

How to Use the RSR Upload Completeness Report

What is the Upload Completeness Report (UCR)?

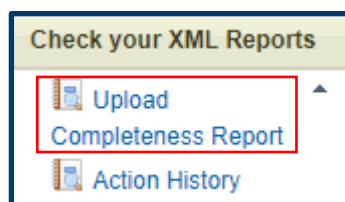
The UCR is a report available in the Ryan White HIV/AIDS Program Services Report (RSR) Web System. Once a provider uploads a client-level data XML file, the UCR displays the uploaded data by data element, so you can review your data quality. The UCR allows you to identify both missing data and data that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

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



Practice with us! Check out the interactive [RSR UCR Training Module](#)

Where can I find my UCR?



Providers and any recipient(s) that fund them can access the UCR through the [Electronic Handbooks \(EHBs\)](#). If you are checking data prior to the reporting period, you can also access the UCR through the Check Your XML Feature (as shown to the left). Once in an individual Provider Report, the UCR can be accessed by clicking “Upload Completeness Report” in the navigation menu on the left side of the screen. The screenshot below illustrates how recipients can access individual Provider Reports:

Report ID	Provider Name	Reg Code	Reporting Period	Modified Date	Status	Action	Clients	Action History
12345	ABCD Provider	67890	2019 Annual	02/25/20 13:31:28	Submitted		1039	
51234	Small Town Provider	14735	2019 Annual	03/03/20 15:32:19	Review		372	
24579	Legal Assistance Inc	24785	2019 Annual	02/03/20 12:28:52	Working		0	
67150	Reliable Transportation	04378	2019 Annual	02/03/20 12:28:52	Submitted		105	

If you are a provider with more than one client-level data file and want to view the UCR for a single file, select “Import CLD” and expand each file’s details. You will then be able to view the UCR or Validation Report for an individual file. This is illustrated in the screenshot below.

ID	User	Description	Request Date	Processed Date	Clients in File	Status
41782	DART	Upload #4_CLIENT_RECORD2.xml	3/5/2020 11:16:37 AM	3/10/2020 11:40:40 PM	8	Processed
Uploaded for: Data and Reporting Technical Assistance (DART) Team Software Vendor: TRAX						
41781	DART	Upload #3_CLIENT_RECORD.xml	3/5/2020 11:14:00 AM	3/10/2020 11:40:21 PM	520	Processed
Uploaded for: Data and Reporting Technical Assistance (DART) Team Software Vendor: TRAX						

Did you know? You can use the UCR to compare data across years

Data from your agency's previous year submission are also included in the UCR, so you can compare your client-level data upload to what your agency reported last year.

For each section of the report described below, consider:

- Are there big changes in the number of clients between years?
- Are there big changes in the distribution of responses between years?
- Are these changes explained by changes to your program since the previous year?



Unexplained changes in your data may mean that clients are not being pulled into your data the same way across years. If you need help interpreting the UCR or comparing your data across years, please contact the [DISQ Team](#) for assistance.

The table below in Section 1 shows an example of a UCR table with two years of data.

What should I look for?

The UCR presents aggregated responses for each RSR data element. For each data element, the response options are listed along with the number of values uploaded, the percentage of responses for each option, and the percentage of missing data.

The UCR only includes required data. Since some data elements are only required for clients who receive specific services, each table header includes the number of clients for which the data element is required (the denominator). The UCR has five sections. Below, we present a sample table for each section, along with important questions to help guide your data review.

Section 1. Summary Data

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

Population	2021		2020		Questions to Consider
	N	%	N	%	
Total clients submitted	125	100.0%	500	100.0%	• Do the total client numbers look correct? • Do the numbers and percentages reflect the services your agency provides?
Clients with at least one service of any kind	125	100.0%	500	100.0%	
Clients with at least one Core Medical Service	70	56.0%	400	80.0%	
Clients with at least one OAHS*, MCM**, CM***, or Housing Service	105	84.0%	450	90.0%	
HIV-positive clients with at least one OAHS Service	50	40.0%	50	10.0%	

This resource was developed by CAI and its partners Mission Analytics and expert consultants Debbie Isenberg and Nerd League NOLA, LLC, under Cooperative Agreement #U69HA54910 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.

*OAHS = Outpatient Ambulatory Health Service; **MCM = Medical Case Management; ***CM = Non-medical Case Management

Section 2. Client Demographic Data

The demographic section has a table for each demographic data element, listing the number and percentage of clients in each response category.

Sex at Birth (Item 71)

Denominator: Clients with any service (n = 125)

Population	N	%	Questions to Consider
Male	87	69.6%	- Do the numbers and percentages look correct? - Are there any unknown values?
Female	38	30.4%	
Unknown	0	0.0%	

Section 3. Core Medical, Support, and EHE Services Data

This section includes a table for core medical services and a table for support services and Ending the HIV Epidemic (EHE) services. For support and EHE services, the table presents all service types, and the number and percentage of clients with at least one visit of that type. The table also indicates the number of total visits in each service category for the provider.

Service Visits (Items 16, 18-19, 21-27, 28-44, 75, 78)

Denominator: Clients with any service (n = 125)

CLD ID#	Response Category	N	%	Visits	Questions to Consider
16	Outpatient/Ambulatory Health Services	50	40.0%	132	- Does your agency receive RWHAP funding for all services which show client and visit counts (shaded rows)? - Are there any services for which you receive RWHAP funding (including EHE and CARES Act) that do not have any client or visit counts shown?
18	Oral Health Care	6	4.8%	6	
19	Early Intervention Services (EIS)	9	7.2%	9	
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	48	38.4%	144	
25	Medical Nutrition Therapy	0	0.0%	0	
26	Medical Case Management, including Treatment Adherence Services	74	59.2%	74	
27	Substance Abuse Outpatient Care	2	1.6%	2	
28	Non-Medical Case Management Services	0	0.0%	0	
29	Child Care Services	0	0.0%	0	
31	Emergency Financial Assistance	0	0.0%	0	
32	Food Bank/Home Delivered Meals	0	0.0%	0	

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CLD ID#	Response Category	N	%	Visits	Questions to Consider
33	Health Education/Risk Reduction	0	0.0%	0	Do the client counts, percentages, and visit counts look correct?
34	Housing	27	21.6%	27	
36	Linguistic Services	0	0.0%	0	
37	Medical Transportation	0	0.0%	0	
38	Outreach Services	0	0.0%	0	
40	Psychosocial Support Services	0	0.0%	0	
41	Referral for Health Care and Support Services	0	0.0%	0	
42	Rehabilitation Services	0	0.0%	0	
43	Respite Care	0	0.0%	0	
44	Substance Abuse Services (residential)	0	0.0%	0	
75	Other Professional Services	0	0.0%	0	
78	Ending the HIV Epidemic Initiative Services	4	3.2%	7	



Services reported in the RSR must match in three places:

1. Contracts in the Grantee Contract Management System (GCMS), which populate the RSR Recipient Report
2. Marked as “funded” and “delivered” in the RSR Provider Report
3. If delivered, visits are included in the client-level data XML

The core medical services table includes the number and percentage of clients with at least one visit for each core medical service category. Unlike the service visits table, this table will only populate services for which you have data in your file.

Core Medical Services Delivered (Items 17, 20)

Denominator: Clients with any service (n = 125)

CLD ID#	Response Category	N	%	Questions to Consider
17	AIDS Pharmaceutical Assistance (LPAP, CPAP)	0	0.0%	Do the client counts and percentages look correct?
20	Health Insurance Premium and Cost Sharing Assistance for Low-Income Individuals	3	3.4%	

Section 4. Client Clinical Information

This section includes 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 who received OAHS. The exception is for pregnancy status, which is only required for HIV positive female clients who received OAHS.

Last Viral Load Test Result (Item 50)

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Denominator: HIV-positive OAHS clients only (n = 50)

Response Category	N	%	Questions to Consider
<200 copies	16	32.0%	- Do the numbers and percentages look correct? - If the numbers do not look how you expect, is this a data quality issue or a quality-of-care issue? - Are there data missing?
≥200 copies	27	54.0%	
Missing/Out of range	7	14.0%	

The UCR can help you see inaccuracies in your data. If you know that most of your clients are virally suppressed, this should stick out!

Aim to have <10% missing data, especially for viral load, CD4, prescribed ART, health coverage, poverty level, and housing status.

Section 5. HIV Counseling and Testing Services Data

The final section contains HIV Counseling and Testing Services Data, which are only required for clients who received OAHS and were newly diagnosed within the reporting period. 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 = 28)

Response Category	N	%	Questions to Consider
Jan-March	10	35.7%	Does the number of newly diagnosed clients receiving OAHS seem correct?
Apr-June	6	21.4%	
Jul-Sept	3	10.7%	
Oct-Dec	8	28.6%	- Do the numbers and percentages look correct? - Are the data missing?
Missing/Out of range	1	3.6%	

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, or you might not have the capacity to enter this data into your data system. [DISQ](#) can help you streamline your data management processes to ensure you are efficiently and effectively collecting and reporting required data.

Many RWHAP providers also struggle with mapping data from their electronic health record (EHR) to the RSR data elements. The [RSR Crosswalk](#) is an important resource for users working to map data from their EHR to the required [RSR XML schema](#).

To learn more about causes and solutions for common data quality issues, check out DISQ's [RSR webinar series](#). DISQ also leads peer user groups for multiple EHR software systems where users can share best practices for their data system. Currently, these [EHR resources](#) are offered for users of Athena, eClinicalWorks, Epic, and NextGen.

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Why is data quality important?

You want your RSR data to reflect the good work you do. Your project officer and HAB leadership will review RSR data to learn more about your program. RSR data are also used to present the Ryan White HIV/AIDS Program to Congress, the HIV community, and the public at large. Lastly, high-quality can help you understand program performance and improve quality of care, but poor-quality data cannot.

The DISQ Team provides data-related technical assistance (TA) to RWHAP recipients and providers during and between required data reporting periods.
To contact the DISQ Team, email data.ta@caiglobal.org.