



Canadian College of
Health Information Management
Collège canadien des gestionnaires
de l'information de santé

FY 2023-2024 Accountability Report



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Strengthening the profession with dedication and unity

As I embark on my second year as Board Chair, I extend a heartfelt thank you to my fellow directors and the team. Collaborating with such dedicated individuals to impact CHIMA, the College, and our profession has been truly inspiring.

To our esteemed professional members, I deeply appreciate your commitment to maintaining your certification and CHIMA membership. Your active engagement and willingness to share expertise have enriched our community and amplified our voice among health care decision-makers nationwide.

Our Board's commitment to fiduciary responsibility and the careful stewardship of the Organization's affairs has been unwavering. Throughout this year, our focus has remained on enriching member benefits and connecting members with top-notch educational resources through strategic partnerships.

The College is deeply committed to aligning the talent pipeline with industry requirements, fostering connections between emerging professionals and diverse, sector-wide opportunities. We have broadened educational pathways for the future by offering foundational health information courses, HIM diploma programs, and degree programs.

Our certification processes serve as a testament to employers, reaffirming health information professionals' credibility and unwavering commitment to the industry. The ongoing expansion of the Health Information-Certified Associate (HICA) certification, meticulously crafted through a rigorous process, signifies a crucial milestone for our profession.

Embracing modernized standards and certification processes ensures we uphold literacy standards that command respect nationwide. As outlined in our new strategic plan, this forward-looking strategy is at the core of our mission to elevate the profession's visibility and impact.

The collective efforts of our team, volunteers, and supporters have propelled the health information profession to the brink of unparalleled opportunity.

Plan 2028: Beyond the Data is designed to enhance the profession's value, visibility, and impact, standing as a testament to diligent governance and collaborative endeavor. We express our heartfelt gratitude to all those who have contributed positively, including CHIMA members, esteemed academic institutions delivering top-tier education, industry leaders advocating for professional certification, and Canadians offering invaluable perspectives on personal matters.

As we embark on a new fiscal year, we warmly invite you to engage in advancing our profession. Achieving the vision outlined in Plan 2028 necessitates collective action.

We take pride in presenting the Fiscal Year (FY) 2023-2024 Accountability Report, highlighting our accomplishments over the past year.

A handwritten signature in black ink that reads "Pat Viosky." followed by a period.

Pat Viosky, MSc, PhD, CHIM
Chair, Board of Directors

Leading the way forward

CHIMA and the College are pleased to introduce the joint Board of Directors for the 2023/2024 term.

The Board includes members from diverse backgrounds across the country, including health information, finance, technology, and various other sectors. It brings a wealth of experiences and skills.

This diversity fosters a comprehensive strategy for the profession, facilitating effective decision-making, guidance, and risk management for the Organization.

The Board's structure is designed to prioritize the health information profession and ensure the Organization's long-term sustainability. It consists of three standing committees: the Finance, Audit, and Human Resources Committee, the Governance Committee, and the Committee of the College.

Each committee plays a vital role in enabling the Board to fulfill its responsibilities. Board members with expertise and interest in specialized areas oversee the Organization's operations.

Patricia Visosky, MSc, PhD, CHIM
Director | Board Chair
British Columbia, Canada

Jennifer Bennett, MBA, CHIM
Director | Vice-Chair | Secretary
Nova Scotia, Canada

Keith Denny, MLIS, MA, PhD
Director | Chair, Committee of the College
Ontario, Canada

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

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

Kait Greer, MIM, MI, CHIM
Director
British Columbia, Canada

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

Kathy Braaten, CHIM
Director
Saskatchewan, Canada

Lindsey Page, CHIM
Director
Yukon, Canada

Raine Paykins, CHIM
Director
Manitoba, Canada, *they, them*

Jeff Nesbitt, BA, MBA, HICA, ICD.D
Director
Ontario, Canada



Continuous improvements to meet the demands of the future

The FY 2023-2024 was pivotal for CHIMA and the College of Health Information Management, thanks to significant strides under our strategic plan, Beyond the Data 2028. Members' engagement has been key to these advancements, embodying the profession's positive image and driving the organization's influence and growth. Our initiatives for wider participation have enhanced diversity, with member involvement in events soaring to 11,000 attendees. Through 13 chapter-practice communities and volunteer-led working groups, over 1,800 members nationwide are helping shape the future of health information in Canada, contributing to a net gain of 267 members last year.

Our engagement across the country is increasing members' recognition and direct value. Members can gain all required CPE credits online at no extra cost, thanks to membership investments. 50+ leading employers have invested in CHIMA's Annual Team Learning Subscription, opening up CHIMA's full online learning center for over 900 individuals without fees. Additionally, the Canadian College of Health Information Management has expanded its academic network, adding 10 new accredited programs, raising our total to 31. Our new academic standards support this ongoing expansion, enhancing the depth and breadth of competencies to meet the employer's demand. This comes as health systems undergo digitization, backed by Federal, Provincial, and Territorial government investments.

This year, we're set to offer 100+ development sessions, host our first national conference since 2018 in Vancouver, launch a digital badging platform for certification recognition, and continue our advocacy with workforce planning, partners, and sector leaders nationwide.

This collaborative effort amongst our members, employers, government entities, partners, and organization propels the profession's success forward. Across all jurisdictions, our members' positive voices reinforce to employers why certified health information professionals are key to their success.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Nesbitt', with a stylized flourish at the end.

Jeff Nesbitt, BA, MBA, HICA, ICD.D
CEO & Registrar

We value our organization’s culture

In FY 2023-2024, our organizational culture prioritized our people, fostering an environment where team members are encouraged to lead with curiosity and think critically to identify better ways of achieving outcomes. This commitment has resulted in a dedicated group of individuals who remain deeply engaged in their work.

Team members utilize our project management software, Asana, to stay organized, track progress, and collaborate effectively to meet deadlines. We prioritize open communication across all departments, fostering transparency and a collaborative work environment. This culture of cohesion and teamwork reflects our dedication to continuous improvement and success, propelling the organization closer to its primary goals each day. We thank all contributors from last fiscal year who added to the success of the profession through their dedication and commitment, including our community facilitators who are highlighted on page 19.

Courtney Sabo, CHIM, TFL
Educational Pathway Coordinator

Nancy Haugen, CHIM
Project Coordinator

Carmen Arnason, BA
Manager of Partner Engagement, *She/her/hers*

Lindsay Selinger, BCom
Marketing & Communications Coordinator

Stephane Santos-Spraggett
Business Development

Tina Lewis, CHIM
Health Information Operations Project Coordinator

Andrew Quayle, BA, CHIM
External Relations Specialist

Gerrit Mulder, BSc
Front-end Web Developer, *He/him/his*

Alexa Greene, BA
Member Relations and Operations Coordinator, *She/her/hers*

Julia Bragg
Marketing and Events Specialist, *She/her/hers*

Helen Beaumont, Bmgt, CHIM
Manager of Community Engagement, *She/her/hers*

Alisha Peto, CHIM, CCDIS
Manager of Health Information Operations

Lisa Mckenzie, BHA, CHIM, CIPP/C
Director of the College

Betsy Nejat, BA (hons), CAE
Senior Director of Partnerships and External Relations

Kayla Felix, BBA
Executive Assistant to the CEO & Registrar

Jeff Nesbitt, BA, MBA, HICA, ICD.D
CEO & Registrar, *He/him/his*



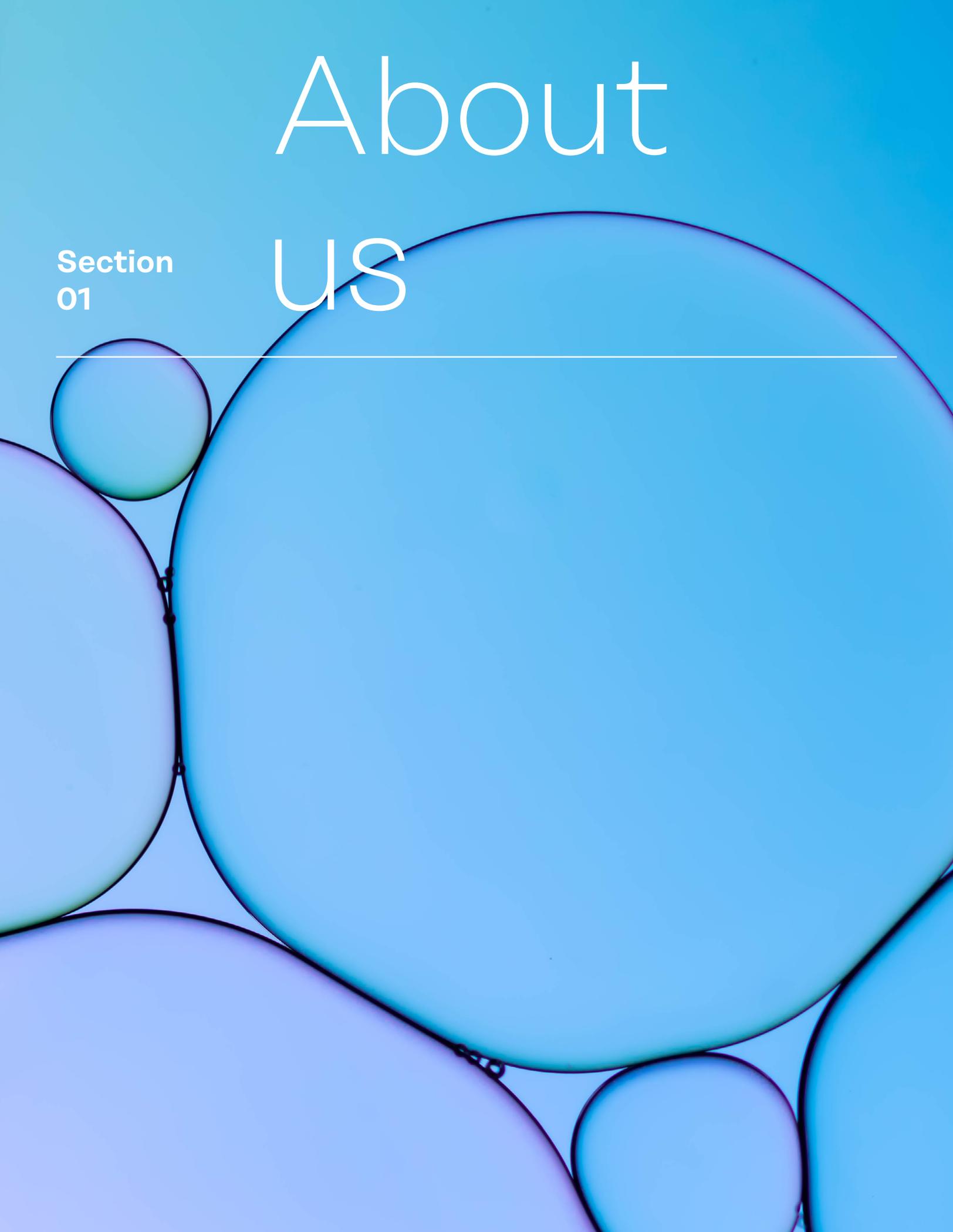
Team members as of May 24, 2024.

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About

Section
01

US

The background features a blue-to-teal gradient. Overlaid on this are several overlapping circles of varying sizes, some with dark outlines and others with lighter, semi-transparent fills, creating a layered, organic effect.

2023–2028 Strategic Plan

In this report, you will find highlights of our accomplishments over FY 2023-2024.

Our 2023–2028 vision

An equitable country where quality health information empowers people to make better decisions.

Our 2023–2028 mission

Elevate health information professionals to be more recognized and impactful.

Our 2023–2028 values

Setting the bar

Challenging the status quo

Putting people first

Earning trust

Leading by example

Our 2023–2028 strategic priorities

Awareness and advocacy

We are focused on elevating the public knowledge, reputation, and perceived value of the profession.

Life-long learning

We are dedicated to advancing standards and professional practice for the ongoing pursuit of knowledge for the profession.

Equity

We are focused on elevating the public knowledge, reputation, and perceived value of the profession.

Value

We are working to grow the profession toward a sustainable future.

Our 2023-2028 strategic goals

Strategic goal 1

Secure the role of the certified health information professional for the future

Strategic goal 2

Contribute to the conversations around health information in Canada

Strategic goal 3

Be the trusted source of health information education standards

Strategic goal 4

Connect the communities of health information professionals in Canada

Putting people first

CHIMA represents over 5,900 health information professionals across Canada. We advocate for the health information profession, track industry trends, provide continuing education, facilitate networking opportunities, and connect members with employment opportunities in the health care sector and beyond.

Customer service at CHIMA

Creating a service-oriented environment that supports health information practice is paramount to us. We are committed to delivering high-quality products and services that elevate the health information profession, making it more recognized and impactful.

Feedback from our members is essential, and we value the opportunity to address questions and resolve issues with the utmost courtesy. We proactively use this feedback to refine our offerings, ensuring the best experience and value for those we serve.

The Net Promoter Score (NPS) is a crucial metric that evaluates customer experience and predicts business growth. Widely recognized as a key measurement for customer experience management programs globally, it has transformed the business landscape.

We take pride in offering exceptional service through our live chat feature, and we are delighted to announce an NPS score of 93, which signifies a world-class ranking.

Net Promoter Score (NPS) is measured from -100 to +100. Any NPS score above 0 is "good".

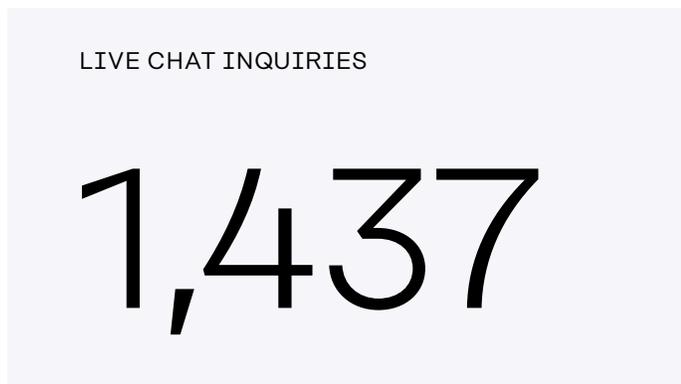
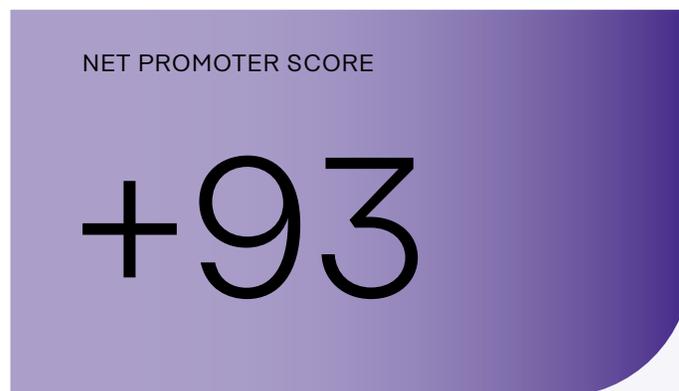
31-50

Most companies are within this range. These companies place value on a quality customer experience and have a solid group of promoters ready to refer others to their brands.

71-100

This is the ultimate goal of NPS and is rarely attainable. A company with a score in this range is considered to be among the absolute best in its industry.

Source: <https://delighted.com/blog/what-is-a-good-nps-score>



- ⋮ "All my questions were answered promptly."
- ⋮ "Very helpful and pleasant."
- ⋮ "Whenever I need a solution, a support session always works for me. I really appreciate it."

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

Staying connected to CHIMA

Your voice matters as we propel the health information profession forward.

CHIMA offers four membership types*: professional, retired, student, and affiliate. As of February 29, 2024, we proudly counted 5,915 active CHIMA members.

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

4,693

professional members

89

retired members

304

affiliate members

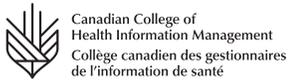
829

student members

Membership features

Features	Professional	Retired	Student	Affiliate
Access the members-only website area	✓	✓	✓	✓
Receive member-exclusive offers from partners	✓	✓	✓	✓
Receive health information industry correspondence	✓	✓	✓	✓
Discounts on CHIMA offerings (products, courses, events)	✓	✓	✓	✓
Participate in networking opportunities	✓	✓	✓	✓
Access research, best practices, and standards	✓	✓	✓	✓
Ask me anything >> series	✓	✓	✓	✓
Access to CHIMA's communities >>	✓	✓	✓	✓
Access to job board >>	✓		✓	✓
Access resume templates and examples from Resume Target>>	✓		✓	
Annual general meeting voting rights*	✓	✓		
Use of active professional designation(s)*	✓			
Continuing professional education (CPE) credits*	✓			
Listing on the College's registry of professionals >>*	✓			

*Canadian College of Health Information Management



Canadian College Of Health Information Management

Who We Are

Accreditation Standards +
Professional Certification

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 4,600 certified health information member registrants. In enhancing its status as a regulatory body, the College advances the professionalization of the health information profession and acknowledgement of its professionals as key drivers of policy, funding, and the care that Canadians receive.

Our Identity



INTEGRITY AND
CONFIDENCE



PROUDLY
CANADIAN



THE POWER OF
INFORMATION

Program accreditation

Educational institutions may choose to accredit their health information programs. Accreditation demonstrates to the public that a program is aligned to industry standards, as identified through the College's needs assessment and consultation with industry. It is a voluntary, self-regulatory process to recognize those that meet or exceed the standards set for health information education. The purpose of accrediting programs is to ensure continuous quality improvement of the educational content to support the evolving health information industry.

Certification

Professional members are certified by the Canadian College of Health Information Management and hold one or more professional designations. They distinguish themselves in the health information profession by the use of these designations, signalling to employers that they are equipped to ensure an organization is well-prepared to handle Canadians' most sensitive and intimate data.

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

Professional membership requirements

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

Certified health information professionals are on the front end of health data—collecting, protecting, and transforming it into the information required throughout health care and beyond.

Our impact

Section
02

Strategic goal 1

Secure the role of the certified health information professional for the future

Canada Health Infoway and the Canadian College of Health Information Management: Strengthening standards and certification in support of data literacy in Canada

Canada Health Infoway (Infoway), the Canadian College of Health Information Management (CCHIM, or the College), and the Canadian Health Information Management Association (CHIMA) continue to strengthen their long-standing partnership by announcing Infoway's endorsement of CCHIM's standards and certifications.

CCHIM is the accrediting body for academic institutions and certifying body for health information professionals in Canada. Its new standards frameworks combine remodelled professional certifications with micro-credentials for an expanding audience of new and existing professionals such as doctors, researchers, technology workers, health information management (HIM) professionals, and more. Infoway's recent report, the [Shared Pan-Canadian Interoperability Roadmap](#), recognizes the need for modernized standards and certifications to support a workforce working with health data to ensure it can be accessed securely and privately wherever patients receive care. The modernized standards from the College support general and specialized knowledge, enabling a wide range of professionals to gain knowledge in data quality, ethics, interoperability, analytics, privacy, and information governance.

"Infoway understands the importance of having certified health information professionals to help drive towards a modern and well-connected health system that allows seamless health information exchange among healthcare providers and improves citizens' access to their health data," says Michael Green, President and CEO, Canada Health Infoway. "That's why Canada Health Infoway is pleased to support and endorse the Canadian College of Health Information Management's modernized academic accreditation and professional certifications."

"Canada Health Infoway's endorsement of the College's academic standards and professional certifications signifies that our goals to advance interoperability in Canada are linked to the literacy of our workforce," says Jeff Nesbitt, CEO and Registrar of CHIMA and the College. "Professional certifications foster a learning health system, human resource capacity building, and public trust."

Source: <https://cchim.ca/canada-health-infoway-and-the-canadian-college-of-health-information-management-strengthening-standards-and-certification-in-support-of-data-literacy-in-canada/>



We expanded our outreach

We collaborate with a diverse array of respected partners and sponsors to further advance the health information profession.

Our team deepened existing relationships while securing collaboration with new partners.

We collaborate with academic, industry, and community partners both in Canada and internationally to propel the health information profession forward and equip learners with the necessary competencies and skills for the workforce. Our expanded partnership catalog offers many opportunities to connect with health information professionals and engage with our communities, facilitating the advancement of our profession's objectives.

Our success in achieving our mission and fulfilling our strategic directions is attributed to the support of several partners and sponsors. They contribute to our events, provide content for our learning center, deliver thought leadership to our members, and offer various other valuable contributions.

Health Information-Certified Associate (HICA) endorsements

In FY 2023-2024, approximately 100 candidates wrote the HICA National Certification Examination (NCE) from the employer experiential pathway. This resulted from efforts made engaging employers such as hospitals and health authorities across the country to educate them on the certification and work with their staff directly to encourage certification. This has led to the graduation of our first cohort of HICA-certified professionals.

We thank OntarioMD, a new endorser of our HICA certification, for allowing us to promote HICA further in the primary care community. They joined the Saskatchewan Health Authority, Providence Health, and AFHTO as organizations endorsing this new certification. Canada Health Infoway has also joined CIHI to endorse our college certifications.

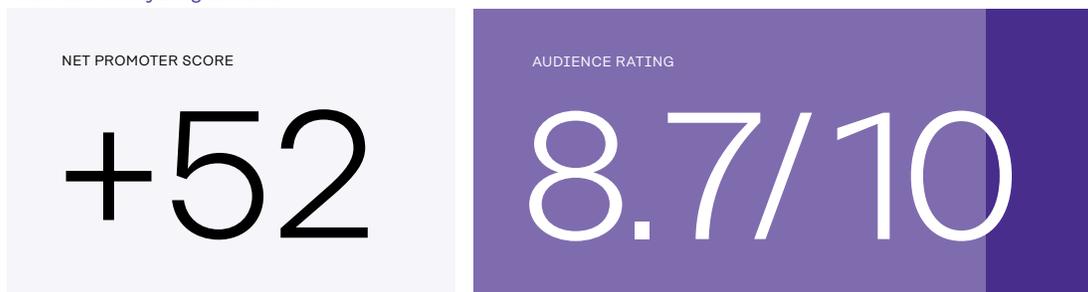


We launched the Ask Me Anything event series

This year, the Ask Me Anything event series was launched, allowing CHIMA members to ask important questions to the people who have the answers. The series provides members additional insight, knowledge, and transparency as we advance the profession. Our sessions totaled 1,164 attendees.

Whether you have questions about how your Association is making progress on government advocacy, how your college consults to build new standards and certifications, how we are building the future of coding, the steps being taken to modernize professional ethics, or anything else, Ask Me Anything events give you unprecedented transparency to the answers and behind-the-scenes activities of the Organization.

Our Ask Me Anything sessions



Net Promoter Score (NPS) is measured from -100 to +100. Any NPS score above 0 is "good".

Strategic goal 2

Contribute to the conversations around health information in Canada

Stay connected with CHIMA membership and access multiple avenues to stay relevant in our dynamic industry.

Membership grants you access to cutting-edge professional development resources. Through collaborations with our expanding network of industry partners, we bolster our members' career development with valuable continuing education opportunities and networking events such as webinars and Health Information Professionals Week. We prioritize continuous improvement in all our initiatives, investing in delivering value with increased efficiency.

18,090

people following our brands on social media and subscribed to our newsletter

70

sessions offered

11,053

attendees for CHIMA-hosted sessions

53

average Net Promoter Score from session attendees

13

certified Health Information professionals highlighted on our blog

11

contributors highlighted on our blog

29,773

professional development products accessed

Strategic goal 3

Be the trusted source of health information education standards

We increased pathways to join the profession

The College focused on creating pathways so that those interested in pursuing or advancing their career have various avenues to become certified and educated on health information.

We improved our exam platform

Modernizing the exam platform to bizExaminer has increased the efficiency of the exam sittings. Implementing this exam platform seamlessly integrates with the organization's website and our proctoring application, facilitating a smooth transition for candidates from the beginning to the end of the examination. This integration enables better analysis of exam results and significantly reduces the turnaround time for receiving exam results.

74%

NCE pass rate

We certified new professionals

Our national certification examinations continue to create a pathway for new members into the profession.

411

candidates wrote the NCE

We heard and saw how our certifications provide career pathways

Our certifications (CHIM, HICA, etc.) equip individuals with the skills necessary for a wide array of roles within the health information profession. From registration, policy and governance to medical coding, analytics, health informatics, and beyond, certified professionals are prepared to excel in various domains. Employers highly value certification as it signifies credibility and commitment to the profession.

12

NCE examination sittings

We provided a more efficient entry into certification

The new proctoring solution (implemented in January 2023) is an online, automated proctoring service that leverages artificial intelligence. It provides a turnkey user experience for candidates and enables a quicker delivery of examination results. This improvement reduces the wait time between examination sitting and certification by up to four weeks.

235

CHIM and HICA practice examination purchases

We ensured students were prepared to write the CHIM and HICA national certification exam

235 people purchased the official CHIM and HICA practice examination.

110&250

110 employers, 250 job listings

We ensured the supply chain of talent met industry demand

Organizations across Canada are deepening and expanding the use of certified health information professionals for a broad range of roles.

Academic Programs

CHIM Learning Outcomes in Health Information Management 2015

13 programs

Health Information Fundamentals 2022

6 programs

HICA

9 programs

SPECIALTY

3 programs

Future of medical coding

Through our Future of Medical Coding program, we are pleased to provide an update on our Entry-to-Practice (E2P) medical coding standard. This standard focuses on the E2P medical coding competencies that employers require. Version one was circulated broadly, and feedback has been integrated to create version two, which will be circulated through the community platform, CHIMA's Canadian Coding Collaborative, and with membership. This standard can be placed within our new HIM Diploma/Degree framework or offered separately as a certificate for CHIM holders.

To further support our medical coding members, CHIMA delivered several professional development and information activities, such as our Medical Coding Education Day and an "Ask Me Anything" session on the future of medical coding. As the industry continues to evolve, we are working to help our members future-proof themselves by offering education opportunities through our partners at special member pricing.



CHIMA Annual Team Learning Subscription (ATLS)

We provided value to organizations and their employees through our CHIMA Annual Team Learning Subscription (ATLS). This subscription makes continuing education more affordable and convenient for organizations across Canada. It provides subscribing organizations' employees with on-demand access to premium professional development content so that they can learn and grow in their health information careers.

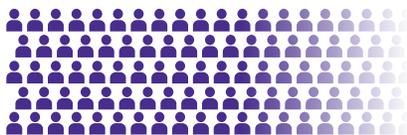
50+

health care organizations
subscribed in Canada



915+

employees with access
to an ATLS



116+

offerings now available in our
online catalogue



Strategic goal 4

Connect the communities of health information professionals in Canada

We are dedicated to expanding connections through our communities, uniting members from coast to coast to coast.

The significance of health data and health information professionals is more widely recognized nationwide than ever. One individual's actions can profoundly impact an entire community, and in turn, a community can influence an entire country. At CHIMA, we've fostered a vibrant community among our members, volunteers, and other stakeholders.

Our chapters consistently initiate community meetings

CHIMA has refined its chapter structure to enhance awareness of the profession and offer increased opportunities for CHIMA members to engage. We have more ways than ever before for people to engage and build the future of the profession. Chapter community meetings are designed to spotlight community members, educate attendees on regional advancements in health information, and provide updates from the Association.

Exploring our practice-based communities is ideal for those passionate about specific health information practice areas. Joining our communities is complimentary, and community meetings serve as a platform to broaden knowledge and proficiency in a practice area while contributing to the community's objectives.

The community platform

The community platform facilitates nationwide connections among health information professionals, fostering networking opportunities and accessible online engagement. Through working groups, professionals can collaborate to build professional development and connect within the field.

CHIMA CHAPTER COMMUNITIES

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 Interoperability Terminology Standards Community

CHIMA Clinical Documentation Improvement Community

CHIMA Medical Coding Community

CHIMA HICA Community



870

registered participants
at chapter community
meetings.

937

registered participants
at practice community
meetings.

146

volunteers who actively participated
with us through our chapter and practice
communities and working groups.

FY 2023-2024 CHIMA chapter community education days

We extend our heartfelt gratitude to our community participants, volunteers, speakers, sponsors, hosts, and others for their invaluable contributions to the Association's growth and our profession's advancement. The below would not have been made possible without you.

British Columbia & Yukon (BCYT)

On March 31, 2023, the BCYT in-person chapter education day sold out. This event was hosted in partnership with Douglas College and sponsored by CIHI, Med2020, and HIM on Call. The average audience rating for this event was 9.5 out of 10.

Newfoundland & Labrador (NL)

On April 28, 2023, the NL virtual chapter education sessions had 63 attendees. This event was hosted online in four sessions. The average audience rating for these sessions was 9 out of 10.

New Brunswick (NB)

On May 5, 2023, the NB in-person chapter education day sold out. This event was hosted at the Wu Conference Center at the University of New Brunswick and sponsored by CIHI, Med2020, and HIM on Call. The average audience rating for this event was 9 out of 10.

Nova Scotia & Prince Edward Island (NSPE)

On May 12, 2023, the NSPE virtual chapter education sessions had 140 attendees. This event was hosted online in five sessions. The average audience rating for these sessions was 8.7 out of 10.

Alberta & Northwest Territories (ABNT)

On May 26, 2023, the ABNT in-person chapter education day had 121 attendees. This event was hosted at the Four Points by Sheraton Hotel in Calgary and sponsored by CIHI and HIM on Call. The average audience rating for this event was 9.1 out of 10.

Saskatchewan (SK)

On September 22, 2023, the SK in-person chapter education day had 126 attendees. This event was hosted at the Travelodge by Wyndham Saskatoon and sponsored by HIM on Call and Med2020. The average audience rating for this event was 8.8 out of 10.

Ontario (ON)

On September 29, 2023, the ON in-person chapter education day had 146 attendees. This event was hosted in partnership with Manulife Financial at the Bloor St. Downtown Toronto location and sponsored by CIHI, HIM on Call, Manulife, MedEKS, Novari Health, and Med2020. The average audience rating for this event was 8.9 out of 10.

Manitoba & Nunavut (MBNU)

On November 24, 2023, the MBNU in-person chapter education day had 120 attendees. This event was hosted in partnership with Red River College Polytechnique at its downtown Winnipeg location and was sponsored by CIHI, Med2020, and HIM on Call. The average audience rating for this event was not measured.

Join a community meeting

This year, we expanded the team of community facilitators to spearhead and steer discussions within their portfolios. These facilitators are crucial in forging industry connections and pinpointing emerging areas of interest. Through their collective efforts, they engage with over 1,500 leaders nationwide, including certified members of the Canadian College of Health Information Management and professional members of CHIMA.

We fostered the medical coding community

This year, our Medical Coding Community of Practice achieved significant success. Our sessions totaled 2,498 attendees.

“This was a great session - relevant, easily applicable to the profession, timely, able to identify next steps, able to ask new questions of our employers regarding use of AI. Very well done.”

AMA WatSpeed

“If you are interested in the health field and working with data, please listen to this presentation!”

PHAC AMA

“Very informative session and glad to see that CHIM Professionals are being recognized by more employers & organizations as valuable workforce members.”

The Human Impact in Health Information

“I have a couple of degrees but CHIM got me the job.”

Foundations of Intercultural Competency, Equity, and Inclusion for Health Information Professionals

Tracy Burt, CHIM, CIAPP/C

Community Facilitator, Newfoundland & Labrador Chapter

Gennie Walton, CHIM, CHE

Community Facilitator, Nova Scotia & Prince Edward Island & New Brunswick Chapters

Sweta Pawar, PharmD, CHIM, MPH

Community Facilitator, Ontario Chapter

Laura Krawec, CHIM

Community Facilitator, SK & MBNU Chapter, *She/her/hers*

Diana Chahine, BSc, CHIM

Community Facilitator, BCYT & ABNT Chapters

Jodi McMullin, CHIM, CCCS, CCDIS

Community Facilitator, Medical Coding Community, *She/her/hers*

Kyla Reimer, CHIM

Community Facilitator, Interoperability & Terminology Standards Community

Shali Ramprasad, CTSS, CHIM

Community Facilitator, Clinical Documentation Improvement Community

Caseita Dewar-Morgan, BHA-HIM, CHIM

Community Facilitator, Health Information Certified Associate Community

Andrea Lorette, CHIM, MHA

Community Facilitator, Information Governance Community

Rita Parmar, CHIM, CCDIS

Professional Practice Consultant

Inspiring the profession

Selection of member spotlights



Kayla Muskego, Health Information Management (HIM) student

"This program has allowed me to see myself in a new light and watch other people in the program grow. It's rewarding to have a path to follow. This program has given me direction, and I now feel motivated and have the drive to do something meaningful for healthcare and my people."



Tatiana Lashinker, MA, CHIM

"Being active in CHIMA helps me stay on top of professional trends, standards, and resources. It provides valuable insights into healthcare settings, electronic medical records, and potential solutions in healthcare technology."



Brittany Roming, CHIM

Brittany hopes to see increased interoperability and is curious about the integration of artificial intelligence (AI) tools within the health care system. She believes these innovations can significantly enhance the efficiency and quality of patient care. "I'm hopeful that AI tools can be utilized to benefit both the healthcare provider and patient. Some physicians are already discussing tools like AI Scribes", Brittany remarks, showcasing her forward-thinking approach to health care technology.



Devendrakumar Kanani, MS, CHIM

Devendra encourages professionals thinking of or starting a second career in health information to be open to the possibilities available in the field. He recalls being told that he may lose certain privileges and his coding skills if he worked outside coding and the hospital environment: "If you want to retain everything, you can..." he says. "There [are] so many other places you can go."



Temidayo Olawole, CHIM

Temidayo believes the best way to improve a patient's experience is through continuous process improvement and a high delivery of care regardless of budget cuts. He urges health information professionals to be forward-looking as their organizations evolve and encourage employee personal growth through regular professional development.



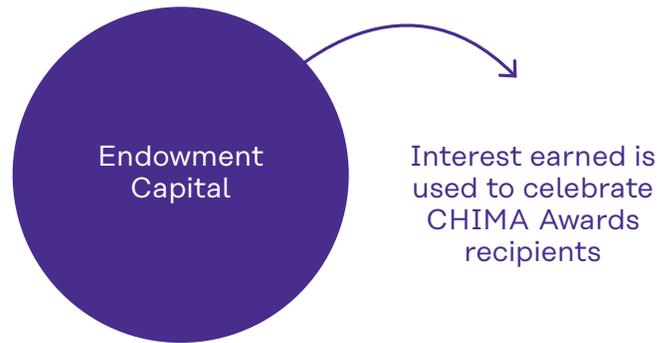
Judy Anne Mostowy, CHIM

Judy's passion for her work is palpable. Beyond her technical and administrative skills, Judy finds fulfillment in helping families connect with their past, stating, "It brings families together and ties the missing pieces in their lives. This part of health information demonstrates that patients are not just numbers within the health care system but people we serve."

CHIMA Awards program

The CHIMA Awards program celebrates the excellence, dedication, and commitment of members who have significantly contributed to enriching CHIMA and the health information profession. Funded through CHIMA's endowment fund and publicized in the annual accountability reports, this program enables more opportunities to reinvest in members.

CHIMA's endowment fund provides a perpetual grant from investment earnings and is restricted and governed by the Organization's Board of Directors. Audited annually, the funds are segmented on the balance sheet of the organization, ensuring that the benefits are directed back to the membership. With the positive net income in the organization from Fiscal Year 2023-2024, the board of directors approved a further \$20,000.00 investment into the CHIMA endowment fund.



We continue our Chapter Legacy Awards and Future of Health Information Award

The Chapter Legacy Awards, named after influential contributors like Georgina Williams and Kathy Marcotte, have been a tradition since before the integration of provincial associations into CHIMA in 2016. Determined through chapter selection committees in Saskatchewan and Newfoundland and Labrador, these awards aim to connect the communities of health information professionals in Canada and reflect our value of prioritizing people.

The Future of Health Information Award, introduced in 2023, recognizes academic excellence and passion for the profession. This award emerged from advisory meetings and chapter consultations, aiming to honor outstanding students from college-accredited programs for their academic contributions and potential to positively impact the profession's future.

Chapter Legacy Award Winners

Kathy Marcotte Award
Sherry Ostapovich, SK

Georgina Williams Award
Brandon Burt, NL

Future of Health Information Award Winners

Dr. Ryan Joseph Jarencio, MD MBA CHIM
Sydney Judge
Ellini Lestari, CHIM
Andrea Lorette, CHIM
Delse Peter, CHIM
Lawrence Ukponahiunsi, CHIM
Iryna Verbova, CHIM
Kristin Langille
Denise Angelozzi de Oliveria, CHIM

Congratulations to all award recipients!

The Future of Health Information Award winners



Ellini Lestari, CHIM

Educational institution: Fleming College



Dr. Ryan Joseph Jarencio, MD MBA CHIM

Educational institution: St. Lawrence College



Delse Peter, CHIM

Educational institution: Anderson College



Lawrence Ukponahiuksi, CHIM

Educational institution: Nova Scotia Community College



Iryna Verbova, CHIM

Educational institution: CHA Learning



Andrea Lorette, CHIM

Educational institution: Johnson Shoyama Graduate School of Public Policy



Sydney Judge

Educational institution: RRC Polytechnic

Kristin Langille
Educational institution: Centre for Distance Education (CD-ED)

Denise Angelozzi de Oliveria, CHIM
Educational institution: Douglas College

The Future of
Health Information
Awards



Our financials

Section
03

RLB Chartered Professional Accountants

The following is a report of the combined financial results of the Canadian Health Information Management Association and the Canadian College of Health Information Management (together, the Organization) for the 2023-2024 fiscal year.

Combined financial results

Revenue increased due to the expansion of practice, including newly accredited academic programs and expansion of professional development offerings, including further adoption of employer sponsored Annual Team Learning Subscriptions.

Investment was directed toward the growth areas outlined in the strategic plan, with inflationary pressures on expenses materializing for the organization.

The Organization retained RLB Chartered Professional Accountants as auditors. The audit report was based on Canadian accounting standards for not-for-profit organizations and had a clean opinion.

Message from RLB Chartered Professional Accountants

：“We have audited the accompanying combined financial statements of Canadian Health Information Management Association and Canadian College of Health Information Management, which comprise the combined statement of financial position as at February 29, 2024 and the combined statements of changes in fund balances, revenues and expenses and cash flows for the year then ended, and notes to the combined financial statements, including a summary of significant accounting policies.

In our opinion, these combined financial statements present fairly, in all material respects, the financial position of Canadian Health Information Management Association and Canadian College of Health Information Management as at February 29, 2024 and the results of their operations and their cash flows for the year then ended in accordance with Canadian accounting standards for not for profit organizations.”

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

For the year ended, February 29, 2024

	Operating fund	Fixed and intangible assets	Endowment fund		FY2024 TOTAL	FY2023 TOTAL
Total assets	\$1,780,327	\$45,766	\$227,616		\$2,053,709	\$1,971,532
Current liabilities	\$1,551,426	-	-		\$1,551,426	\$1,499,997
Fund balances	\$228,901	\$45,766	\$227,616		\$502,283	\$471,535
Total liabilities and fund balances	\$1,780,327	\$45,766	\$227,616		\$2,053,709	\$1,971,532

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

For the year ended, February 29, 2024

	FY2024 (\$)	FY2023 (\$)
Revenues	\$2,184,166	\$1,986,245
Expenses	(\$2,147,231)	(\$1,981,497)
Excess of revenues over expenses for the year before other expenses (income)	\$36,935	\$4,748
Other expenses	(\$6,187)	(\$8,841)
Excess (deficiency) of revenues over expenses for the year	\$30,748	(\$4,093)

