

Health Information Management



**A LANGUAGE FOR TELLING
THE HEALTH STORIES OF CANADIANS**



CANADIAN HEALTH INFORMATION MANAGEMENT ASSOCIATION



THE LIFEBLOOD OF WORLD CLASS CARE

What makes Canada's healthcare system one of the best in the world?

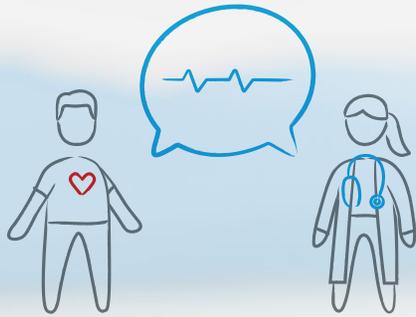
- We put people before profits
- We provide access to all
- We care more

Yet, as healthcare becomes more person-centered and complex, one thing never changes: a person's information is the lifeblood of world-class care.

- To inform individual care
- To guide investments in health services
- To shape policy decisions

HEALTH INFORMATION IS MORE THAN JUST DATA

It's a shared language that connects people to
their care providers.



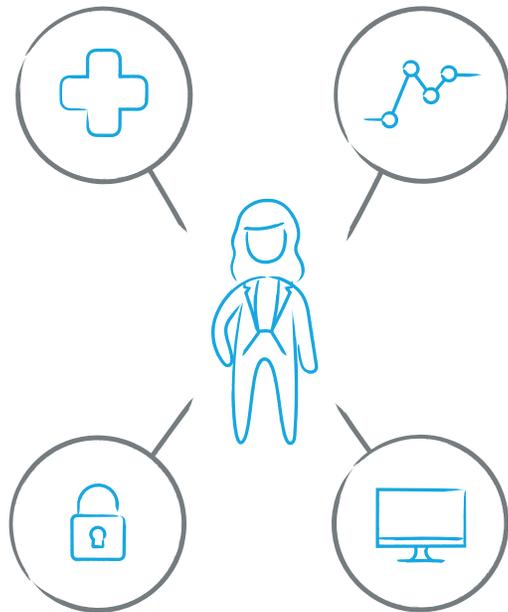
A language for telling the health stories of
Canadians, from coast to coast to coast.

Health Information Management
Professionals tell those stories better
than anyone else.



INFORMATION MANAGEMENT: CONNECTIVE TISSUE BETWEEN A PERSON AND THE PLATFORM

The HIM® profession is unique. It integrates medical knowledge, data analytics, and privacy with technology, connecting health information platforms to the care people receive.



KATHY LAVELLE

VICE PRESIDENT, FINANCE &
CHIEF FINANCIAL OFFICER,
WOODSTOCK HOSPITAL

Kathy Lavelle worked for the Ontario Ministry of Health and Long-Term Care, and then as a director of health information management for five years, and as a consultant while also pursuing a Masters in Health Administration. Throughout her various roles, she began to focus on using clinical data to drive funding, and became more interested in the finance side of health so she went back to school to pursue a Chartered Professional Accountant designation.

In August 2016, Kathy passed her final CPA exams, was offered a CFO position at the Woodstock Hospital where she had been working as the director of health information, and then found out she was pregnant with her second child.

And while Kathy is no longer in a direct HIM® role, she 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 in order to maximize funding for their patients.

And just as Kathy herself 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.



LINDSEY PAGE

HEALTH RECORDS TECHNICIAN
AT THE WHITEHORSE GENERAL
HOSPITAL IN WHITEHORSE,
YUKON, AND CHIMA CHAPTER
CHAIR FOR BRITISH COLUMBIA
AND YUKON TERRITORIES

Lindsey Page moved to the Yukon when she was eight. Although she loved it, like many of her peers, she moved south after high school to go to school, but found herself returning to the north after completing a degree in early childhood development. She wanted to do something in a helping field, but admits she was quite stuck about what specifically she might do. She applied for a job advertised in the local newspaper for an admitting and discharge clerk at the Whitehorse General Hospital. On her very first day, working with a 20-year veteran in the field who “embodied everything I thought a health professional was,” Lindsey thought to herself, “This is where I need to be.”

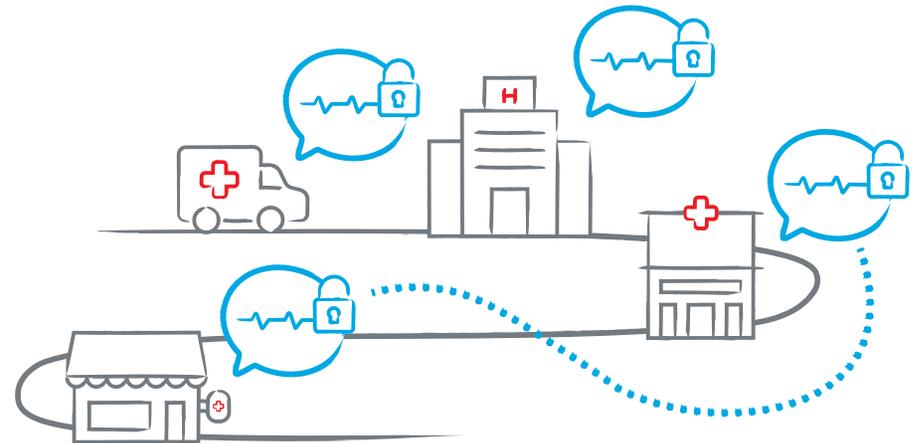
Ten years later, Lindsey is still there, having eventually moved to the Health Records department, and today working as part of a team of three who code for three different hospitals. When asked what she does, Lindsey always says, “I play a role in telling the story of people’s health journey so that they can have the best quality of care, whether that is as they move through the hospital, go to their family doctor or are medevacked to a larger facility.”

One of Lindsey’s favourite expressions says: If there’s no passion, it’s just a job. Lindsey is very passionate about her work, saying, “We don’t submit until our data is accurate and reliable.” Being part of CHIMA, she says, has also fueled her passion. “We can be very isolated and being part of CHIMA helps me know I’m part of something bigger. Working with people who do similar work in different contexts helps me learn new ideas I can bring to our work. I hope others get something from me too.”

FOCUS ON OUTCOMES

HIM® professionals ensure health care organizations have the right information at every stage of a person’s health journey; maintain the highest standards of data integrity, confidentiality and security; and continually improve the systems that make health care organizations run.

The work of HIM® professionals is improving the care people receive, guiding investments in health services and shaping policy decisions.



A DIVERSITY OF ROLES

HIM® Professionals serve in a wide variety of roles in health organizations, from Classification and Coding, Analytics and Quality to Decision Support, Privacy, Information Governance, and so much more.

They are leaders in our health systems that truly understand that health information is the connective tissue between the platform and the person.

- Records Management
- Coding and Classification
- Decision Support
- Quality Management
- Information Analysis
- Privacy Analyst
- Research Assistant
- Release of Information
- HIM Director
- Teaching
- Registry Coordinators
- Terminologist
- Clinical Information Systems
- Risk Management
- Government Agencies
- Long Term Care
- Law Offices
- Mental Health



GAGAN DEEP

DIGITAL APPLICATION SUPPORT
ANALYST, UNIVERSITY HEALTH
NETWORK

When Gagan Deep was a teenager, living in India and considering what he would do with his life, he recognized that he had two passions: he was really good with technology and he had a passion for health, and wanted to contribute to better patient health. When he saw the Health Information Management program offered at George Brown College, “It gave me clarity about how I could combine my passion and skills to create a good career path.” He applied, was accepted, and moved to Canada to study.

What Gagan loves most about his work is that he learns something new every single day. He also challenges other people’s assumptions about the field of health information management. “People assume that only means acute care coding. They are often surprised to know that this is a growing field.” Gagan describes his current role as “the backbone of improving patient care.”

People are also surprised by Gagan’s age: “Many people my age are still focusing on figuring out what they want to do. I knew I wanted to do this, and I’m enthusiastic about this work.” Even when Gagan needs to provide middle-of-the-night or weekend support to help clinicians care for patients, he is excited about his work.

Gagan points to the education and support he has received through CHIMA. “Every day in my work with patients, we have to maintain confidentiality, data quality, electronic information and standards. CHIMA taught me how to apply these domains of practice in my work.”



**JOIN US IN OUR NEXT CHAPTER OF TELLING
THE HEALTH STORIES OF CANADIANS.**

Get involved at www.echima.ca

