

## RSR in Focus

### How to Use the 2017 RSR Upload Completeness Report (UCR)

#### What is the Upload Completeness Report (UCR)?

The UCR is a report available in the Ryan White Services Report (RSR) Web System once a provider uploads a client-level data file. The UCR displays the uploaded data by data element, so you can review your data quality. The UCR allows you to identify both missing data as well as data that may be incorrect.

The UCR helps you review your uploaded data to make sure your data accurately reflect your program.

#### Where do I find my UCR?

The UCR is available in the RSR Web System for any provider who uploads client-level data as well as for the recipient(s) that fund the provider.

- **Providers** can access the UCR for their own agency. Directions for providers accessing the UCR can be found [here](#).
- **Recipients** can access the UCR for each individual provider that they fund. Directions for recipients accessing the UCR can be found [here](#).

#### What should I look for?

The UCR presents aggregated responses for each RSR data element. The UCR *only includes required data*, so if you upload elements that aren't required (such as a viral load test for a client that only received transportation services), it will not appear in the UCR. For each element, the response options are listed along with the number and percent of values uploaded as well as a row for missing data.

The UCR has five sections. For each section, we present a sample table below, along with questions to help guide your data review.

#### Section 1: Summary Data

The Summary Data is the first table in the UCR. It includes the total number of clients uploaded in your client-level data and the number and percent of clients with each type of major service category.

| Population  | N   | %      | Questions to Ask   |
|---|-----|--------|--|
| Total clients submitted                                     | 100 | 100.0% | <ul style="list-style-type: none"> <li>• Do the total client numbers look correct?</li> <li>• Do the numbers and percentages reflect the services your agency provides?</li> </ul> |
| Clients with at least one service of any kind               | 100 | 100.0% |  |
| Clients with at least one Core Medical Service              | 100 | 100.0% |  |
| Clients with at least one OAHS, MCM, CM, or Housing Service | 42  | 42.0%  |  |
| HIV-positive clients with at least one OAHS Service         | 41  | 41.0%  |  |

*This resource was prepared by CAI Global and their partners Abt Associates and Mission Analytics under Cooperative Agreement # U69HA27221-04-00 from the Health Resources and Services Administration's HIV/AIDS Bureau. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the HIV/AIDS Bureau.*

## RSR in Focus

### Section 2: Client Demographic Data

The demographic section has a table for each demographic data element, listing the number and percent of clients for each response category. Whether the data element is required depends on the services the client received. Therefore, each table header includes the number of clients for whom each data element is required. If you upload more than one XML file to complete your submission, the UCR also checks for different (incongruent) values for sex at birth and gender.

| <b>Sex at Birth (Item 71)</b>                   |    |       |  |
|---|----|-------|--|
| Denominator: Clients with any service (N = 100) |    |       |  |
| Response Category                               | N  | %     | Questions to Ask   |
| Male  | 50 | 50.0% | <ul style="list-style-type: none"> <li>• Does the numbers and percentages look correct?</li> <li>• Are there incongruent values?</li> <li>• Do you have any missing data?</li> </ul> |
| Female  | 44 | 44.0% |  |
| Incongruent                                     | 4  | 4.0%  |  |
| Missing/Out of range                            | 2  | 2.0%  |  |

### Section 3: Core Medical and Support Service Data

This section has two tables, one for core medical services and one for support services. For core medical services, the table presents the number and percent of clients with at least one visit for each service category as well as the total number of visits across all clients. The table header includes the number of clients with any service reported, which serves as the denominator in the percent calculation.

| <b>Section 4: Core Medical Service Visits (Items 16, 18–19, 21–27)</b> |   |    |       |        |  |
|--|---|----|-------|--------|--|
| Denominator: Clients with any service (N = 99)                         |   |    |       |        |  |
| CLD ID#  | Response Category   | N  | %     | Visits | Questions to ask   |
| 16   | Outpatient/Ambulatory Health Services                           | 40 | 40.4% | 61     | <ul style="list-style-type: none"> <li>• Does your agency receive RWHAP funding for services with counts &gt; 0?</li> <li>• Are there any services for which you receive RWHAP funding that have counts= 0?</li> <li>• Do the client counts, percentages and number of visits look correct?</li> </ul> |
| 18   | Oral Health Care  | 25 | 25.3% | 38     |  |
| 19   | Early Intervention Services (EIS)                               | 0  | 0.0%  | 0      |  |
| 21   | Home Health Care  | 0  | 0.0%  | 0      |  |
| 22   | Home and Community-Based Health Services                        | 0  | 0.0%  | 0      |  |
| 23   | Hospice   | 0  | 0.0%  | 0      |  |
| 24   | Mental Health Services  | 0  | 0.0%  | 0      |  |
| 25   | Medical Nutrition Therapy                                       | 0  | 0.0%  | 0      |  |
| 26   | Medical Case Management, including Treatment Adherence Services | 0  | 0.0%  | 0      |  |
| 27   | Substance Abuse Outpatient Care                                 | 0  | 0.0%  | 0      |  |

## RSR in Focus

For support services, the table contains the total number and percent of clients that received each service. The table header includes the number of clients with any service reported, which serves as the denominator in the percent calculation. While AIDS Pharmaceutical Assistance and Health Insurance Program services are core medical services, they follow the reporting rules for support services and are therefore included in this table.

| <b>Core Medical and Support Services Delivered (Items 17, 20, 28-44, 75)</b> |   |    |       |   |
|--|---|----|-------|---|
| Denominator: Clients with any service (N = 100)                              |   |    |       |   |
| CLD ID#  | Response Category   | N  | %     | Questions to ask  |
| 17   | AIDS Pharmaceutical Assistance (LPAP, CPAP)                                     | 19 | 19.0% | <ul style="list-style-type: none"> <li>• Does your agency receive RWHAP funding for the services with counts &gt; than 0?</li> <li>• Are there any services for which you receive RWHAP funding that have counts = 0?</li> <li>• Do the counts and percentages look correct?</li> </ul> |
| 20   | Health Insurance Premium and Cost Sharing Assistance for Low-Income Individuals | 0  | 0.0%  |   |
| 28   | Non-Medical Case Management Services  | 22 | 22.0% |   |
| 29   | Child Care Services   | 0  | 0.0%  |   |
| 31   | Emergency Financial Assistance  | 0  | 0.0%  |   |
| 32   | Food Bank/Home Delivered Meals  | 0  | 0.0%  |   |
| 33   | Health Education/Risk Reduction   | 0  | 0.0%  |   |
| 34   | Housing   | 0  | 0.0%  |   |
| 36   | Linguistic Services   | 0  | 0.0%  |   |
| 37   | Medical Transportation  | 0  | 0.0%  |   |
| 38   | Outreach Services   | 0  | 0.0%  |   |
| 40   | Psychosocial Support Services   | 0  | 0.0%  |   |
| 41   | Referral for Health Care and Support Services                                   | 0  | 0.0%  |   |
| 42   | Rehabilitative Services   | 0  | 0.0%  |   |
| 43   | Respite Care  | 0  | 0.0%  |   |
| 44   | Substance Abuse Services (residential)  | 0  | 0.0%  |   |
| 75   | Other Professional Services   | 0  | 0.0%  |   |

### Section 4: Client Clinical Information

The fourth section has a table for each clinical data element with the number and percent of clients for each response category. Clinical information is required for all HIV positive clients that received outpatient/ambulatory health services (OAHS). The exception is for pap smear and pregnancy status, which are only required to be reported for HIV positive female clients that received OAHS. Therefore, there is a table header at the beginning of the clinical information section, with different table headers for pap smear and pregnancy status.

## RSR in Focus

Denominator: HIV-positive OAHS clients only (N = 40)

### Prescribed PCP Prophylaxis (Item 51)

| Response Category           | N  | %     | Questions to ask   |
|-----------------------------|----|-------|--|
| Yes                         | 3  | 7.5%  | <ul style="list-style-type: none"> <li>Do the numbers and percentages look correct?</li> <li>For clients who were reported as not receiving the clinical service, is this a data quality issue or a quality of care issue?</li> <li>Are there data missing?</li> </ul> |
| No                          | 12 | 30.0% |  |
| Not medically indicated     | 0  | 0.0%  |  |
| No, client refused          | 0  | 0.0%  |  |
| <i>Missing/Out of range</i> | 25 | 62.5% |  |

### Section 5: HIV Counseling and Testing Services Data

The final section contains HIV Counseling and Testing Services Data, which are only required for newly diagnosed clients in the reporting period who received OAHS. The denominator is the same for the two data elements in this section.

### HIV Positive Date (Item 73)

Denominator: Newly diagnosed OAHS clients only (N = 7)

| Response Category           | N | %      | Questions to ask   |
|-----------------------------|---|--------|--|
| Jan-March                   | 0 | 0.0%   | <ul style="list-style-type: none"> <li>Do the number of newly diagnosed clients receiving OAHS in the header look correct?</li> <li>Do the numbers and percentages look correct?</li> <li>Are there data missing?</li> </ul> |
| Apr-June                    | 0 | 0.0%   |  |
| Jul-Sept                    | 0 | 0.0%   |  |
| Oct-Dec                     | 0 | 0.0%   |  |
| <i>Missing/Out of range</i> | 7 | 100.0% |  |

### What if my data don't look quite right?

There are many reasons why your RSR data may not reflect your program activities. You might not collect a particular data element on your intake form. Alternatively, you might collect the data, but not have the capacity to enter them into the data management system from which you create the RSR. Many of you also struggle with correctly mapping data from your electronic health record (EHR) to RSR data elements.

To learn more about potential reasons for data quality issues and solutions, check out the [Improving RSR Data Quality](#) webinar on the TARGET Center Website.

Contact the DART Team at [Data.TA@caiglobal.org](mailto:Data.TA@caiglobal.org) for individualized technical assistance to help you address your data quality issues!