

2021-2022 **Accountability Report**

Canadian College of
Health Information
Management



Collège canadien des
gestionnaires de
l'information de santé

chima 



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A MESSAGE FROM OUR BOARD CHAIR

Meeting the demands of the future

The Canadian Health Information Management Association (CHIMA) and the Canadian College of Health Information Management (College), together, the Organization, are pleased to present the 2021–2022 Accountability Report.

As professionals who advance health data, I would like to highlight the significance of the health information professional's role and how our members, through their work, have contributed to Canadians' lives during this COVID-19 pandemic. Our professionals have helped to positively position their organizations amidst a public health crisis, including collecting and analyzing health data, transforming it into valuable information, and ensuring privacy, confidentiality, and access are top of mind.

The pandemic's impact has been massive on the health care ecosystem. Its effects will reverberate long after this ceases to be a public health crisis, and our members will continue to be of significance as we transition forward. Health information professionals are being called upon to help develop and communicate processes and procedures for data and information governance within Canada's health systems.

I also acknowledge our board members for their contribution and dedication to the Organization through exceptional times. As a board, we have moved to a policy-based governance model that allows us to engage in future-forward discussions that will set the Organization's long-term success. This approach prompts us to look forward five to ten years and make decisions that will impact, illustrate, and propel the profession's future.

Our vision to enable quality health information in Canada continues to be guided by our 2018–2023 Strategic Plan. We have completed consultations for our 2023–2028 Strategic Plan and look forward to presenting our findings during our 2022 Annual General Meeting (AGM) on June 23, 2022, and launching the new strategic plan informed by those findings during HIP Week 2022, taking place from October 17 to 21, 2022.

Operationally, we are pleased by the strong leadership of CEO and Registrar Jeff Nesbitt, who has fostered diversity within our operating team. As a result of the team's collective efforts, the participation of certified professionals has increased from coast to coast to coast. Member and partnership engagement have grown with the encouragement to advance our efforts collaboratively. Lastly, the Organization now sits at tables advising governments—a substantial gain for our profession.

I encourage CHIMA members to get involved in the many practice or chapter communities accessible across the country.

Sincerely,

Monique Rasmussen, CCDIS, CHIM
Chair, Board of Directors

BOARD OF DIRECTORS

A diverse group of professionals leading the way forward

The College and CHIMA are pleased to present the joint board of directors.

The 2021–2022 board members span the country within the health information profession and relevant education, finance, and technology sectors. Their diversity of perspectives, skills, ages, genders, cultures, and ethnicities contributes to a holistic strategy for the profession and results in effective decision-making, guidance, and risk management for the Organization.

This year, we have improved the board's structure to ensure we focus on the health information profession and the Organization's long-term sustainability. Three standing committees now play an essential role in enabling the board to carry out its responsibilities. These include the Finance, Audit, and Human Resources Committee, the Governance Committee, and the Committee of the College. Board members with expertise and interest in a specialized area ensure oversight for the Organization.

Monique Rasmussen, CCDIS, CHIM
Director | Board Chair | Ontario, Canada

Patricia Visosky, MSc, Ph.D., CHIM
Director | Vice-Chair | British Columbia, Canada

Jennifer Bennett, MBA, CHIM
Director | Secretary | Nova Scotia, Canada

Kevin Higgins, B.Comm
Director | Treasurer | Chair of Finance, Audit & Human Resources Committee | Nova Scotia, Canada

Keith Denny, MLIS, MA, Ph.D.
Director | Chair, Committee of the College
Ontario, Canada

Susan Anderson, CPHIMS, CPHIMS-CA, BSc
Director | Chair, Governance Committee
Nunavut, Canada

Nona Gatchalian, BHA, MBA, CIPP/C, CHIM
Director | Ontario, Canada

Sonia Shiels, BA, CHIM
Director | Ontario, Canada

Lindsey Page, CHIM
Director | Yukon, Canada

Sarah Paykins, CHIM
Director | Manitoba, Canada

Francis Lau, BSc, MSc, MBA, Ph.D., CTSS
Director | British Columbia, Canada

Jeff Nesbitt, BA, MBA
Director | Ontario, Canada



A MESSAGE FROM OUR CEO AND REGISTRAR

Building a path forward out of the pandemic

How the public views the health information profession is dependent on our demonstration of leadership, stewardship, system thinking, and collaboration. Our professionals have proven to be critical to the health care ecosystem by communicating the impact of health data and information, influencing policy and funding decisions, and assessing an organization's health information management (HIM) needs to improve health outcomes across our country.

Today, the appetite for accurate, timely, and high-quality information is immense. Conversations around health data are taking place at many levels and in environments such as homes and workplaces. A greater emphasis is being put on health information literacy for the public, which provides an increased demand for our certified professionals.

This expanded view of the application of health information competencies creates pathways to new opportunities for our certified professionals. New types of roles are emerging, from data stewardship to clinical documentation improvement and more. Those who pass national certification examinations with the College have many career opportunities in front of them.

It takes us all, however, to make a difference. Our team reflects a culture of inclusivity, blending purpose with professional passion. With the integration of the CHIMA chapters into operations, we began hiring community facilitators to work closely with our operations team, acting as the bridge between a chapter's needs at a grassroots level and the organization's strategic directions.

Leveraging digital methods to connect over the past few years has induced a shift in contribution from our members. Our events continue to exceed participation and quality metrics with record-setting numbers, and employers are investing in their team's professional development through an array of digital learning resources provided in our CHIMA Annual Team Learning Subscription.

We continue to reflect on how to build and provide engagement opportunities that are accessible and add value to CHIMA memberships. This was made visible by launching a Beyond the Data survey to garner feedback and insights from our ecosystem on the development of the upcoming 2023–2028 Strategic Plan.

We are proud to share this report and highlight the achievements we've made for the 2021–2022 fiscal year.

Sincerely,

Jeff Nesbitt, BA, MBA
CEO & Registrar

Section 1

Our organization

TOGETHER,
WE ARE BUILDING
A COMMUNITY OF
COMMUNITIES.



STRATEGIC PLAN

FY 2018-2023

Vision

A healthy Canada enabled by quality health information

Mission

A national organization advancing the health information management profession

Values

Collaboration

Stewardship

Leadership

System thinking

Directions

1 Strengthen chapter engagement

2 Establish strategic partnerships

3 Innovate education and credentialing

4 Increase membership value

CANADIAN HEALTH INFORMATION MANAGEMENT ASSOCIATION

A national professional association for the health information profession in Canada

CHIMA represents more than 5,800 health information members from coast to coast to coast. It advocates for the health information profession, monitors industry trends, creates networking opportunities, and facilitates continuing education for its members. CHIMA also connects members with employment opportunities at organizations within health care and beyond.

“ [The AGM was] very informative and helped me feel like I am part of a larger community of health information professionals.”

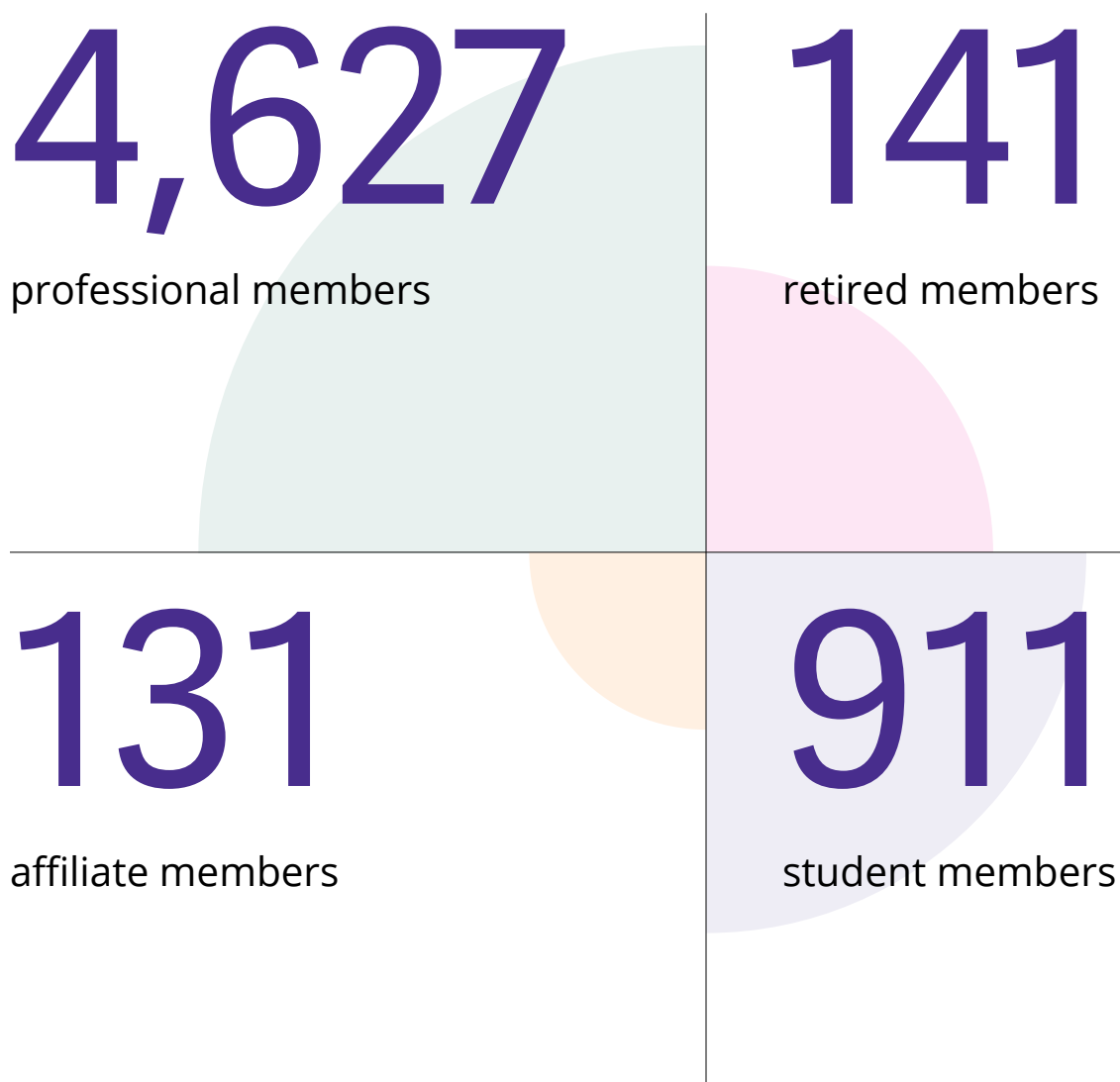
– Kimberley Hanlon, CHIM,
Newfoundland & Labrador

MORE MEMBERS, MORE IMPACT

CHIMA provides networking opportunities, important industry news, visibility to career opportunities, and exclusive offers for its members.

Our four types of CHIMA membership are professional, retired, student, and affiliate. There were 5,810 active CHIMA members as of February 28, 2022.

*Professional and retired members have voting rights within the Organization.



MEMBERSHIP FEATURES

Features	Professional (certified)	Retired	Student	Affiliate
Members-only website areas	✓	✓	✓	✓
Member-exclusive offers from partners	✓	✓	✓	✓
Health information profession correspondence (e.g., CHIMA connection, career opportunities eblasts and more)	✓	✓	✓	✓
Discounts on CHIMA offerings (e.g., products, courses, events, etc.)	✓	✓	✓	✓
Networking opportunities	✓	✓	✓	✓
Research, best practices, and standards	✓	✓	✓	✓
Women in Communications and Technology (WCT) complimentary membership	✓			✓
Resume templates and examples from Resume Target	✓		✓	
Annual general meeting voting rights	✓	✓		
Use of active Canadian College of Health Information Management professional designation(s) (e.g., CHIM, CTSS, CCDIS or CCCS)	✓			
Continuing professional education (CPE) program	✓			
Listed on the cchim.ca registry of professionals	✓			
Access to echima.ca job board for certified health information professionals	✓			



Certification matters

CHIMA's professional members are certified by the Canadian College of Health Information Management. They are equipped to ensure an organization is well-prepared to handle Canadians' most sensitive and intimate data. Certification brings greater trust to Canadians' health information.

CHIMA professional membership dues aid the College's investment into the development and maintenance of health information curricular standards, program accreditations, educational pathways, certifications, and more.

CANADIAN COLLEGE OF HEALTH INFORMATION MANAGEMENT

cchim.ca

A national, not-for-profit corporation that sets the accreditation standards for educational institutions and certification standards for health information professionals in Canada.

The College, incorporated in 1972, protects the public interest by governing and regulating the professional practice of more than 4,500 certified health information member registrants. In enhancing the status as a regulatory body, the College advances the professionalization of the health information industry and acknowledgement of its professionals as a key driver of policy, funding, and the care that Canadians receive.

Each year, certified professionals uphold continuing professional education credits, adhere to the College's professional code of ethics, and maintain their CHIMA professional membership as part of the requirement for holding their certification. These requirements are set and governed by the Canadian College of Health Information Management.

The College identity



**INTEGRITY AND
CONFIDENCE**



**PROUDLY
CANADIAN**



**THE POWER OF
INFORMATION**

Section 2

Our growth

**WHEN CHIMA
GROWS, THE
PROFESSION
GROWS.**



STRATEGIC DIRECTION 1

STRENGTHEN CHAPTER ENGAGEMENT

We added pathways for member engagement through our communities

One person's actions can impact an entire community, and a community can impact an entire country. CHIMA is committed to building a sense of community among our members, volunteers, and other interested parties to ignite their passion for health information.

This year we began hosting networking sessions facilitated by chapter volunteers, published blog posts curated locally, and leveraged practice communities to deepen our knowledge of information governance, terminology standards, and clinical documentation improvement.

Thank you to all our volunteers who helped from each region, within a practice area, or on a project with CHIMA.

59 chapter volunteers

21 blog posts curated by our chapters

467 participants at networking sessions hosted by chapters

160 participants at practice community meetings

CHIMA CHAPTERS

British Columbia & Yukon (BCYT)

Alberta & Northwest Territories (ABNT)

Saskatchewan (SK)

Manitoba & Nunavut (MBNU)

Ontario (ON)

New Brunswick (NB)

Nova Scotia & Prince Edward Island (NSPE)

Newfoundland & Labrador (NL)

CHIMA PRACTICE COMMUNITIES

CHIMA Information Governance Community

CHIMA Terminology Standards Community

CHIMA Clinical Documentation Improvement Community

CHIMA Francophone Community

We advanced and structured our chapter model

This fiscal year, we built on last year's approval of our chapters to move into operations. To execute this transition, we directed our efforts to hire paid, fractional community facilitators who will further enable engagement and communications with our chapters. Facilitators work closely with our operations team, acting as the bridge between a chapter's needs at a grassroots level and the Organization's strategic directions.

Community facilitators are responsible for creating an inclusive environment—one where we can hear from all our members through meaningful discussions and knowledge sharing. Facilitators enable volunteer working groups to advance health information efforts across the country. In this model, the chapters will have more support from operations, enabling them to turn their focus toward curating local content and connecting with CHIMA members.

This fiscal year was spent building the on-ramp to invite all members into their respective chapter community meetings.

“ This new role will help to ensure that all interested members are heard, and their opinions are included and valued. To me, this is a continuation of the amazing work and evolution that CHIMA brings to the entire profession nationwide!”

– Michael McGill, CHIM, CIAPP-P, BCYT chapter

“ It's important to hear from all of our members to assist with planning for the organization to bring to light members' perspectives and expertise. This will allow us to encompass our common values as a profession.”

– Roberta Green, CHIM, NSPE chapter

STRATEGIC DIRECTION 2

ESTABLISH STRATEGIC PARTNERSHIPS

We strengthened the connections of the profession

By establishing a greater awareness and an understanding of the health information profession and locating the College and CHIMA within these, opportunities to be included in conversations with health care decision-makers in Canada have opened up. As a result, the Organization's brands are now more entrenched, making the communication of the value of health information professionals easier.

Improved health data literacy is essential for clear accountability, interoperability standards, health data policy and meaningful engagement with the public and communities. It is also essential for the impactful use of data, evaluating risks and benefits, turning insights into action and building trust among partners."

– Expert Advisory Group¹

In his December 16, 2021, Minister of Health Mandate Letter, Rt. Hon. Justin Trudeau, P.C., M.P., Prime Minister of Canada, wrote to Minister Duclos, asking him to lead a renewed commitment to strengthen the health care system through "consultation with provinces and territories and a broad range of partners, expediting work to create a world-class health data system that is timely, usable, open-by-default, connected and comprehensive."² Mr. Trudeau asked that the minister, "With the support of the Deputy Prime Minister and Minister of Finance, lead our renewed commitment to work in partnership with and increase funding to provinces and territories to strengthen our universal public health system, ensure health care workers are supported and recruited across the country and advance an integrated, comprehensive and patient-centric strategy, harnessing the full potential of data and digital systems."

¹ The pan-Canadian Health Data Strategy: Expert Advisory Group, Expert Advisory Group Report 2: Building Canada's Health Data Foundation (Public Health Organization, 2021). <https://www.canada.ca/en/public-health/corporate/mandate/about-agency/external-advisory-bodies/list/pan-canadian-health-data-strategy-reports-summaries/expert-advisory-group-report-02-building-canada-health-data-foundation.html>

² Justin Trudeau, Minister of Health Mandate Letter (2021). <https://pm.gc.ca/en/mandate-letters/2021/12/16/minister-health-mandate-letter>

Engagements with stakeholders

The Organization was asked to provide input into the following industry and government advisory groups or external committees:

- The pan-Canadian Health Data Strategy: Expert Advisory Group
- Ontario Digital Service (ODS), Ministers' Digital and Data Task Force
- International Federation of Health Information Management Associations (IFHIMA)
- Patient Registration Network of Ontario (PRNO)
- Directors of Records of Ontario Teaching Hospitals (DROTH)
- National Coding Collaborative (NCC) Committee
- The Canadian Personalized Healthcare Innovation Network (CPHIN)

The Organization's ecosystem is expanding to be more inclusive of all those who handle health information while still reinforcing traditional practice areas. Our team deepened partnerships with industry, government, not-for-profits, and academia while securing collaboration with new partners.

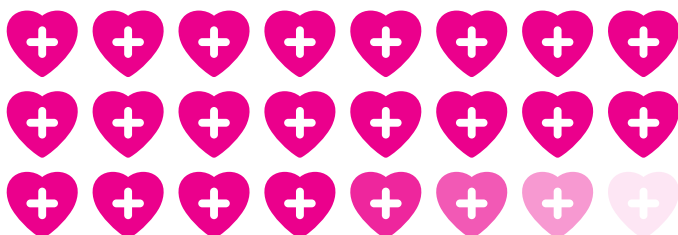
We expanded our offerings

CHIMA Annual Team Learning Subscription

We provided value to organizations and their employees through our CHIMA Annual Team Learning Subscription (ATLS). This subscription was developed to make continuing education more affordable and convenient for organizations across Canada. It provides employees with diverse and relevant professional development opportunities to learn and grow in their health information careers.

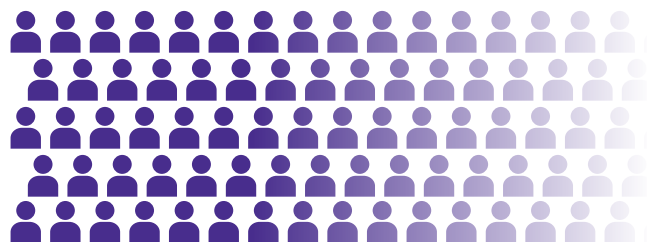
20+

health care organizations
subscribed in Canada



300+

employees with access to an ATLS



College Educational Resources Program

We provided value for faculty and students through a new College Educational Resources Program (CERP). This program provides faculty with key teaching resources for their curricula use.

Our proud partnership with CIHI recognizes the increasing importance of Canada's health information and will strengthen how health data is captured, curated, and used. This is being done by better connecting the resources, frameworks, and standards developed by CIHI with the certified professionals who manage Canadians' health information.

CERP currently provides faculty and students at subscribing educational institutions with access to the CIHI eStore, including ICD-10-CA/CCI Folio Views (1-user license), the CIHI Learning Centre, and CIHI eQuery.

90% +

of our academic partners
have signed up for CERP

We fostered relationships with many partners and sponsors

This fiscal year, several partners and sponsors were instrumental in helping us achieve our mission and deliver on our strategic directions. Whether through sponsorship of our events, contribution of content to our learning centre, or delivery of thought leadership to our members, the Organization thanks all its partners and sponsors.

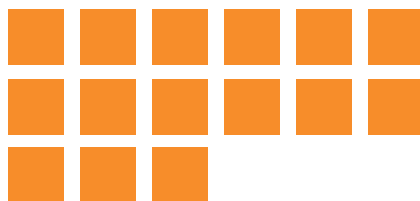
39

total partners
and sponsors



15

partners and sponsors
who helped make our
events possible



Partners

INDUSTRY

3terra
Canada Health Infoway
Canadian Institute for Health Information
CIO Strategy Council
Esri Canada
Gevity
H.I.M. ON CALL
Iron Mountain
Lyniate
Microsoft
Semantic Health
SNOMED CT

ACADEMIC

Ashton College
CanScribe Career College
Centre for Distance Education Inc.
College Lafleche
Conestoga College
Douglas College
Fleming College
George Brown College
HealthCareCAN
Johnson Shoyama Graduate School of Public Policy
McMaster University
Nova Scotia Community College
RRC Polytech
Saskatchewan Polytechnic
Southern Alberta Institute of Technology
St. Lawrence College
University of Victoria
Westervelt College

COMMUNITY

Canadian College of Health Leaders
GoodLife Fitness
Manulife Bank
New Horizons Computer Learning Centers
re.coach
Resume Target
thePersonal
Women in Communications and Technology

STRATEGIC DIRECTION 3

INNOVATE EDUCATION AND CREDENTIALING

We increased pathways to join the profession

The College focused on creating pathways so that those interested in pursuing or advancing their career have a variety of avenues to become educated on health information and become certified. The College's goal to modernize academic standards for health information fundamentals programs, health information management (HIM) diploma and degree programs, and others was underway this fiscal year. The College's suite of standards focuses on continuous quality improvement to ensure the educational content supports the evolving health information profession.



18
accredited
programs as of
February 28, 2022

77%

CHIM NCE pass rate

We certified new professionals

Certification signals to employers that a professional is credible and committed to the profession. Many employers require job applicants to be certified. Careers vary from entry-level to leadership roles and can be related to information governance, health policy or law, privacy, information management (e.g., medical coding), and more.

303

candidates wrote the
CHIM NCE

We ensured the supply chain of talent met industry demand

The Organization is the bridge between prospective professionals and vast, cross-sector opportunities. CHIMA has improved employer-to-employee relationships through support with continuing education and helping human resources departments to bring visibility to career opportunities.

4

CHIM NCE
sittings

173 employers posted on our job board

220 job listings on our job board

We launched an official CHIM practice examination

The College has developed a practice examination to support candidates in their preparation for the Certified in Health Information Management (CHIM) national certification examination (NCE). CHIMA hosts this practice examination through its learning management system. Candidates gain confidence to write the CHIM NCE by practicing in a simulated testing environment.

168 people

accessed the official CHIM
practice examination

We modernized the accreditation process

Accreditation demonstrates to the public that an educational program is aligned to industry standards, as identified through the College's needs assessment and consultation with industry.

The College has modernized the accreditation process for educational institutions. Stakeholder engagements are now taking place virtually through a call for participation to current students, graduates, faculty, practicum preceptors, employers who hire graduates, and others. The accreditation manual has been updated and digitized, and the self-assessment package and auditing process have been streamlined.

Educational institution portal

The College has designed and launched an educational institution (EI) portal to provide convenient access to partnership and accreditation resources. Educational institutions pursuing program accreditation use the EI portal to access and submit important information, documents, and more throughout the accreditation process.

STRATEGIC DIRECTION 4

INCREASE MEMBERSHIP VALUE

We increased the benefits and features of a CHIMA membership

The Organization is focused on doing things better to bring members more benefits. We're putting continuous improvement at the forefront of our initiatives and making investments to deliver value with greater efficiencies—for example, updates to our online platforms.

This year, we launched a new events calendar and have seen increased event listings to bring members more opportunities to learn and connect with others. We began hosting meetings and webinars through Zoom to offer more interactive experiences (e.g., breakout rooms, idea boards, etc.) and accessibility features such as closed captioning. We also began subtitling new video content. Lastly, we kept customers and email subscribers informed about their products, services, and industry news.

Hello! How can I help?

6,108

people following our brands on social media

2,052

live chat inquiries on echima.ca

8,826

people subscribed to our newsletter

38

certified health information professionals highlighted on our blog

42

virtual events offered

66

contributors highlighted on our blog

5,546

attendees for CHIMA-hosted virtual events

24,688

professional development products accessed through echima.ca

47

average Net Promoter Score (NPS)³ from virtual event attendees

³ According to Bain & Company, the source of the NPS system, A Net Promoter Score (NPS) ranking can be between -100 and 100. Any NPS score above 0 is "good". It means that your audience is more loyal than not. Anything above 20 is considered "favourable". Above 50 is "excellent" and above 80 is "world class".

Section 3

Our financials

A MESSAGE FROM THE AUDITORS

PricewaterhouseCoopers LLP

The following is a report of the consolidated financial results of the Canadian Health Information Management Association and the Canadian College of Health Information Management (together, the Organization) for the 2021–2022 fiscal year.

Consolidated financial results

Revenue was stronger than expected, given the adoption of Annual Team Learning Subscriptions by employers and industry sponsorship of the Organization. Combined with cost control efforts, a positive net income was generated for the Organization.

Investment was directed toward the growth areas outlined in the strategic plan.

The Organization retained PricewaterhouseCoopers LLP as auditors. The audit report was based on Generally Accepted Accounting Principles (GAAP) and had a clean opinion.

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 the Canadian College of Health Information Management (together, the Organization) as of February 28, 2022, 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.”

COMBINED STATEMENTS OF FINANCIAL POSITION

Canadian Health Information Management Association and
Canadian College of Health Information Management

For the year ended, February 28, 2022

	Operating fund	Fixed and intangible assets	Chapter reserve fund	Endowment fund	FY 2022 TOTAL	FY 2021 TOTAL
Total Assets	\$1,948,408	\$67,668	\$205,165	\$22,201	\$2,243,442	\$1,966,294
Current liabilities	\$1,767,814	-	-	-	\$1,767,814	\$1,641,994
Fund balances	\$180,594	\$67,668	\$205,165	\$22,201	\$475,628	\$324,300
Total liabilities and fund balances	\$1,948,408	\$67,668	\$205,165	\$22,201	\$2,243,442	\$1,966,294

COMBINED STATEMENTS OF REVENUES AND EXPENSES

Canadian Health Information Management Association and
Canadian College of Health Information Management

For the year ended, February 28, 2022

	FY 2022	FY 2021
REVENUES	\$1,942,706	\$1,790,138
EXPENSES	\$1,785,470	\$1,517,125
Excess of revenues over expenses for the year before other expenses (income)	\$157,236	\$273,013
Other expenses	\$5,908	\$6,021
EXCESS OF REVENUES OVER EXPENSES FOR THE YEAR	\$151,328	\$266,992

Thank you
for taking the
time to read
this report.