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:

- <u>Completeness</u> of demographics and clinical data to monitor eligibility for Ryan White services and to facilitate improvement on data completeness.

- <u>Quality</u> 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.

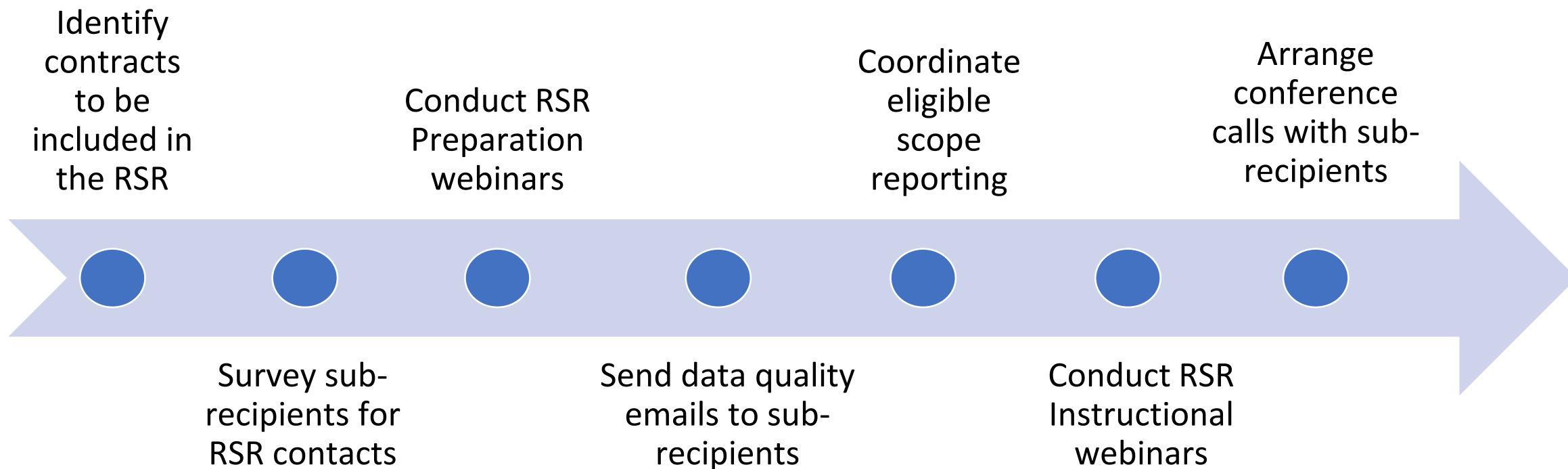# RSR Data Completeness 2012-2017

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

2012
63%

2013
12%

2014
5%

2015
1%

2016
1%

2017
0%
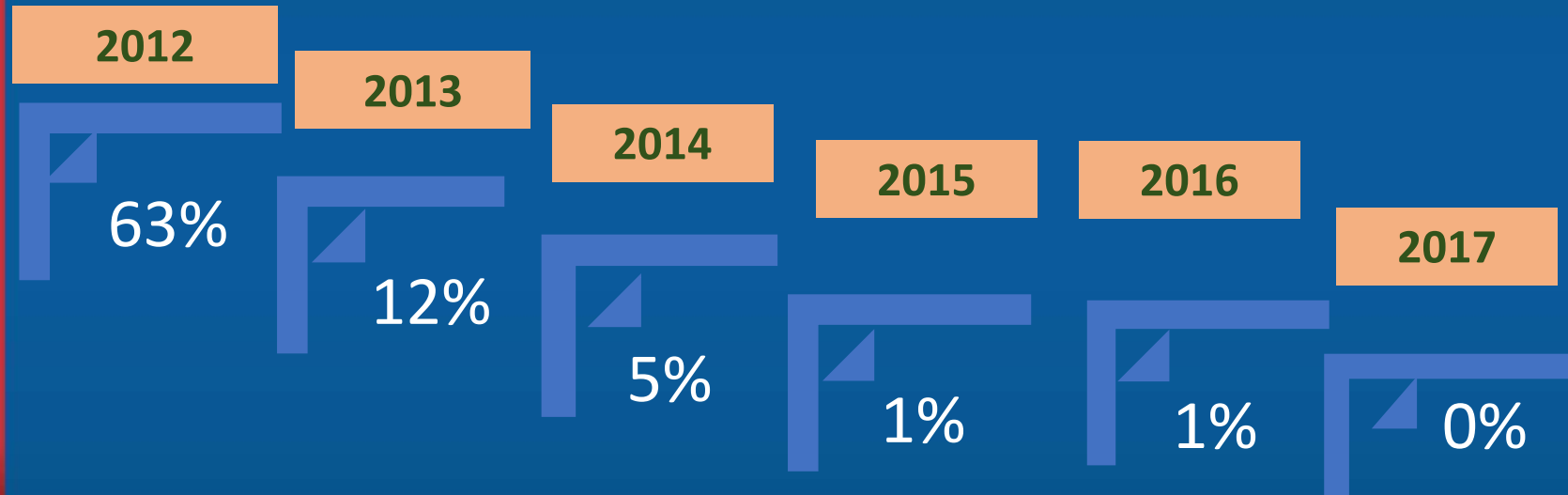
NY EMA: Optimizing the RSR Process

- 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

Identify contracts to be included in the RSR

Survey sub-recipients for RSR contacts

Conduct RSR Preparation webinars

Send data quality emails to sub-recipients

Coordinate eligible scope reporting

Conduct RSR Instructional webinars
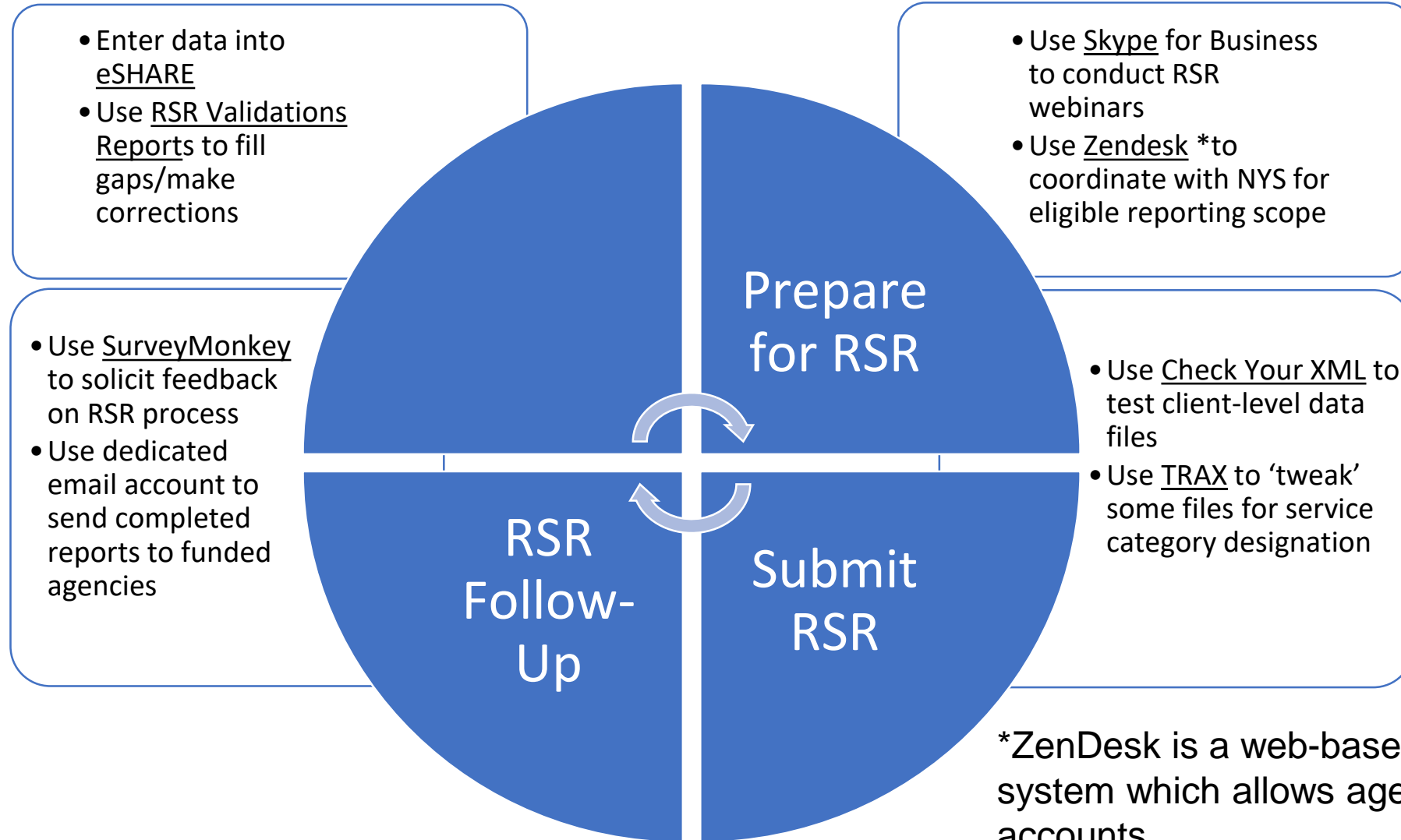
Arrange conference calls with sub-recipients

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
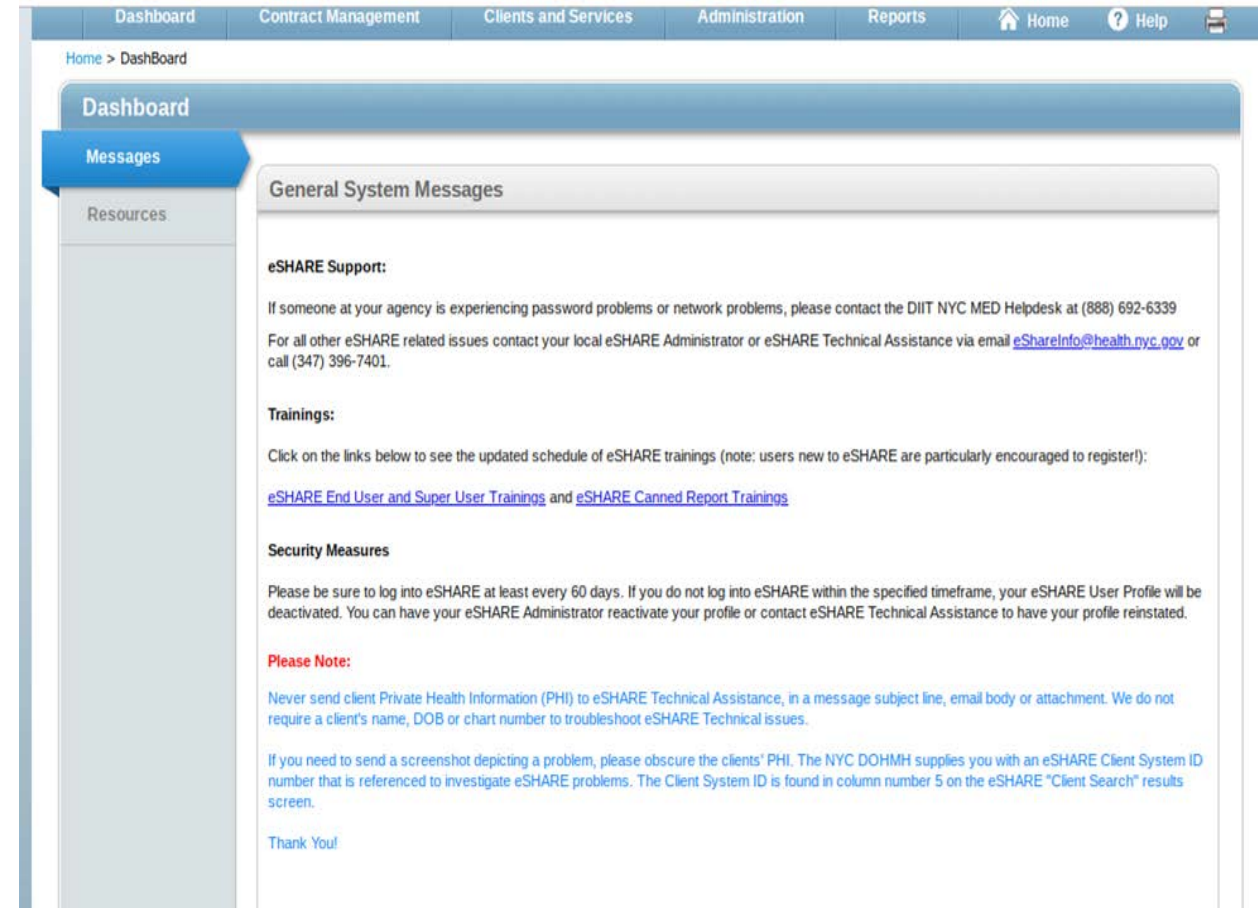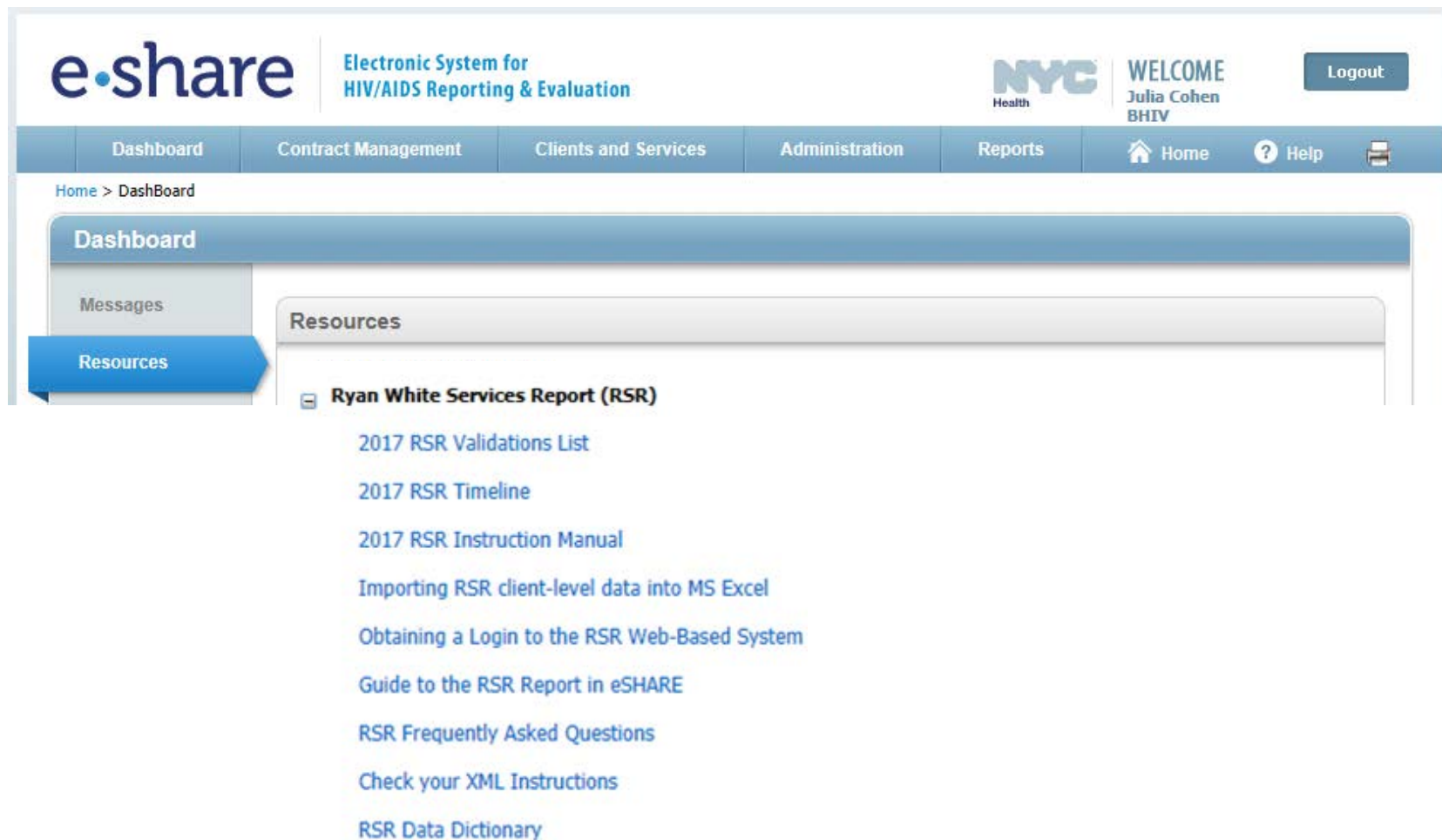
Tools Used in the RSR Process

- 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

- Enter data into eSHARE
- Use RSR Validations Reports to fill gaps/make corrections

- Use Skype for Business to conduct RSR webinars
- Use Zendesk *to coordinate with NYS for eligible reporting scope

Prepare for RSR

- Use SurveyMonkey to solicit feedback on RSR process
- Use dedicated email account to send completed reports to funded agencies

- Use Check Your XML to test client-level data files
- Use TRAX to 'tweak' some files for service category designation

RSR Follow-Up

Submit RSR

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

RSR Resources within eSHARE

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

ZenDesk Email Platform

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
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 da
- 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]

Screenshot of RSR Check Your XML web page

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.

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 – '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!
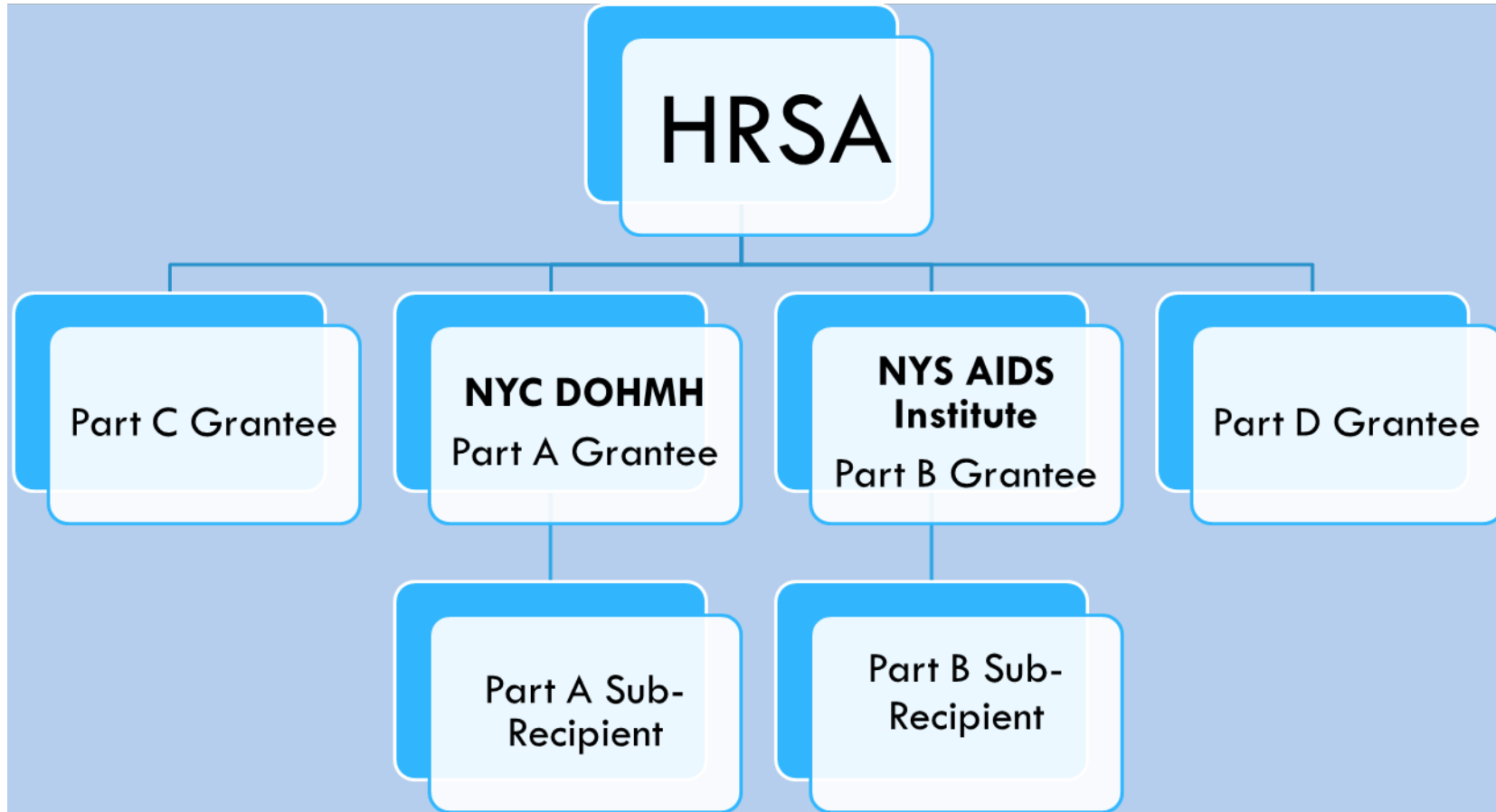
NY EMA and HRSA Technical Support

- 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

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Questions or Comments?

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