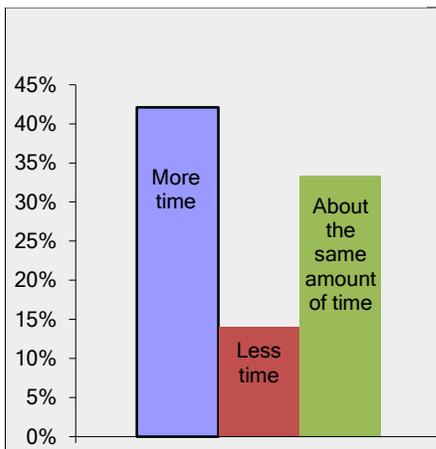
Have a mid-year RSR

Ensure compatibility of provider browsers

Allow sites to select which level of errors (on the RSR Validation Report) they want to run

Avoid confusion by making it clear which communications are relevant to which programs

Amount of Time Spent by Providers on 2013 RSR (compared to 2012)*



* Answered by respondents who indicated >1 year of experience with the RSR

Which clients are reported in the RSR?

All clients that are HIV-positive and received at least 1 RW-funded service during the reporting period

Changes Completed for the 2014 RSR

- eSHARE upgraded to work with Internet Explorer 9 (and soon Google Chrome!)
- New data elements for 2014 RSR reporting added to eSHARE forms

Further Improvements Planned for the 2014 RSR

- RSR Report to be updated with 2014 reporting changes and previous report issues to be addressed
- RSR Documentation available in eSHARE Resources to be updated and expanded
- RSR trainings and guidance to be offered earlier and be more comprehensive
- Technical assistance process for the RSR to be improved to facilitate timely resolution of issues and answers to RSR questions
- Feedback from the survey to be shared with our HRSA Project Officer

In Other RSR News...

May 2014 –HRSA announces 2014 RSR Timeline:

<http://targethiv.com/library/2014-rsr-submission-timelines-announced>

June 2014 – HRSA publishes 2014 RSR Validations List:

<http://targethiv.com/library/2014-rsr-data-validations>

Sept. 2014 – NYC DOHMH webinars on RSR changes for 2014, times & dates to be announced

Reminder: It's never too early to prepare your data for the RSR!

For RSR-related questions, please email eSHARErsr@health.nyc.gov or call Julia Cohen at 347-396-7446

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<http://www.nyc.gov/html/doh/html/living/hiv-eshare.shtml>

e.share

Electronic System for
HIV/AIDS Reporting & Evaluation

The Bureau of HIV/AIDS Prevention and Control utilizes eSHARE to provide reporting and program evaluation for over 180 agencies throughout New York City and Westchester County. The agencies are comprised of Hospitals, Community Based Organizations and Clinics. There are over 2,100 registered eSHARE users entering or monitoring services for over 298,000 clients daily.

If you have any questions about how your specific program is affected by the data entered into eSHARE, please contact either your designated DOHMH Project Officer or your Public Health Solutions Contract Manager. To report error messages and receive assistance with connectivity and password problems please contact the DOHMH DIIT Helpdesk at 1-888-692-6339.

All other inquiries should be directed to [eSHAREinfo](#).

If you require **assistance in the evenings after 5pm or on Saturday**, please contact the DIIT Service Desk at the number below.

Service Desk Hours of Operation:



Monday-Friday 8am-6pm
Saturday 10am-2pm



Call us at 212-766-HELP (766-4357)

eSHARE Training Schedules for 2014

eSHARE Basic Training

Registrants should click on the following URL: <http://www.cvent.com/d/k4qm3c> to access the Registration Site. It is important to first read the Summary Section followed by clicking on the Agenda Tab to view the training sessions being offered for 2014. Clicking on the blue registration button on the bottom right of the page begins the registration process.

Each training session can handle a maximum of nine (9) registrants and will automatically close about five (5) days before the scheduled

training date. Since the training venue may change periodically, an e-mail will go out approximately one week before your scheduled training date with complete training details.

eSHARE Canned Reports Training

For advanced eSHARE training associated with running "Canned Reports" click the following URL to register, <http://www.cvent.com/d/v4qznu> or you can reach out to your assigned DOHMH Project Officer for registration information. Any questions or concerns regarding registration can be forwarded to Jeff Oshins at esharetraining@health.nyc.gov.

Training dates, training locations, and type of trainings are subject to change based upon availability, holidays, and programmatic needs.

