



ACCOUNTABILITY REPORT

2018–2019



HEALTH INFORMATION MANAGEMENT

is more than just data — it's a shared language to tell the health stories of Canadians.

We are the protectors, the custodians, and the facilitators of Canadians' health care information. As the amount and frequency of data grows, it's more critical than ever that this information is properly collected, shared, and understood.

We connect the worlds of health and data so that Canadians continue to have access to the world's best health care system and can trust in the care they receive.



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Management Association and College
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Our strategic plan shaped our activities over the last year, and we're excited to continue on that path through 2019 by focusing on community building, collaboration, and delivering the support and learning opportunities that our members are looking for.

FROM THE BOARD OF DIRECTORS



On behalf of the CHIMA Board of Directors, I'd like to take this opportunity to thank our members, partners, and the CHIMA staff for their support and commitment to the health information management profession.

The past year saw plenty of growth and change for both CHIMA and the HIM profession as a whole. Our national conference brought HIM professionals from across the country to Niagara Falls to engage and learn from colleagues, while our chapters hosted dozens of workshops for members and non-members alike.

We also welcomed our new CEO & Registrar, Jeff Nesbitt, who has dedicated himself to engaging with our members and stakeholders to deepen and expand the value that CHIMA brings to the HIM profession. He will continue his travels across Canada over the next year.

Our strategic plan shaped our activities over the last year, and we're excited to continue on that path through 2019 by focusing on community building, collaboration, and delivering the support and learning opportunities that our members are looking for.

A handwritten signature in blue ink, appearing to read 'R. Van Oort'.

Robert Van Oort
Chair, CHIMA Board of Directors

FROM THE CEO & REGISTRAR



I'd first like to thank the HIM community for welcoming me with such open arms. This is my first year as CHIMA's CEO & Registrar, and I couldn't be more excited about the direction that both the organization and the health information management profession are heading in.

Since I started on this journey in August, I've had the opportunity to meet with and talk to people about the difference the HIM profession makes to Canadians. From coast to coast to coast, people have engaged with me to share their ideas on where the profession has opportunities, challenges, and areas to improve

upon. CHIMA can step forward to help build knowledge and connection across health information management by being the connective tissue among stakeholders.

We know how important it is to have a strong community within Canada's HIM profession, and we know we must do a better job of building one. The work of the profession is a critical part of the health care that Canadians receive. With this in mind, we're working on ensuring our members get more out of the Canadian Health Information Management Association and College — more engagement, more advancement, and more recognition.

As a volunteer, participant, and member, you play an important role in building this community and creating a network of professionals across the country who recognize how important information is for the people of Canada. It's only with your continued participation that we can achieve the levels of growth, excellence, and sustainability we're looking for.

We're excited to continue deepening and expanding our contribution to advancing Health Information Management in Canada — and we look forward to working with you to do it.

A handwritten signature in blue ink, appearing to read 'Jeff Nesbitt', written in a cursive style.

Jeff Nesbitt
CEO & Registrar

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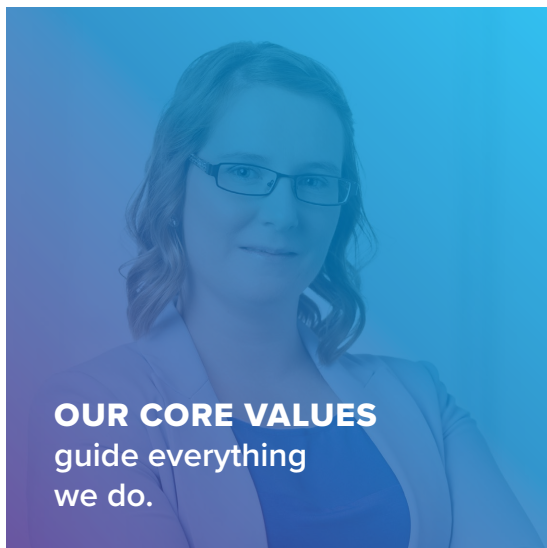
WHO WE ARE

The Canadian Health Information Management Association (CHIMA) is a national organization and certifying body that represents over 5,000 Health Information Management (HIM) professionals across the country. Our association seeks to: promote the HIM profession, expand the job market for our members, facilitate continuing education, influence the direction of professional practice, and monitor industry trends.

The Canadian College of Health Information Management (CCHIM) is the registering and regulatory body for the HIM practice and profession in Canada. CCHIM is responsible for standards setting in relation to HIM education and HIM certification. CCHIM accredits certificate, diploma and degree programs in colleges and universities across Canada. HIM programs in Canada must receive CCHIM accreditation for program graduates to meet the eligibility requirements to write the National Certification Examination (NCE). In addition to setting initial standards, CCHIM ensures ongoing adherence to the professional practice and operational standards.



VISION, MISSION & VALUES





WHAT WE ACHIEVED

In 2018-19, CHIMA had many successes. We focused on strengthening our chapters to foster communication, education, and networking. We collaborated with strategic partners to drive the HIM profession forward. We turned our lens towards health information and education credentialing through the HIM Innovation Project. And lastly, we grew our membership value by hosting our National Conference in Niagara Falls, recognizing Pinnacle Award recipients, and creating professional development opportunities for our members.

Our chapters across the country foster communication, education, and networking.

Many chapters created subcommittees to focus specifically on items like member engagement and education planning, better positioning them to meet member needs.

Our Chapters

BCYT (British Columbia and Yukon Territories)

- 484 certified members
- 52 student members
- 22 retired members

ABNT (Alberta and Northwest Territories)

- 761 certified members
- 102 student members
- 19 retired members

SK (Saskatchewan)

- 359 certified members
- 90 student members
- 12 retired members

MBNU (Manitoba and Nunavut Territory)

- 162 certified members
- 50 student members
- 10 retired members

ON (Ontario)

- 2,047 certified members
- 374 student members
- 71 retired members

NL (Newfoundland & Labrador)

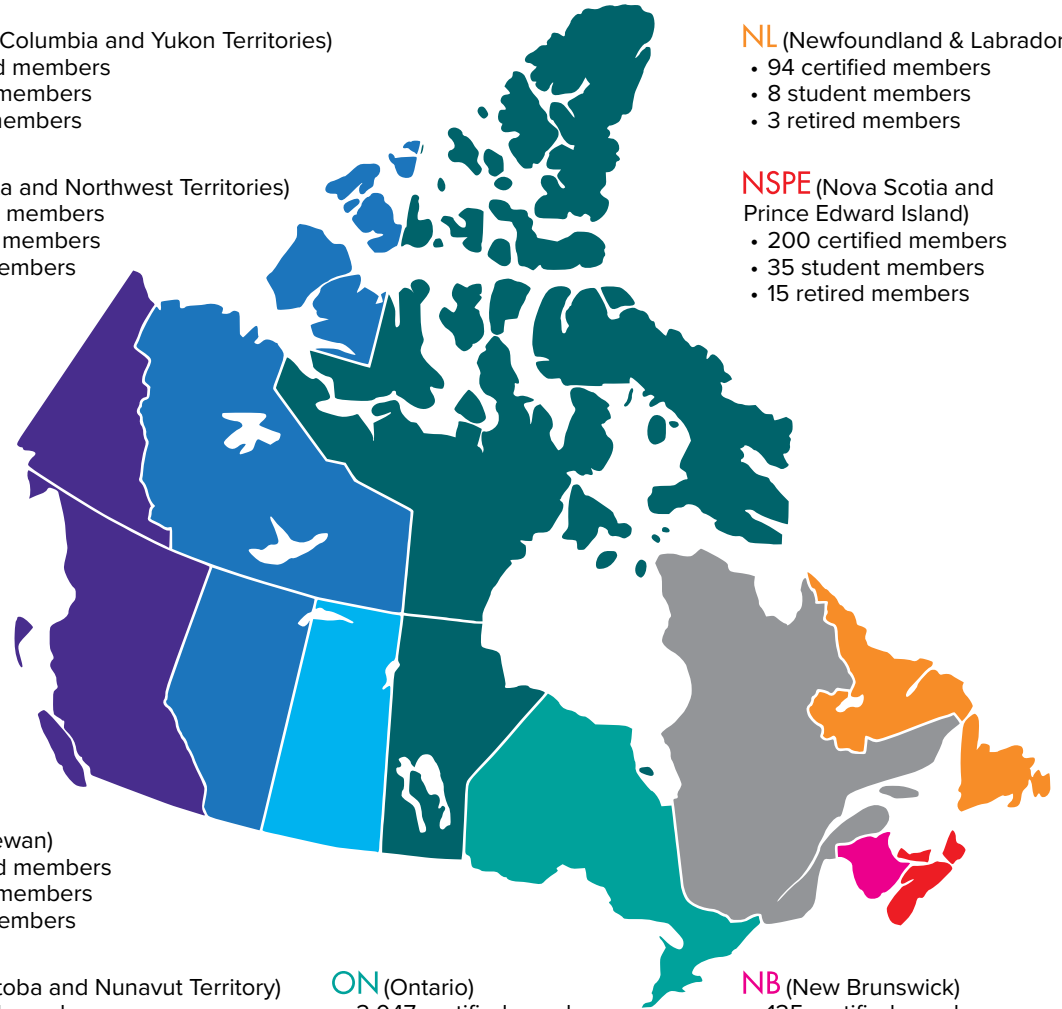
- 94 certified members
- 8 student members
- 3 retired members

NSPE (Nova Scotia and Prince Edward Island)

- 200 certified members
- 35 student members
- 15 retired members

NB (New Brunswick)

- 125 certified members
- 14 student members
- 4 retired members



2018 chapter sessions



4 chapters held **in-person workshops** or education day events, with a total of 298 registrants attending to participate in networking activities and share information.

3,717 registrants participated in 11 **chapter-hosted online sessions** throughout 2018, offering practical information in consumable formats.



Topics included:

- ▶ Supporting New Leaders in Gaining Foundational Skills
- ▶ Social Media in the Workplace
- ▶ A HIM Perspective in Informatics
- ▶ Connect Care: Shaping the Future of Health Care in Alberta
- ▶ What You Need to Know About the 'Need to Know'
- ▶ Provincial Health Care Violence Prevention Framework

The availability of these online sessions, coupled with in-person events hosted by chapters across the country, means that members have the opportunity for countless Continuing Professional Education (CPE) credits each year, resulting in broadened knowledge and enhancement of their skill set.

“It was very well organized. All of the presentations were excellent! Lots of learning, seeing old colleagues and supporting our new Chapter.”

— *SK attendee*

“This was an excellent education day — probably one of the best I have attended. The topics interesting and the speakers engaging. Please continue to do these on an annual basis.”

— *MBNU attendee*

JENNIFER CURRIE

**Privacy Officer, Western Zone
Nova Scotia Health Authority
NSPE Chapter Chair**

Entering the health information technology field was truly the beginning of Jennifer’s career. A self-described “big enthusiast” about HIM, she initially worked as a health information specialist in coding before taking on the role of privacy officer for the Western Zone with the Nova Scotia Health Authority — an opportunity she received due in part to her ongoing involvement with CHIMA.

“Having experienced advantages from networking in my role as the Chapter Chair for NSPE, I now think about how I can put those advantages before other people,” says Jennifer. This often means serving as a reference or mentor for HIM students, encouraging them to serve on CHIMA or chapter committees, working with their schools to offer conference opportunities, and more. And as more HIM professionals prepare to retire, Jennifer feels that there’s no better time to bring newly-certified people into this growing industry.



Strategic Partnerships

Collaboration is the key to developing successful strategic partnerships — and we're continually focused on building respectful and mutually beneficial partnerships that drive the HIM profession forward. Here are our partnerships and 2018 highlights:

Educational partnerships: accredited HIM programs

- ▶ Centre for Distance Education
- ▶ **Collège Lafèche | Re-accredited in 2018**
- ▶ Conestoga College
- ▶ **McMaster University | Newly accredited in 2018**
- ▶ Douglas College
- ▶ **Fleming College | Re-accredited in 2018**
- ▶ George Brown College
- ▶ HealthCareCAN/CHA Learning
- ▶ Nova Scotia Community College
- ▶ O'Sullivan College
- ▶ Red River College
- ▶ Saskatchewan Polytechnic
- ▶ Southern Alberta Institute of Technology (SAIT)
- ▶ **St. Lawrence College | Re-accredited in 2018**
- ▶ Westervelt College

Specialty programs

- ▶ 3M | Clinical Documentation Improvement (CDI) program
- ▶ HealthCareCAN/CHA Learning – Coding Specialist Program
- ▶ University of Victoria | Terminology Standards

Recognized partner

- ▶ University of Regina – recognized as a partner for offering Canada's only online Masters of HIM

Health Information and Education Credentialing

In an effort to better position HIM professionals for success, CHIMA and CCHIM underwent eight months of discovery to determine how the profession can continue to meet the current and future needs of the health care industry.

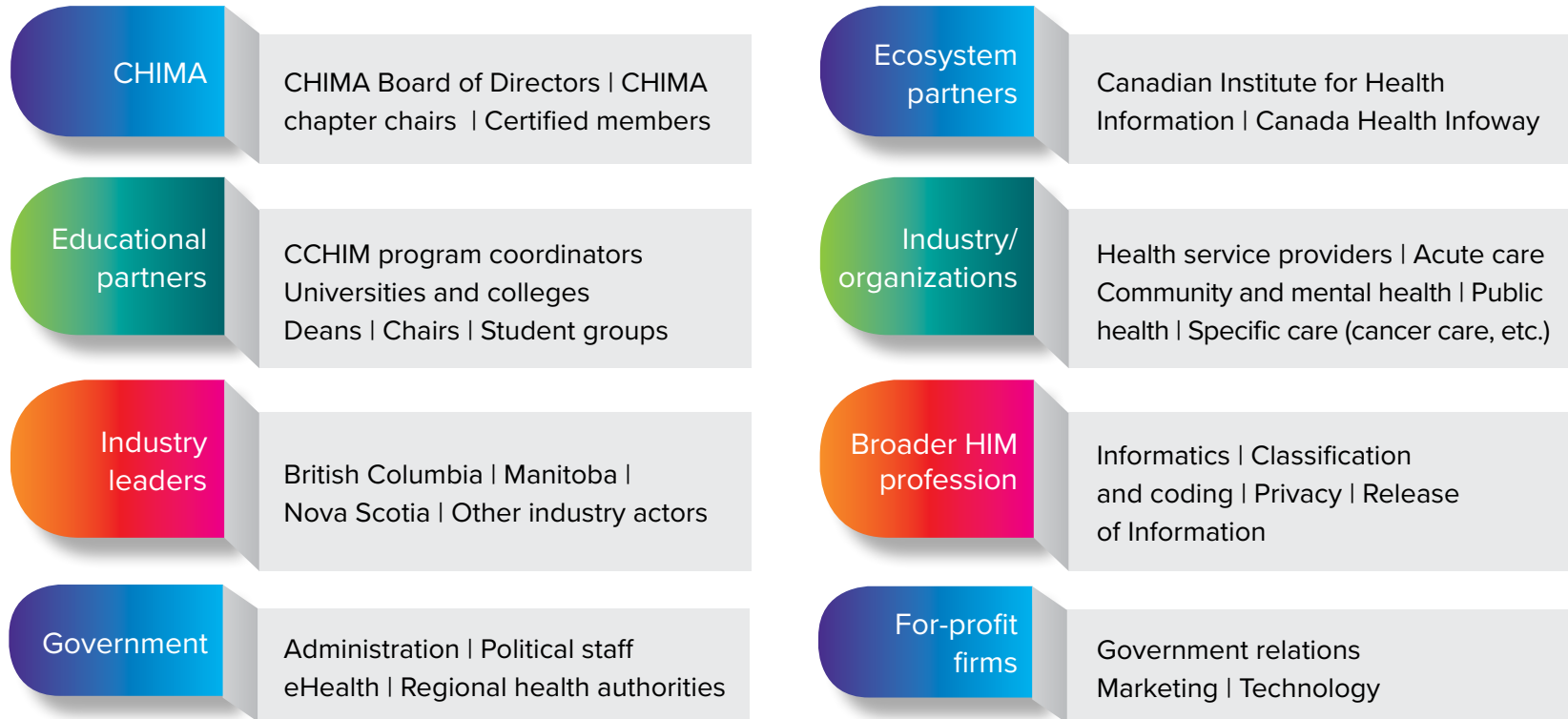
Our discovery — the HIM Innovation Project — has been inclusive and without restriction, involving stakeholders inside and outside HIM, and seeking to chart a course for the profession over the next 15 to 20 years.

HIM Innovation Project: What did we do?

- ▶ Held one-on-one in-person, phone, and video interviews
- ▶ Hosted group discussions (3-8 people), round tables (8-20 people), and presentations (70+ people)
- ▶ Engaged in storytelling and focus groups with health care actors across the country
- ▶ Invited key stakeholders to share their input into CHIMA's strategic objectives
- ▶ Made innovative education and credentialing a focal point for engagement with the CHIMA board, HIM program coordinators, chapter advisory committees, and industry leaders in the field



HIM Innovation Project: Who did we engage with?



Our findings are supported by a project advisory committee of academics and industry professionals, and we're excited to release them to the membership this fall.

10 recipients of the 2018 Honour Award for achieving 85% or higher on the NCE:

- Heather Scholes
- Naomi Beaulieu
- Hyun Kyung (Jenny) Lee
- Monica Chow
- Tiffany Pan
- Jennifer MacKinnon
- Carrie Mills
- Yasmin Elmi
- Claudia Mitchell
- Denise Lappas

National Certification Examination

5 examinations held throughout 2018

362 NCE candidates

79% pass rate



NICOLE NEIDIG

Director of Health Information Management, Central Zone Alberta Health Services

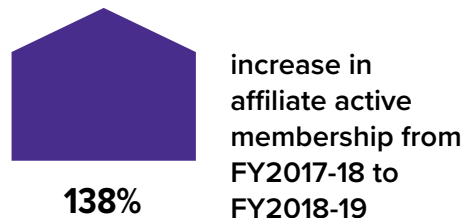
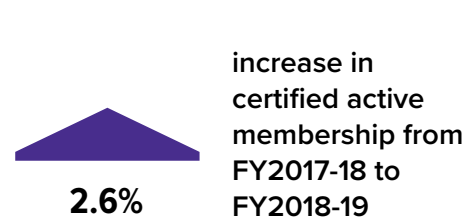
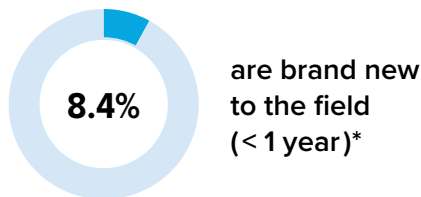
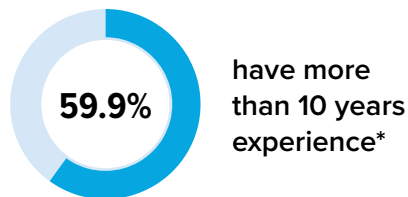
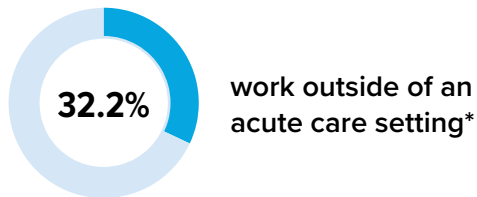
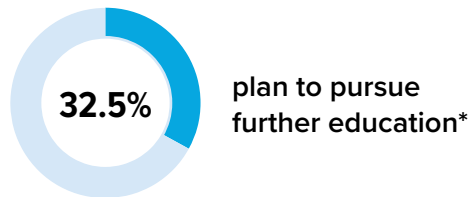
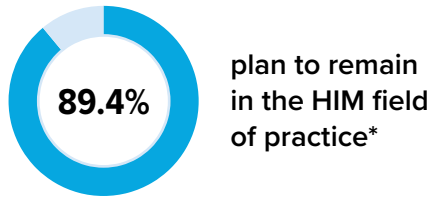
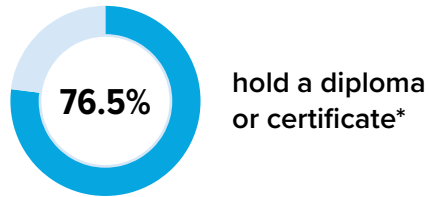
By all accounts, Nicole has had a successful career in the health care field. As a medical office assistant and transcriptionist, she held various management roles before completing a HIM program and earning the CHIM credential. But it's Nicole's own health care experience that drives her passion for HIM.

After giving birth to her son prematurely, Nicole was admitted to the hospital with pulmonary embolisms. Her medical chart was buried on a desk, and she was tasked with explaining what happened to her. "The experience made me realize the importance of having health information accessible and available electronically," she says. It was a key factor in her decision to gain certification in the HIM field and advocate for electronic health records.

As a leader in her organization, Nicole appreciates the HIM accreditation process. "When someone successfully challenges the CHIMA exam, I know the body of knowledge they bring. It helps inform our training and education expectations." Nicole was fortunate to have great mentors throughout her career, and she's excited to pay it forward and help young HIM professionals develop in their roles.

Growing Membership Value

Who are our members?



“I play a role in telling the story of people’s health journey so that they can have the best quality of care.”

— Lindsey Page, Health Records Technician, Whitehorse General Hospital & BCYT Chapter Chair

*Based on June 2018 Health Information Management (HIM) Innovative Education and Credentialing Feedback Survey responses from 3,874 certified members and 367 students

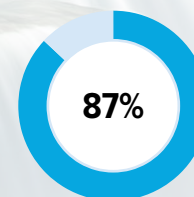
“This was my first time attending the conference and I enjoyed everything about the sessions, as well as the opportunity to socialize with HIM professionals and leaders from across the country. It was such an inspirational and reinvigorating event.”

National 2018 Conference, Niagara Falls

We welcomed 270 members from across Canada and several U.S. states at the 2018 CHIMA conference, Data: A Vital Resource, in Niagara Falls to discuss the critical role that quality health data plays in optimal patient care and outcomes.



Jeff Nesbitt, CHIMA CEO and Registrar presenting AHIMA's CEO Wylecia Wiggs Harris with her very own Team Canada hockey jersey



of attendees would recommend the conference to a friend or colleague



4.08/5

average overall impression of the conference



MILLER THOMSON
AVOCATS | LAWYERS

We partnered with Miller Thomson for an interactive, pre-conference ‘cyber smart’ workshop, offering insight on best practices surrounding data breach prevention and mitigation strategies.



Janice MacNeil receiving her Tribute to Excellence Award from Board Chair, Robert Van Oort.

Pinnacle Awards

We recognized member achievements and value to Canadian health care through the 2018 Pinnacle Awards, which honours individuals who have demonstrated excellence, dedication, and commitment towards bettering the HIM field and CHIMA membership.

TRIBUTE TO EXCELLENCE

Gail Crook

Janice MacNeil

VOLUNTEER OF THE YEAR

Stephanie Clack
(ABNT)

Jennifer Currie
(NSPE)

GRADUATING STUDENT OF THE YEAR

Maria Sanfranciso
(CHA Learning)

Rachel York
(Fleming College)

Nida Mesia
(SAIT)

Jennifer MacKinnon
(Centre for Distance
Education)

Masooma Zahra
(George Brown College)

Tamara Dragneva
(Saskatchewan Polytech)

Ilkay Sakir
(Conestoga College)

Rajdeep Bhinder
(NSCC)

Samantha Holland
(St. Lawrence College)

Tiffany Pan
(Douglas College)

Joyce Wei
(Red River College)

Lenny Vandenberg
(Westervelt College)

PINNACLE AWARDS

“The [Your Inner Leader] series contained content that was value-added to enhance my work goals and reflect on my personal goals. Excellent presentation, sharing of information from presenter and participants.”

— W.E., ABNT chapter

Creating professional development opportunities for our members

Professional practice briefs (PPBs)

- ▶ Created and updated 8 PPBs with 2 new PPB bundle offerings added to the Learning Management System
- ▶ 214 individuals completed professional development using either the PPB bundles or the individual PPB modules throughout 2018

Leadership and career training

- ▶ Your Inner Leader, May 2018
- ▶ The Sky is the Limit: Setting Big Goals and Achieving Them, Sep-Oct 2018
- ▶ How to Build a Social Capital Portfolio that Works for You: Cultivating a Network for Career Success, Jan-Feb 2019

Spotlight on HIM opportunities

- ▶ Launched in May 2018, hosted by Sue Schneider of eHealth Ontario
- ▶ Featured uses and opportunities in the field of Health Terminology Standards
- ▶ 500 member registrants from all across Canada, as well as 3 international participants

KATHY LAVELLE

Vice President, Finance & Chief Financial Officer Woodstock Hospital

Having worked with the Ontario Ministry of Health and Long-Term Care, as a director of HIM, and as a consultant, Kathy has spent her career in health care. Throughout her various roles, she began to focus on using clinical data to drive funding. Realizing that her true interest was in the finance side of health care, Kathy earned her CPA designation in 2016 and took on the role of CFO at Woodstock Hospital.

Despite no longer working in a direct HIM role, Kathy says her heart is still in CHIMA. “I’m one of very few CFOs with a health information background — but I think it is tremendously beneficial, because clinical data is driving a lot of the funding.” She places a continual focus on her hospital’s data quality efforts to maximize funding for their patients. And just as she benefitted from meeting mentors and future bosses from her time on the CHIMA board, she encourages young HIM professionals, advising them to see and experience as much as they can within their field.



FINANCIALS

Summary

The following is a report of the Canadian Health Information Management Association and Canadian College of Health Information Management (together, the organization) consolidated financial results for fiscal year 2018/19.

The 2018 Conference in Niagara and Professional Development offerings resulted in higher than expected revenue. Combined with cost control efforts, a positive net income was generated for the organization. These factors position CHIMA for growth and investment against our strategic plan.

We retained PricewaterhouseCoopers LLP to audit the Organization. The audit report was based on Generally Accepted Accounting Principles (GAAP) and has a clean opinion.

The following is an excerpt, dated May 16, 2019, from PricewaterhouseCoopers LLP:

“In our opinion, the accompanying combined financial statements present fairly, in all material respects, the financial position of the Canadian Health Information Management Association and Canadian College of Health Information Management (together, the Organization) as at February 28, 2019 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for profit organizations.”

*Chartered Professional Accountants,
Licensed Public Accountants*

Combined statement of financial position

Canadian Health Information Management Association
Canadian College of Health Information Management
Combined Statement of Financial Position

For the year ended February 28, 2019

	Operating fund	Property and equipment fund	Chapter reserve fund	Endowment fund	2019 total	2018 total
Assets						
Current assets	\$1,290,003	-	\$186,295	\$21,612	\$1,497,910	\$1,553,647
Long term assets	-	\$31,200	-	-	\$31,200	\$102,722
Total assets	\$1,290,003	\$31,200	\$186,295	\$21,612	\$1,529,110	\$1,656,369
Liabilities						
Current liabilities	\$1,553,746	-	-	-	\$1,553,746	\$1,547,572
Investment in CHIM Inc.	\$4,616	-	-	-	\$4,616	\$155,995
Fund balances	\$(268,359)	\$31,200	\$186,295	\$21,612	\$(29,252)	\$(47,198)
Total liabilities and fund balances	\$1,290,003	\$31,200	\$186,295	\$21,612	\$1,529,110	\$1,656,369

Statement of revenue and expenses

Canadian Health Information Management Association
 Canadian College of Health Information Management
 Combined Statement of Revenue and Expenses

For the year ended February 28, 2019

	2018/2019 actual	2017/2018 actual	Difference (year over year)
Revenue	\$2,037,300	\$1,756,978	\$280,322
Expenses	\$1,914,856	\$1,713,177	\$201,679
Excess of revenues over expenses for the year before other expenses (income)	\$122,444	\$43,801	\$78,643
Other expenses	\$104,498	\$118,272	\$(13,774)
Excess (deficiency) of revenue over expenses	\$17,946	\$(74,471)	\$92,417

OUR BOARD AND TEAM

Board of directors

Our National Board of Directors provides oversight to the organization, through the CEO & Registrar, ensuring it achieves a sustainable future by adopting sound governance and financial management policies.



Robert Van Oort
MLT, CHIM
Chair
Ontario



Karen Pietrangelo
MHS, BA, CHIM
Director
Ontario



Monique Rasmussen
CHIM
Director
British Columbia



Leah Anscombe
MA, CHIM
Vice Chair
British Columbia



Marlene Raasok
BScPharm, MHSA
Director
Alberta



Dr. Keith Denny
Ph.D
Director
Ontario



Yoel Robens-Paradise
BA, MPA
Secretary Treasurer
British Columbia



Sonya Stasiuk
CHIM
Director
Alberta



Nona Gatchalian
MBA, CHIM
Director
British Columbia

Our national team as of June 1, 2019

Our National team is here to help and is committed to making a difference in the HIM profession. We live coast to coast, in both rural and urban landscapes, and have varying education backgrounds. It is this diversity that strengthens our work.

Please congratulate those that took on new roles or joined the organization.

Andrew Quayle, BA, CHIM – Member and Chapter Relations

Janna Ball, CHIM – Coordinator, Educational Pathways

Alisha Peto, CHIM – Coordinator, Special Projects, CPE and Re-Certification

Kaitlin McNamara – Coordinator, Marketing & Operations



Andrew Quayle
BA, CHIM
Member and Chapter Relations
Ontario



Alisha Peto
CHIM
Coordinator, Special Projects, CPEs & Re-certification
Saskatchewan



Jessica MacDougall
BSc, BHIM, MHI CHIM
Director, Accreditation & Certification
Nova Scotia



Paula Weisflock
BHA (HIM), MAEd, CHIM
Director, Professional Development
Ontario



Janna Ball
CHIM
Coordinator, Educational Pathways
British Columbia



Kaitlin McNamara
Coordinator, Marketing & Operations
Ontario



Jeff Nesbitt
MBA
CEO & Registrar
Ontario



Wendy Guilfoyle
Coordinator, Finance & Human Resources
Ontario

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THANK YOU FOR TAKING THE TIME TO READ OUR ACCOUNTABILITY REPORT

echima.ca

