Benchmarking and Disseminating Ryan White HIV/AIDS Program (RWHAP) Care and Treatment Data Listening Session December 2018

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HRSA
Ryan White & Global HIV/AIDS Programs

Health Resources and Services Administration (HRSA) Overview

- Supports more than 90 programs that provide health care to people who are geographically isolated, economically or medically vulnerable through grants and cooperative agreements to more than 3,000 awardees, including community and faith-based organizations, colleges and universities, hospitals, state, local, and tribal governments, and private entities

- Every year, HRSA programs serve tens of millions of people, including people living with HIV/AIDS, pregnant women, mothers and their families, and those otherwise unable to access quality health care

HRSA's HIV/AIDS Bureau (HRSA HAB)

Vision

Optimal HIV/AIDS care and treatment for all.

Mission

Provide leadership and resources to assure access to and retention in high quality, integrated care, and treatment services for vulnerable people living with HIV/AIDS and their families.

HRSA's Ryan White HIV/AIDS Program (RWHAP)

- Provides comprehensive system of HIV primary medical care, medications, and essential support services for low-income people living with HIV
  - More than half of people living with diagnosed HIV in the United States – more than 550,000 people – receive care through the Ryan White HIV/AIDS Program
- Funds grants to states, cities/counties, and local community based organizations
  - Recipients determine service delivery and funding priorities based on local needs and planning process
- Payor of last resort statutory provision: RWHAP funds may not be used for services if another state or federal payer is available
- 84.9% of Ryan White HIV/AIDS Program clients were virally suppressed in 2016, exceeding national average of 59.8%

Source: HRSA. Ryan White HIV/AIDS Program Annual Client-Level Data Report 2016; CDC. HIV Surveillance Supplemental Report 2016;21(No. 4)

HRSA Ryan White & Global HIV/AIDS Programs

Agenda

- HRSA HAB
  - Background and overview of the project
- Team ICF
  - Highlights from earlier engagement efforts
- Engage participants in an open and interactive forum

Benchmark and Dissemination Team

- Division of Policy and Data
  - Stacy Cohen, Chief, Evaluation, Analysis, and Dissemination Branch (EAD)
  - Miranda Fanning, Chief, Data Management and Analysis Branch (DMAB)
  - Marlene Matosky, Chief, Clinical and Quality Branch (CQB)
  - Pamela Klein, EAD
  - Demetrios Psihopaidas, EAD
  - Allison Marier, DMAB
  - Paul Mandsager, EAD
- HRSA Office of Information Technology
  - Surya Chunduru
  - Seth Marcus
- Team ICF

Current RWHAP Data Dissemination Products

- Annual Client-Level Data Report
- Slide Decks
- State Profiles

Benchmarking and Disseminating Ryan White HIV/AIDS Program (RWHAP) Care and Treatment Data

Purpose of Project

- Develop and implement a multi-phased approach of an interactive data visualization platform (dashboards)
  - To disseminate HRSA HAB RWHAP Service Provider Site, Recipient, Eligible Metropolitan Areas/Transitional Grant Areas, State and National RWHAP Services Report (RSR) data
- Refine, test, and implement a methodology for enabling comparisons
  - To allow recipients and providers the ability to see how their clients are doing compared to similar others in the HRSA HAB RWHAP
- Engage stakeholder at all stages
  - To inform product development and maximize impact of dashboards and benchmarking

Critical Components

- Stakeholder engagement
  - Program-specific needs of HRSA HAB Project Officers (POs) and HRSA HAB RWHAP recipients
  - Initial conceptualization and development of the dashboards
  - Iterative/agile development of data visualizations
  - Repeated trainings/end user support post-release
- Public facing dashboard
- Internal dashboard for HRSA HAB RWHAP recipients and HRSA HAB POs

Contact Information

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Purpose of the Project

- Build an interactive platform – a data dashboard – for individuals to more more easily access, use, and interpret HRSA HAB RWHAP data
- Include visualizations, graphics, and data tables
- Allow HRSA HAB RWHAP recipients to locate and digest key data points as needed to track program performance, identify opportunities for quality improvement, and understand how they are performing compared to their state, the nation, and other similar recipients

Designed To Meet Your Needs

- HRSA HAB Project Officers
- HRSA HAB RWHAP Grant Recipients and subrecipients
- Interested Parties

How We'll Engage You

- Phone interviews to identify needs
- In-person working session to design the tool
- Feedback at various stages while building the website
- Feedback on resources to support learning and use of the website, such user guides and fact sheets
- Ongoing feedback during webinars, training and technical support

What We Hear You Asking For

In initial focus groups with HRSA HAB Project Officers, we heard…

- ✓ Make it clear, straightforward and easy to use
- ✓ Tell us what we're looking at, what it means and why we should care
- ✓ Make it interesting looking (graphical and meaningful)
- ✓ Help us easily filter data based on our questions
- ✓ Allow us to 'drill down' when we need to
- ✓ Train us on how to use it
- ✓ Ask for our feedback so you can continually improve on it
- ✓ Ensure high quality data, so we can trust it and use it

Today, We'd Like to Hear More…

Anticipated Visual Share & Questions

VISUAL: Share existing data reports such as RSR

QUESTIONS:

- How does RSR impact your current work? How do you use it? How would you improve upon it? How could it better enable you to do your job?
- What's missing?

VISUAL: Tableau sample graph/map

QUESTIONS:

- Here's the same data delivered in a different style.
    - How do you feel about this graphic? Is it appealing? Clear? Do you understand what you're looking at? What is means? How to use the data?

General Questions

- How many of you are Project Officers?
- How many of you are HRSA HAB RWHAP recipients or subrecipients? Providers?
- Other roles?
- What are we (as recipients, providers, HAB, others) trying to achieve? Is it being measured?
- What factors affect your ability to reach your goals?
    - What is in your control? What is outside of your control?
- What do you want to know about how your work compares to the national picture? The state? Other recipients or providers? Others?
- For those of you who are HRSA HAB POs or HRSA HAB RWHAP recipients, a few questions on HRSA data:
    - How many are using it?
    - What are you using it for?
    - What do you wish you could do with it?

More Questions

- For the entire audience, we've described a bit about how we envision this platform.
  - What are your reactions?
  - Does it sound like something you'd all use?
  - What would you like to see this platform do?
  - What kind of technical assistance and training do you think you would need? What format (e.g., user guide, Webinar)?

Examples to React To

Review state health dept sites; aligned to HRSA indicators and care continuum:
NYS: http://etedashboardny.org/
Texas: https://www.dshs.texas.gov/hivstd/dashboard/

Others:
https://aidsvu.org/state/florida/miami/
https://www.cdc.gov/nchhstp/metrics/

HRSA presentation at USCA 2017 were they discussed data, benchmarking and dashboard:
https://targethiv.org/sites/default/files/supporting-files/USCA2017_Data%20Quality%20and%20Dashboards.pdf

HRSA HAB has engaged Team ICF

ICF is a global consulting services company with over 5,500 experts in a variety of disciplines, including health, digital services, advanced analytics, and program and project management. ICF brings 25+ years of progressive experience at HHS in user-centered design, digital strategy, data analytics and governance, and IT systems development.

REI systems has been HRSA's partner for the past 17 years supporting the development, modernization, and enhancement of the core enterprise grants system and Bureau/Office specific systems including the formula and performance reporting system for the Ryan White HIV/AIDS program in HAB.

Atlas Research uses program data to improve performance for public and private agencies focusing on HIV/AIDS policies, prevention, and treatment. We specialize in engaging key stakeholders and underserved and hard-to-reach populations throughout the project lifecycle. We have worked extensively with the Departments of Health and Human Services and Veterans Affairs.