

Bridging the System Developers and HIV Program Gap

Bridging the System Developers and HIV Program Gap: The Ryan White Services Report in the New York City Eligible Metropolitan Area

Julia Cohen

City Research Scientist

The New York City Department of Health & Mental Hygiene

DISQ Office Hours
November 15, 2022

Bureau of Hepatitis, HIV, and Sexually Transmitted Infections

Envisioning a New York City without transmission or illness related to viral hepatitis, HIV, and sexually transmitted infections.

Agenda

- About the Ryan White Services Report (RSR) in the NY Eligible Metropolitan Area (EMA)
- RSR process and timeline
- Our RSR-ready system and team
- RSR Implementation
 - Tools Used
 - Data dictionary and validations matrix
 - Testing RSR changes
- Ensuring RSR Data quality
 - Data quality communications to grant sub-recipients
 - DISQ Team Data Quality Alert follow-up
- RSR process review and feedback



About the RSR in the NY EMA



- The NY EMA under the NYC DOHMH Part A grant # H89HA00015 has 85-100 sub-recipients that produce an RSR each year, including hospitals, health centers and non-profit and community-based organizations
- Starting in 2021, 13 EHE grant sub-recipients were included in our RSR reporting
- Client-level data is housed in our on-line reporting system, the Electronic System for HIV/AIDS Reporting and Evaluation (eSHARE)
- Each year, our RSR includes from over 25,000 client records

Our RSR-ready System, eSHARE

Grant Sub-recipients enter RSR data in eSHARE forms



Data are stored in our back-end databases and eUCI automatically assigned to RSR eligible clients



An RSR Validation Report can be run on-demand so that RSR data can be corrected

Grant sub-recipients create their own RSR client-level data file



RSR Provider Reports and Client-Level data files are submitted to HRSA by grant sub-recipients



All RSR data submitted to HRSA is stored in a frozen data set

RSR Work is Teamwork!



rowpixel

- Our RSR process involves several teams, and we now have an additional Admin. Team that handles the RSR for EHE-funded agencies.
- The Admin. Teams meet on a regular basis to prepare for the RSR.
- Separate meetings are held with IT staff to go over RSR specifications and implementation in eSHARE.
- Any issues encountered during the RSR process are discussed with IT staff and corrected for the current reporting period or noted to correct for future RSR reporting periods.

RSR team at NYC DOHMH

Role: Admin staff manage the RSR process, and handle all RSR communication with service providers including RSR training, documentation and report submission

Admin

Julia Cohen

Role: Analysts prepare RSR specifications, meet with IT to discuss changes and test RSR changes once made and prepare quality check files for service providers. Analysts also create zip code files for each grant sub-recipient.

Analysts

Jacinthe Thomas

Faisal Abdelqadar

Emma Ramsdell

Cassidy Burt

Kobe Familara

Role: IT staff maintain RSR report and .XML and make any necessary changes to the RSR process.

IT

Faiyaz Ahmed

Savannah Rice

Saikiran Eadara

Mohammed Elgendi

Venkat Karuturi

RSR process and timeline

WHEN	TASK(S)
September	<ul style="list-style-type: none">• Review any changes to the RSR received from HRSA
October – November	<ul style="list-style-type: none">• Update documentation (i.e., RSR data dictionary and validations matrix) needed by IT team to implement new RSR changes in the XML generator scripts and RSR validations report
December – January	<ul style="list-style-type: none">• Test changes IT made to the RSR• Troubleshoot, report, and re-test any reported issues
January	<ul style="list-style-type: none">• Put together data quality emails to be sent to all agencies submitting an RSR• Determine which agencies will need a manual XML run for their RSR
March	<ul style="list-style-type: none">• Freeze RSR datasets as soon as all agencies have submitted their RSR
March-August	<ul style="list-style-type: none">• Perform QA on frozen RSR datasets, if needed• Reach out to sub-recipients that did not meet a HRSA benchmark for completeness of RSR data

RSR Implementation: RSR Tools Used



- **Zendesk** (email ticketing system, used to coordinate with the AIDS Institute for Part A/B funded organizations)
- **TRAX** – to generate manual .XML files as needed, e.g., for any data housed outside of eSHARE
- **Internally developed RSR tools:** We use **TWO** documents to communicate RSR updates with our IT team for them to implement changes into eSHARE:
 1. **Data dictionary** – document used to update the XML file generated for the RSR
 2. **Validations matrix** – document used to update the RSR validations reportThese two documents also serve as training material for our IT staff.

Data Dictionary Sample

RSR Variable Name	Data Field Description	RSR Data Type	Table Name in Database	RSR Values	Mapping Between RSR Value and System Values
ProviderID	Unique provider ID	Numeric	dbo.AGENCY	N/a	N/a
VitalEnrollment Status	What was the client's vital status at the end of the reporting period?	Numeric	dbo.ENROLL_STATUS	1 = Deceased 2 = Alive 3 = Unknown	RSR value = 1: If client was closed and closure reason is deceased RSR value = 2: If client was closed and closure reason is not deceased RSR value 3: If client was closed and closure reason is unknown or null
BirthYear	Client's birth year	Date	dbo. DEMOGRAPHIC	YYYY	N/a
HousingStatusID	Client's housing status at the end of reporting period	Numeric	dbo.INTAKE_FORM dbo.REASSESSMENT	1 = Stable 2 = Temporary 3 = Unstable	RSR value = 1: If housing situation is having apartment/house client rent or owns RSR value = 2: If housing situation is transitional congregate housing RSR value 3: If housing situation is homeless

XML Schema

- Sample .XML schemas from the RSR Implementation Schema are saved for each RSR reporting period and any changes highlighted for the next period to make it easy for our eSHARE IT team to update the schema.

XML schema sample 2020

```
<?xml version="1.0" encoding="utf-8"?>
<>Rsr:ROOT xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="urn:rsrNamespace https://www.e-
compas.com/reports/CLD_Schema_1210/RsrClientSchema.xsd" xmlns:
Rsr="urn:rsrNamespace">

<XmlVersion>
<SchemaVersion>5 1 0</SchemaVersion>
<Originator>eSHARE</Originator>
<VersionNumber>12.0.48</VersionNumber>
<TechnicalContactName>NYCDept.ofHealthandMentalHygiene</TechnicalContactName>
<TechnicalContactEmail>eshareinfo@health.nyc.gov</TechnicalContactEmail>

<TechnicalContactPhone>888,692,6339</TechnicalContactPhone>
<ReportYear>2020</ReportYear>
</XmlVersion>
<ClientReport>

<!--CLD_ID 1>
<RegistrationCode>22447</RegistrationCode>
<ClientUci>6731BCD32DC10CADF79B8B412E19B09221FCC009U</ClientUci>
```

XML schema sample 2021

```
<?xml version="1.0" encoding="utf-8"?>
<>Rsr:ROOT
xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"
xsi:schemaLocation="urn:rsrNamespace https://www.e-
compas.com/reports/CLD_Schema_1210/RsrClientSchema.
xsd" xmlns:
Rsr="urn:rsrNamespace">
<XmlVersion>
<SchemaVersion>5 1 0</SchemaVersion>
<Originator>eSHARE</Originator>
<VersionNumber>12.4.49</VersionNumber>
<TechnicalContactName>NYCDept.ofHealthandMentalHygiene</TechnicalContactName>
<TechnicalContactEmail>eshareinfo@health.nyc.gov</TechnicalContactEmail>
<TechnicalContactPhone>888,692,6339</TechnicalContact
Phone>
<ReportYear>2021</ReportYear>
</XmlVersion>
<ClientReport>

<!--CLD_ID 1>
<RegistrationCode>22447</RegistrationCode>
<ClientUci>6731BCD32DC10CADF79B8B412E19B09221FCC009U</Cli
entUci>
```

Validations Matrix Sample

RSR Data Element	RSR Upload Validations Message	Alert, Error, or Warning	Service Category Notes
Year of Birth	Age is 90 years old or older	Alert	Required for all service categories
Year of Birth	Year of birth exceeds reporting year	Error	Required for all service categories
Gender	Missing gender	Alert	Required for all service categories
Housing Status	Missing housing status	Warning	Required for all medical case management and housing
New Client	Missing response to capture if client is new to the service provider	Warning	Required for all service categories
Core Services	Number of service visits exceeds the yearly limit	Alert	Applies to Core service categories only
Support Services	Missing any support services	Warning	Applies to Support service categories only



To alert IT to new changes, we highlight the appropriate cells in yellow and use red font, as shown in the sample above

RSR Report in eSHARE

Our RSR Validation Report was originally created by RDE Systems as part of a SPNS grant

The screenshot shows the e-share interface for generating an RSR Report. The header includes the e-share logo, the text 'Electronic System for HIV/AIDS Reporting & Evaluation', the NYC Health logo, a welcome message for Julia Cohen, and a Logout button. A navigation bar contains links for Dashboard, Contract Management, Clients and Services, Administration, Reports, Home, and Help. The main content area is titled 'RSR Report' and contains a form with the following fields:

- Select Reporting Period: Calendar Year 2022
- Select Agency: ZZZTest

Below the form are three buttons: Submit, Generate XML, and Export Report to Excel. The date range is set to 'From: 01/01/2022 To: 10/31/2022'. A table below displays the report data with the following columns: System Assigned ID, Enrollment Service Category, Enrollment Date + Form Type + Form Date, Issue Type, Field, and Issue Description + State.

System Assigned ID	Enrollment Service Category	Enrollment Date + Form Type + Form Date	Issue Type	Field	Issue Description + State
AZZ0001462747	N/A	Common Demographics	Demographics logic issue	Client Date of Birth	Age is 90 years old or older Alert
AZZ0001658645	N/A	Common Demographics	Unknown or missing demographics	Sex at Birth	Missing sex at birth Alert
AZZ0001727166	N/A	Common Demographics	Unknown or missing demographics	Sex at Birth	Missing sex at birth Alert

This report is now maintained in-house by our IT department

Testing RSR Changes



IT Team

IT team implements RSR changes for eSHARE in a staging environment

Any issues noted are reported back to IT, fixed, and re-tested

Analysts

Analysts conduct testing to make sure that the changes were implemented correctly

RSR changes are then reproduced using our data and compared to the RSR tables updated by IT to make sure everything matches, and changes were implemented as expected

Ensuring Data Quality

- To make sure missing data elements that are required by the RSR are minimized, QA is performed on the data for all agencies submitting an RSR
- Issues checked include:
 - Birth year
 - HIV diagnosis
 - Income information
 - Enrollment information
- Client records identified with issues are sent to each agency with a deadline for them to fix the issues before RSR submission

QUALITY 

RSR Data Completeness

- Following receipt of the Data Quality Alert from the DISQ team mid-year, the NYC DOHMH reaches out to any grant sub-recipients that did not meet the benchmarks for completeness of RSR data.
 - Conference calls are held with each agency.
 - Corrective action plans, as needed, are forwarded to the DISQ team.



Feedback to HRSA

- Feedback to HRSA on RSR data quality, RSR data elements and the RSR process are made through:
 - Participation in the RSR Town Hall webinar
 - Direct communications by email or phone with the DISQ team
 - Federal Register Notifications
 - The NYC DOHMH assigned HRSA Project Officer



Feedback from service providers

- Following the RSR submission, a survey is sent out to service providers to solicit their feedback on the RSR process and to identify process issues to be addressed or improvements that can be made.
- Any technical feedback related to client-level data issues are noted and discussed with IT staff for investigation and possible correction for the next RSR submission.



THANK YOU!

**I want to acknowledge the DISQ Team for their technical assistance ,
patience and expertise, as well as our Admin, REU and IT teams at the
NYC Department of Health and Mental Hygiene for all their hard work
on the RSR!**

**If you would like to learn more about our RSR process, please don't
hesitate to contact me!**

Julia Cohen

esharersr@health.nyc.gov

347-497-9910