



Electronic System for
HIV/AIDS Reporting & Evaluation

eSHARE Informer

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eSHARE Informer

Back-Issues

To view past issues of the eSHARE informer visit the DOHMH Website

Contact us

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Safeguarding client Protected Health Information (PHI) when requesting eSHARE TA

DO NOT SEND PROTECTED HEALTH INFORMATION (PHI) WHEN YOU REQUEST eSHARE TA

What is Protected Health Information as it pertains to eSHARE? Protected Health Information includes, but is not limited to the following;

- Client/Patient names (First, Middle, Last)
- Client/Patient dates of birth
- Client/Patient chart or membership numbers

This information may be visible on an eSHARE screen or within an eSHARE report when you log in securely at your agency. eSHARE authorized users are privy to Protected Health Information at their agencies. When requesting eSHARE technical assistance by email or phone do not relay protected information about clients/patients to the DOHMH. Such communication is considered a breach of PHI.

Health information breaches can occur if a user were to do the following,

- Send screenshots with client PHI visible
- Send an email attachment with client PHI
- Send an attachment that is a spreadsheet with hidden rows or columns with PHI

To avoid sending PHI, send only a client's eSHARE Client System ID number. The Client System ID is available in column 5 on the client search result screen. eSHARE Technical Assistance does not require the PHI indicated above in order to troubleshoot an eSHARE technical problem.

If you mistakenly send PHI, you must do the following;

- Notify the recipient of the information that they must delete the communication.
- Inform the party to delete the received copies, i.e. the original email from the "In-Box" folder and then delete it from the "Deleted" folder as well.
- Notify any others of the same procedure where the information may have been forward or shared.
- Delete the same information from your desktop email system as well.

eSHARE Browser Compatibility



Though browser compatibility is not the problem that it had been in the past, we recently spoke with users who are accessing eSHARE through the Internet Explorer (IE) 8 browser. eSHARE is compatible with IE9, IE10, IE11 and Google Chrome. Please ask your IT team to upgrade to at least IE9 if you have an earlier version of Internet Explorer and you are experiencing problems. In addition, periodically clean your browser cache to be sure you are generating the most recent screen images in eSHARE for data entry. If you do not know how to clean your browser cache, please contact your IT team or contact us at eSHARE Technical Assistance.

RSR 2015 Results

2015 ANNUAL RYAN WHITE HIV/AIDS PROGRAM SERVICES REPORT (RSR)

Congratulations to all eSHARE users that participated in the 2015 Ryan White Services Report submission process! A total of 109 provider-level reports, including 99 client-level reports, were submitted to the Health Resources and Services Administration (HRSA) by the deadline of March 28th. The number of Ryan White Part A grant sub-recipients was reduced by 11 from 2014; however, due to the use of Eligible Scope of Services by some larger sub-recipients with Part B, C or D data, the total number of unduplicated clients reported remained largely the same (around 58,000). Only one (<1%) agency that reported client-level data (compared to 6 (5%) agencies last year) had over 10% missing values for one of the 5 indicators targeted by HRSA. In addition, for most data elements with > 1% Missing data, including Income, Health Insurance, ART, Housing status and Sex at Birth, completeness rates were reduced by an average of 50% from 2014.

A New eSHARE Security Measure

**USE IT
OR
LOSE IT**



Recently we instituted a change where if you do not log into eSHARE within 60 days, your eSHARE profile will automatically deactivate. This is to protect your agencies from unauthorized access.

It is the responsibility of the eSHARE Agency Administrators/Super Users to conduct periodic audits (we suggest monthly) to determine who should have access to client data within eSHARE and what roles those who do access eSHARE need to play.

To facilitate your audit you can run the eSHARE User Administration Report. This report will tell you who is authorized to use eSHARE at your agency, their user roles, service categories permissioned and their status ("Active" or "Inactive")

We determined through numerous bounce-backs received after sending eSHARE announcements that many users leave employment at provider agencies and they still have active eSHARE profiles. In order to mitigate risk we instituted the new process of setting profiles to "Inactive" due to limited or non-use.

If your profile becomes "Inactive" due to this procedure and you need to use eSHARE, please first see your Agency eSHARE Administrator or alternatively contact eSHARE Technical Assistance to have your profile re-activated.

eSHARE Training



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 2015. 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 prior to 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/v4qznn> or you can reach out to your assigned DOHMH Project Officer for registration information.

Any questions or concerns regarding registration can be forwarded to Julia Cohen at esharetraining@health.nyc.gov.

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

Canned Reports

* Certain Canned Reports are unavailable until further notice. If you attempt to run them you will receive an error. Please do not contact the DiITT (NYC MED) Helpdesk or PHS regarding the eSHARE Canned Reports as they are not intended to be re-enabled until notification is received from eSHARE Technical Assistance. ETA July 2016