

MINUTES

SIMULTANEOUS ANNUAL GENERAL MEETING (AGM) OF MEMBERS OF THE CANADIAN HEALTH INFORMATION MANAGEMENT ASSOCIATION CANADIAN COLLEGE OF HEALTH INFORMATION MANAGEMENT

June 24, 2021

**Called to order from Belleville, Ontario, Canada
via webcast**

1.0 CONVENE THE OPEN MEETING

Monique Rasmussen, board chair of CHIMA and the College, welcomed everyone to the 2021 CHIMA & Canadian College of Health Information Management Annual General Meeting.

1.1 Welcome, order of proceedings

Monique Rasmussen began the official proceedings with section 1.0—convening the open meeting.

Monique first handed the presentation over to Jeff Nesbitt, CEO, and Registrar, to discuss agenda topic 1.1—Welcome & order of proceedings—for information.

Jeff Nesbitt, CEO & Registrar, welcomed members and guests to the annual general meeting.

Jeff Nesbitt thanked Monique and began by recognizing that this meeting was being called to order from Belleville, Ontario, located on the territory of the Huron-Wendat, the Anishnaabeg, and the Haudenosaunee people. Jeff commented that the devastating legacy of injustices put on Indigenous communities, nations, and peoples leads us to this present day. We all have a shared obligation to recognize, reflect, and take action to pave a road towards truth and reconciliation.

Jeff continued: It is great to have this opportunity to connect with so many people on the line today from coast to coast to coast. On behalf of the team, we would like to thank those who make up our health information profession. Moving through the many stages of a global pandemic, we want to recognize the increased stress, the overtime, the changes in roles, and the important contribution all of you are making. Thank you. Over the next hour together, we will reflect on our collective success from the past fiscal year and learn about the future.

Jeff welcomed the public and the members joining this meeting and provided a few important details about today's meeting.

- This AGM is being recorded and will be made available to those who could not attend today.
- The agenda package was posted on the blog at echima.ca on June 2, 2021.
- Members were reminded that in accordance with CHIMA Bylaws, only CHIMA's active certified professional members in good standing and retired professional members would be able to vote on



the proceedings of the meeting. When a decision is required, a motion will be put on the screen for you to approve, oppose, or abstain. Voting will occur through online polls with twenty seconds to cast your vote. According to CHIMA bylaws, there shall be no proxy voting at any meeting of the association.

- Non-voting members, students, and affiliates, along with the general public, are welcome to listen in.
- This year's AGM will be in a listen-only mode. Attendees are welcome to submit questions through the GoToWebinar questions pane. They will be prioritized and answered in section 4.0, the town hall.

1.2. Call to order, recognition of quorum

Monique Rasmussen thanked Jeff for those opening statements and moved to item 1.2 on the agenda—Call to order and recognition of quorum—for decision.

Monique officially called to order the 2021 CHIMA & Canadian College of Health Information Management Annual General Meeting at 1:04 pm Eastern Standard Time on June 24, 2021, from Belleville, Ontario, Canada.

Monique continued by recognizing quorum with 384 or more voting members of the organization registered and on the line presently today.

Before proceeding to agenda item 1.3, Monique introduced the other directors joining Jeff and her for today's meeting as board panellists, Patricia Visosky, Jennifer Bennett, Keith Denny, Susan Anderson, and Kevin Higgins. Monique reminded the audience they all would be available to take questions during the townhall session and look forward to the generative discussions.

Monique moved to the next order of business by passing the floor to Jennifer Bennett, secretary of the board of directors, joining the meeting today from Halifax, Nova Scotia, to approve last year's meeting minutes.

1.3. Approval: Meeting minutes of the annual general meeting of members on June 11, 2020

Jennifer Bennett thanked Monique and continued with the presentation of item 1.3—approval of the 2020 annual general meeting minutes dated June 11, 2020.

Jennifer reminded the audience the draft meeting minutes were included in the AGM package published earlier this month. Jennifer informed the audience that no recommended amendments were submitted, and thus, she proceeded with a vote to approve the meeting minutes as written. Jennifer handed it back to Monique to proceed with the motion on the screen.

Monique read the motion on the screen:

The motion on your screen is THAT the meeting minutes of the simultaneous annual general meeting of the Canadian College of Health Information Management and Canadian Health Information Management Association, held June 11, 2020, be accepted as circulated.

We are pleased that Crystal Kearley from Nova Scotia HAS MOVED THE MOTION, and Sarah Madeley FROM Ontario has agreed to SECOND THIS MOTION.



The poll is now open for voting. You have 20 seconds to cast your vote – if you are a CHIMA professional or retired member, please vote now. You will see a voting option appear on your screen. Please take a moment to respond to the choices provided. Your options are to approve, oppose, or abstain.

The poll is now closed. We are tabulating the result.

Webcast	Total votes = 264 Approved = 264 Opposed = 0 Abstained = 22
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The motion has been:
CARRIED

Monique thanked everyone for voting and thanked Jennifer.

2.0 FISCAL YEAR 2020 – 2021 IN REVIEW

Monique moved into section 2.0 of the agenda, indicating that the board has been looking forward to presenting the fiscal year 2020–2021 in review. Monique commented they would speak to the four strategic directions and the advancements made towards each. Then this section will conclude with a vote on the 2020–2021 accountability report, which is the full report on the accomplishments and the audited financials. Monique reminded the audience that this report was included in the AGM package's resources.

405 participants are now in attendance.

2.1. Increase membership value

Monique Rasmussen began Agenda item 2.1—increase membership value—for information:

Our organization put innovation, learning, and continuous improvement at the forefront of its initiatives.

Cross-Canada connectivity was made possible by a virtual environment increasing accessibility and usage of association resources from rural to urban centers across Canada.

These efforts were because of our strategic direction to increase membership value. Over the past year, many advancements were made, and I would like to mention a few of them.

Our digital platform launched in April of 2020 and has allowed us to connect and communicate more efficiently with you.

We have moved from our old platform, where approximately 300 professional development offerings would be accessed in a year, to now over 40,000 offerings accessed through the new online platform this past fiscal year.



Equipped in the platform is a continuing professional education program tracking system for CPE credits earned by CHIMA's professional members.

For the College's examinations, CHIMA now hosts them using a Canadian proctoring service. In addition, candidates are provided professional, technical support before their examination time to ensure they are comfortable and set up.

The team has also implemented a live chat feature on our website. People have been providing comments saying that the organization is more accessible and responsive to their needs because of this change. This past year 2,403 services have been through the live chat feature.

Our events became virtual with the onset of the pandemic. Many have been recorded and uploaded into CHIMA's learning management system. HIP Week 2020 had over 890 people accessed a full pass, and our academic programs across the country leveraged this and our privacy series as teaching resources in classrooms across the country during the pandemic. We broke records during January's cardiology chart review - a live coding education session. Over 2300 people registered! In total, 8,201 people registered for CHIMA-hosted events.

Even this AGM is a sign of success; in the past, 100 to 150 people would register, and today we now have present over 414 people.

Our CHIMA connection newsletter is increasingly more relevant with professional and timely content that is emailed to subscribers at the end of each month. One member noted that they look forward to the connection each month now because of its quality and relevance of the information. In addition, the open rates on our emails are well over 30%, where industry averages sit at approximately 20%. Our social media accounts were also re-activated last September, giving us modern channels to broadcast our messages. A total of 14,276 people are following our brands via email and social media.

All of the transformation I just spoke of, and more that you will hear about today, has been done during a global pandemic without increasing your membership fees. The board of directors has decided to keep the upcoming membership fees status quo for the 2022 to 2023 fiscal year. That means there will be no increase in membership fees this year.

I first want to recognize the team at CHIMA for their care, dedication, and relentless pursuit of bringing more value to our stakeholders. As a member for 25 years, I can honestly say that it is inspiring to watch the progress of our profession.

Monique then handed it to Susan Anderson, joining us from Nunavut, to continue the presentation by speaking about our volunteer networks, including our chapters.

1:12 pm ET. 416 participants are now in attendance.

2.2 Strengthen chapter engagement

Susan Anderson, on behalf of the board of directors' governance responsibilities, began to share information about agenda item 2.2—strengthen our chapters—for information:



A strategic direction of ours has been to enhance the performance of the chapters. We've had more chapter volunteer applications received than ever before.

Thank you to all volunteers who helped from each region, within a practice area, or on a project with CHIMA. Community-driven efforts are pivotal to advancing the profession. Our chapter committee members and community group participants share knowledge, insights, and best practices.

This fiscal year included consultations with our chapter volunteers resulting in an organizational change with the integration of our chapter structure into operations; this change will allow for a more efficient connection between local and national conversations. We are already seeing the benefits of this change to focus more on content and less on logistics in the past few months, with privacy week and our cancer agency content being provided to the profession.

Our association chapters came together and made the decision to provide students with the ability to attend HIP Week 2020 and the Emerging Privacy Management Practices in Health Care series at no charge. As Monique mentioned, this also enabled our academic programs across the country to leverage the content as teaching resources across the country during the pandemic.

Many of the chapter committees were a part of HIP Week 2020, hosting interviews with industry leaders exploring the current state of health information in their respective provinces or territories.

Our community groups, each with their own mission, trajectory, and desired outcomes share insights that allow our association to better gauge the needs of our stakeholders and what health information professionals require in their roles.

Our community facilitators hosted fireside chats for attendees to ask questions and get involved at the practice level during HIP Week.

I look forward to seeing these community groups and chapter committees flourish. We have over 400 active leaders in our network that continue to provide support to our organization, and together, propel our profession forwards.

Susan then passed the presentation for Pat, vice-chair of the board, joining from British Columbia, to continue.

1:15 pm ET. 419 participants are now in attendance.

2.3 Establish strategic partnerships

Pat Visosky thanked Susan and continued the presentation:

We have been working together to establish strategic partnerships, agenda item 2.3—for information.

Our industry and educational partners support and advance the health information profession, and our community partners provide value to individual health information professionals.



The organization's ecosystem is expanding to be more inclusive of all those who handle health information while still reinforcing traditional practice areas.

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

This year, new strategies were explored for making continuing education more affordable and convenient for organizations across Canada. The CHIMA Annual Team Learning Subscription was developed and piloted among 11 new organizations looking to provide their employees with diverse and relevant continuing education opportunities.

Our organization now works with numerous others to strengthen the legitimacy of the profession, including 32 partners, of whom 16 events have been led. Additionally, 55 employers have posted to the job board at echima.ca. I look forward to more to come.

Susan then thanked the audience for having her speak on this topic and passed it over to Keith in Ottawa, Ontario, to continue.

1:16 pm ET. 419 participants are now in attendance.

2.4 Innovate education and credentialing

Keith Denny thanked Pat, and as chair of the board's Committee of the College, he began speaking about the strategic direction to innovate education and credentialing, agenda item 2.4—for information:

The Canadian College of Health Information Management is proud to be 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 its status as a regulatory body, the College plays an important role in advancing the health information profession by recognizing its professionals as key drivers of policy and funding decisions and, ultimately, as stewards of the care that Canadians receive.

On September 24, 2020, the Canadian College of Health Information Management released its new brand identity—one that represents integrity and confidence. This new logo acts as a symbol of knowledge and credibility throughout the certified health information workforce. The logo also captures the power of information. Health data, and the information it transforms into, has the potential to build a more equitable, more compassionate, and more informed Canada. The College's new identity is designed to act as a catalyst for conversation with Canadians—a conversation on the importance of their health information.



In addition, a new website was launched at cchim.ca to house information on the College's code of ethics, a registry of certified professionals, a directory of accredited programs, and the continuing professional education program policy. It also includes an open-source library for standards, research, and frameworks to be shared.

Lastly, I'd like to talk about literacy and standards for the profession and pathways to become a CHIM. The College focused on developing pathways for prospective professionals to become educated on the fundamentals of health information and then to become certified.

The *Health Information Fundamentals Curricular Standards* guide Canadian educational institutions on the curricula they develop. They are applicable to programs at the certificate, diploma, undergraduate degree, and graduate degree levels.

The *Fundamentals Framework for Health Information Programs* displayed on the screen supports the pathways to becoming a Certified Health Information Management professional, otherwise referred to as a CHIM professional. This new, modular framework allows fundamentals standards to be embedded into many programs, for example, to be paired with a degree in a recognized discipline from a degree-granting institution—a request we heard directly from you, our stakeholders. This effort sets up our work this year that Jeff will reference in his notes later in this presentation on our diploma and degree evolution.

As you can see, this was a big year for our College.

Keith concluded by welcoming Kevin Higgins as the chair of the Finance, Audit, and HR Committee of the Board to present the accountability report and finances for the organization and move a decision for approval to our membership today.

1:20 pm ET. 422 participants now in attendance.

2.5 Accountability Report, including audited financial results

Kevin Higgins thanked Keith and began:

Good day across the country. It is my pleasure to present agenda item 2.5, Accountability Report, including audited financial results that will be for decision.

The AGM package, including the 2020—2021 Accountability Report, was made available on June 2, 2021, for your review at echima.ca.

The combined statements of financial position for the Canadian Health Information Management Association and Canadian College of Health Information Management are displayed on the screen for the year ended February 28, 2021.

This summary statement of our balance sheet indicates that our fund balances are continuing to be positive, signalling an increased resiliency in our organization.



Next is the combined statement of revenue and expenses for the Canadian Health Information Management Association and Canadian College of Health Information Management for the year ended February 28, 2021.

This statement on the screen reflects a positive revenue over expenses.

We continue to focus our efforts on fulfilling our purpose as an organization, and this has meant, in some cases removing revenue from the organization to provide more value to our stakeholders. For example: Where we used to charge \$15 for access to professional practice briefs and quizzes, members now receive these features as part of membership, and we continue to curate free CPE offerings that are highlighted in our learning center. Another example, we used to charge employers to post job listings, but now this is free. This has ensured professional members have more transparency to opportunities for career growth across the entire practice of health information and increase the variety of employers that are posting.

That said, these decreases in revenue were offset with a very successful HIP Week and the launch of a robust Emerging Privacy Management Practices in Health Care five-part series. We are very pleased with our team's ability to move new products and services to market, provide additional value to members at a lower cost and diversify revenue streams within the organization.

The accountability report highlights the tremendous progress we are making across all our focus areas of the organization.

Kevin then indicated he is pleased to complete our business of the year with the approval of our accountability report and audited financial statements. Kevin continued by informing the audience that the Finance, Audit, and Human Resources committee of the board met with PriceWater HouseCoopers, the auditors have provided us with a clean opinion for the fiscal year 2021, and with that, the board of directors has approved the financial statements for the organization and now put it forward to the membership for approval. Kevin then welcomed Monique to proceed with the vote.

Monique thanked Kevin and proceeded with the motion on the screen:

The motion is on your screen THAT the fiscal year 2020–2021 Accountability Report and combined audited financials for the Canadian Health Information Management Association and Canadian College of Health Information Management be accepted as circulated.

We are pleased that Rushikkumar Patel from Saskatchewan HAS MOVED THE MOTION, and Kristin Krahn FROM Manitoba has agreed to SECOND THIS MOTION.

The poll is now open for voting. You have 20 seconds to cast your vote – if you are a CHIMA professional or retired member, please vote now. You will see a voting option appear on your screen. Please take a moment to respond to the choices provided. Your options are to approve, oppose, or abstain.

The poll is now closed. We are tabulating the result.

Webcast	Total votes = 265
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	Approved = 265 Opposed = 0 Abstained = 10
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The motion has been:
CARRIED

Monique thanked everyone for voting and thanked Kevin.

1:24 pm ET. 424 participants are now in attendance.

3.0 THIS YEAR

Monique moved into section 3.0 of the agenda to discuss this year ahead:

Our aim is to continue providing value to our stakeholders. It has been a time of transformation within the organization and the health information profession. I can't think of a time when health data, literacy standards, and certification had more meaning to the lives of Canadians. We are excited about this year's plans which are already well underway.

Monique provided an overview for this section that will include moving a motion to re-appoint our board for this year, then continuing with Susan Anderson, chair of the board's governance committee speaking about the development of the next strategic plan, and ending with Jeff Nesbitt going over the operating goals for this fiscal year.

Monique reminded the audience that the upcoming town hall section will be moderated by Jeff and to please be sure to submit questions. She introduced Kaitlin McNamara from the CHIMA team, who is behind the scenes curating the questions that come in.

Monique then continued with the business at hand on the appointment of this year's directors.

3.1 Appointment of directors

Monique Rasmussen proceeded with Agenda item 3.1–Appointment of directors– for decision:

The motion is on your screen THAT the directors for the fiscal year 2021–2022 be approved for the Canadian College of Health Information Management and CHIMA.

We are pleased that Heather Buckley from New Brunswick HAS MOVED THE MOTION, and Connie Fleese FROM Ontario has agreed to SECOND THIS MOTION.

The poll is now open for voting. You have 20 seconds to cast your vote – if you are a CHIMA professional or retired member, please vote now. You will see a voting option appear on your screen. Please take a moment to respond to the choices provided. Your options are to approve, oppose, or abstain.

The poll is now closed. We are tabulating the result.

Webcast	Total votes = 266 Approved = 265 Opposed = 1 Abstained = 20
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The motion has been:
CARRIED

Monique thanked everyone for voting.

1:26 pm ET. 422 participants are now in attendance.

3.2 Development of the 2023-2026 strategic plan

Monique Rasmussen called upon Susan Anderson to present Agenda item 3.2–Development of the 2023 to 2026 strategic plan—for information.

Susan Anderson thanked Monique and began her presentation:

Beyond the data, health information is the language with which Canadians' most sensitive and powerful stories are told.

In service to all the people behind these stories, we will undertake a meaningful exploration filled with diverse voices, data-driven analysis, and human-centred motivations.

Through this journey, we will discover, articulate, and plan for the future of the health information profession – drawing a road map that supports our professionals, engages our partners, and strengthens Canadians from coast to coast to coast.

As members of CHIMA and supporters of the profession, we need to hear from you.

Susan invited the audience to please visit beyondthedata.ca to find opportunities to share their perspectives on the future of the health information profession.

Susan then handed the floor back to Monique.

1:28 pm ET. 424 participants are now in attendance.

3.3 Goals and focus areas

Monique Rasmussen proceeded to Agenda item 3.3–Goals and focus areas—for information and welcomed Jeff to begin sharing with the audience what the CHIMA team is up to next during this next fiscal year.

Jeff Nesbitt thanked Monique and began his presentation:



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



CANADIAN HEALTH INFORMATION MANAGEMENT ASSOCIATION

As you've heard in the presentations today, over the past couple of years, we have advanced how we deliver value to our stakeholders. This is underpinned by a culture that balances listening, acting, and being of service to people.

The organization is now structured into focus areas to deliver on partnerships and external relations, community, marketing, health information operations, and administration as a basis for our next stage of growth. We have people on the team from across Canada—health information professionals, nurses, association executives, design, brand, financial and legal experts—all bringing their diverse perspectives to the table to advance a healthy Canada enabled by quality health information. It is this diversity of perspectives that are fostering new ideas and a conscious effort to be more inclusive of an entire profession.

To leverage some wording from last year's accountability report, as a profession, we have moved from a place of vulnerability—to a place of opportunity, and people are starting to take notice.

So, let's talk about where we are going this year and how all of us can continue to be part of this exciting change across the country.

The organization puts innovation, learning, and continuous improvement at the forefront of its initiatives to provide more value to stakeholders. Ultimately, we have been able to deliver better outcomes through lower costs, thus increasing value.

We have been able to remove revenue to provide more value to members through affordable offerings while at the same time investing in new products and services to advance the profession. As Pat mentioned, a great example of this is our Annual Team Learning Subscriptions which provides professional development content to employers and their people on a subscription-based model.

When evaluating opportunities to advance, we look to deliver a few key high efforts, and high impact outcomes and then find ways to make a difference by producing many low efforts, high impact offerings. This is providing us with the opportunity to make some big gains but also take those necessary important smaller steps to constantly deliver value to our stakeholders.

Through the next few slides, I will touch on a number of these expected outcomes.

While the organization is currently humble in scale, it is massive in scope. There is a balance between making a grand, national impact and representing grassroots, local communities. Health information shows how one person's actions can impact an entire community—and how a community can impact an entire country. Likewise, our work must move through our stakeholders with resonance, influence, and trust.

We now have over 400 professionals engaging with our organization through chapter, community, and advisory groups in an ongoing manner. Our approach is to create a structure to encourage engagement to create broad-scale engagement, and we will be building on the success.

As we continue to build pathways for inclusion and engagement, we welcome you to get involved. Volunteer with your local chapter or join a community group like the CHIMA Information Governance



Community chaired by Eric Sutherland. There are others, such as terminology standards with Kelly Davison or clinical documentation improvement with Rita Parmar.

Our next step during this year will be to take our learnings from these community groups and bring that into our chapter structures. We will be hiring fractional community facilitators, similar to Kelly, Rita, and Cassandra, who I mentioned earlier, from different regions of Canada, that will work with our chapters to help advance the profession. We are excited this fall to formalize these structures that will more closely link our local and national efforts.

Finally, this year we are excited to be evolving our digital platform and will be launching a fully integrated events module and a more interactive virtual meeting experience. As well, we will be extending our platform to pilot online community forums that will underpin our national volunteer efforts. Forums will allow conversations to take place in real-time for members and other stakeholders to advance their knowledge and share ideas. This change will allow for increased collaboration and provide a more inclusive network of different perspectives across the country.

These efforts of inclusion and engagement have set the stage for an increase in the opportunities for health information professionals.

Our professional designation continues to grow and resonate not only across many roles and systems in healthcare – such as primary care, digital health, long-term care, cancer care, or acute care – but as many of our members know, it is now being recruited by industries across all sectors. From Pharmaceuticals to justice and technology to insurance, our designation is gaining relevancy.

We are achieving success in this regard because we are asking how we can be of service to others through meaningful and well-structured partnerships. Partnerships from last year should come to mind, such as Women in Communications and Technology, the Canadian Institute for Health Information, Canada Health Infoway, Blackberry, and SNOMED International, as just a few examples from this past year of success. This year we will deepen relationships with our existing partners and seek out new partners that can help us advance the profession.

The same is also happening with the College. Where in the past, we have 1-2 educational institutions interested in working with The Canadian College of Health Information Management, with our new partnership approach and re-positioned brand, we are now in active discussions with dozens of universities and colleges across Canada that are interested in helping.

Finally, a true sign of success is the early steps to be included at decision-making tables. We were invited to sit on and continue to contribute to the Pan-Canadian health data strategy for Canada chaired by Dr. Vivek Goel, which was kicked off late last year by Dr. Teressa Tam. The first report was published last Friday on our social media channels. We know our professionals are now sitting at tables across the country to help inform government policy and advance standards. We are engaging government agencies to build relationships and educate them on how we can help advance their objectives.

Ultimately, this approach allows us to learn and grow while increasing our influence and building the legitimacy of our profession across a broad ecosystem of industry, academic, and sectors.



Finally, while industry demand and awareness are increasing, we have in parallel been advancing the standards and supply of talent that will move into the profession.

This year, as Keith mentioned, we are building on our health information fundamentals standards by extending them into our accredited diploma and degree structures. Our approach is to continue to ensure our newly certified professionals can work in many roles across the country, from epidemiology and business analyst roles in SK to data analytics roles and coding and classification roles across the country. We have built these new accredited standards with the input from industry professionals and educators, and we appreciate their help.

We are then complimenting this approach with more specific learning on the professional development side for members. We are excited about CDI week approaching, HIP week, and we are pleased to announce today that we have both a new leadership series and career series that will be launching. These new series will be interactive with participants. We are also pleased to be working on more coding chart reviews, a few modules on decision support and analytics, and finally, we are in discussions to provide diversity, equity, and inclusion professional development sessions for our profession.

We recognize that many of our members have diplomas and wish to advance to a degree. We have found a tool that you can use to look at where you graduated from and where you might be able to go to get a degree where your diploma will be recognized. In addition, we are also delighted to announce the successful accreditation of the Johnson Shoyama Graduate School of Public Policy and their health information master's program based on our health information standards. This the first fully accredited health information master's program in Canada. But I want to pause on this and highlight a key feature of this Master's program. If you hold a diploma and an active CHIM designation and have work experience, you can qualify for admission. You do not need a bachelor's degree as an entrance requirement.

I would like to thank everybody on the line for your involvement, passion, and commitment to the profession. Thanks for being part of the positive change—it is inspiring.

Jeff concluded his presentation and handed it back to Monique to open up the town hall portion of our agenda.

1:39 pm ET. 426 participants are now in attendance.

4.0 TOWNHALL

Monique Rasmussen thanked Jeff for the overview and for explaining WHY we are focusing on these goals commenting there is a significant amount of thought behind the design of these outcomes being delivered. On behalf of the board, Monique expressed their gratitude to members of the entire team's dedication, communities, partners, and other stakeholders that are advancing the profession.

Monique moved to section 4.0 on the agenda, the town hall.

1:39 pm ET. 424 participants are now in attendance.

4.1 Question and answer period

Monique Rasmussen opened Agenda item 4.1–Question and answer period– for information and welcomed Jeff, the session's moderator, to begin.

Jeff Nesbitt thanked Monique and welcomed attendees to submit questions through the questions pane, referencing the image on the screen for assistance locating the feature.

Jeff informed those in attendance that questions will be prioritized, and if we are unable to get to all the questions during this section of the agenda, we will publish many answers on the CHIMA blog in the coming weeks.

Jeff started with a question that was submitted during the registration process:

1. What is being done to increase the number of jobs available for CHIM professionals during the pandemic and when EMRs are taking the place of paper charts?

Jennifer Bennett provided the response:

Great question. We believe the health information profession will continue to advance as different sectors accelerate their digital health infrastructure.

Especially due to the pandemic, we see increased demand across sectors, industries, and organizations for the competencies and skills found within our profession. Our certified professional members are being recruited into traditional practice areas such as classification and coding, records management, privacy, and release of information, as well as new areas like research and analysis, data quality, informatics, and more.

Outside of acute care, there are roles in primary care, public health, and long-term care. Karen Brule of Alberta Health Services was featured in the last CHIMA Connection newsletter to discuss the growing importance of information governance as a practice area. In addition, as many of our members know, these opportunities now sit outside the health system. For example, we've featured a story on our blog about Tahmina Minhas, who works at a tech company called MedChart. We've featured our colleagues working in animal welfare and even the justice sector. So my advice to you is to read these stories. They were being thoughtfully curated and shared to provide different perspectives—job opportunities you might not have previously considered.

To connect our members to these opportunities, CHIMA has been building partnerships and sitting at the table on advisory groups to educate people about the profession. And, in clear view for our members, we have opened our job board to provide free job listings ensuring employers have easy access to find talent. If you are a CHIMA professional member and have not checked the job board, please go to echima.ca and look at the various roles and opportunities listed. It is remarkable.

All these efforts from the College and CHIMA are being made to connect our profession with career opportunities. And through the new website, we've increased accessibility for members to be able to explore and learn about the future.

Jennifer thanked the audience for this question and the opportunity to speak to it.

Jeff continued and indicated many live questions were coming in regarding ICD-11.

2. Jeff asked Keith to speak to if there is an implementation date for ICD-11 and to comment on the Collaborating Center and how the College and CHIMA fit with that to engage the profession going forward in this dialogue:

Keith responded:

Thanks, Jeff. I'll start with the ICD-11 piece and wind my way through to the Collaborating Center.

This is a great question. No, we don't currently have an implementation date. ICD-11 officially becomes the new edition in January of 2022 to replace the 10th edition becoming the new global standard for coding health information and causes of death. But I want to pause to be very clear that January 2022 is not when ICD-11 will be implemented in Canada. ICD is developed and regularly updated by the WHO. Canada is a member state of the WHO. In part of its constitution, WHO has something called nomenclature regulation. These regulations commit member states to use the latest version for morbidity and mortality statistics.

On the other hand, the WHO doesn't enforce implementation, and it doesn't set timelines for countries to implement. Member states will essentially implement when they decide to, at their own pace, according to their own needs, capacity, and resources. There will be different mechanisms for making those decisions in different countries. Our colleagues at Statistics Canada will work with their stakeholders to make decisions about the implementation of mortality, I don't speak to that because that's the statistics Canada piece, but I'll come back to how we work together in a moment. At CIHI, we work with our stakeholders, and we also work with various collaborators, CHIMA and the College being one. We also have a number of academic collaborators to assess the implications of health system implementation, and that's going to support the decision-making that I referred to earlier. For more information, you can check out the CIHI website. We have a number of videos and resources on the website about ICD-11. The bottom line here is that the provinces and the territories themselves will ultimately make decisions about implementation. There will hopefully be pan-Canadian mechanisms for that, but they're the ones who can make the decisions for that; they're the ones with jurisdiction in health care. And I would say we're a number of years away yet from implementation.

The other piece I wanted to add is that earlier this year, in March, CIHI was designated by the WHO as the host agency for a WHO collaborating center for health, and we're very pleased about that. It's something we're doing in partnership with Statistics Canada. Because we can work closely with Statistics Canada through this new collaborating center, it will make it much easier to align our joint work and our work plans on ICD-11. So watch out for more about the collaborating center in the future.

Another piece of this is that in the fall, around the time we launched the new College brand, we also announced the strategic partnership between CIHI and CHIMA and the College. Now because we have this new collaborating center, an additional dimension to this is the strategic partnership between the College and the Collaborating center, and that's going to give us a solid basis for the collaborating work on ICD-11 like education, training, and workforce preparation, so there is an exciting coming

together of pieces here that will lead to much stronger preparation and alignment than we would have had with these issues in the past.

Jeff thanked Keith and continued with another live question, indicating many questions were coming in about this and offered to provide the response:

3. Can you provide more clarity around the Master's degree?

Jeff responded:

The Master's degree is offered by the Johnson Shoyoma School of Public Policy. It's a joint organization between the University of Regina and the University of Saskatchewan. Their programming is built for people that work, it's built through their professional side, and a lot of it is online.

Monique added:

Yes, I'm lucky enough to be enrolled in this Master's program and started this winter, and I encourage those interested in checking out the information about it. I've signed up for another course in the fall.

Jeff added that he had the opportunity to present to the second-year students in the Master's program and they found tremendous interest in the CHIM certification and the opportunity to come into a profession such as this with certification in health information.

Jeff continued with another question:

4. To what extent do you see future collaborations with other organizations and fields to increase the public visibility of HIM?

Susan responded:

We are continuing to broaden our partnerships as we communicate the value and advocate for the role certified health information professionals have to other groups in healthcare and to industries beyond healthcare that touch health information in some way. We've been initiating conversations and are now being actively invited to the table with decision-makers across Canada, like the Public Health Agency of Canada, for example.

For some employers, the appetite for certification standards in health literacy has increased dramatically. For others, they still need to notice and advance to keep pace with the changing roles within the profession. We see establishing partnerships as a key priority and one of our strategic directions. As an organization, it allows us to expand our offerings for our professional members. Our advancement last year alone added key partners such as SNOMED International, CIHI, Canada Health Infoway, and many others, demonstrating we are wanted and needed as part of the conversations occurring around health data, our most personal information. And being at these tables allows us the insight to keep our members set up for success as we move into the future.

Susan thanked Jeff and the audience for the opportunity to speak to this.

Jeff added that CHIMA has a full focus area dedicated toward partnerships this fiscal year as it's a big area for us to continue advancing.

Jeff continued with the next question:

5. This one talks more about fundamentals and its construction and comes in from Deena, a First Nations Health Authority Manager in British Columbia. She asks, "will the College be embedding (are have they already) OCAP(r) in the curriculum? Furthermore, has CHIMA approached FNIGC *First Nations Information Governance* regarding partnership and OCAP education sessions?"

Jeff responded:

The construction of fundamentals is built in such a way that ethics, diversity, equity, and inclusion are not a topic but they run vertically woven throughout the entire fundamentals curriculum allowing programs to evolve and imbed opportunities for learning and engagement not only in the curricular side but also in the use cases, and storytelling and so the new fundamentals design put forward has modelled that. I sit on the Pan Canadian Health Data Strategy expert advisory group, and the first nations information governance organization is also on that. This has allowed us to discuss opportunities with First Nations groups, and we are making a connection there. It is a focus of ours to make sure the profession evolves and can be inclusive. I want to open it up to any of the board members on the panel to add any further thoughts.

Susan Anderson added further comments:

In my role in Nunavut with the government of Nunavut, the nation-to-nation partnership with the Inuit peoples is this sort of connection, and collaboration is vital to everything we do daily. The CHIMA organization is a strong reflection of how we engage and include going forward as an organization.

Jeff closed the townhall session and passed it back to Monique for the final proceedings.

1:56 pm ET. 419 participants now in attendance.

5.0 ADJOURNMENT

Monique thanked everyone and proceeded to the last section 5.0 of the agenda—adjournment.

First, Monique gave some final comments:

We are moving into the final years of our current strategic plan, which takes us to 2023, and the exceptional gains of CHIMA and the College are demonstrated across all our priorities.

Thank you again to my fellow directors, Jeff and the team, and everyone here on the line today. As you've heard, you are contacting us more than ever before, asking how you can become a part of the change you see occurring. I'd like to recap the ways: Volunteer with a local chapter, participate in a community group, provide a student with a practicum placement, offer to be a guest speaker through one of our accredited programs, post a job, partner with us, sign your employees up for an



annual team learning subscription, contribute to our blog or development of professional practice briefs.

Monique then moved forward.

5.1 Adjourn meeting

Monique Rasmussen moved into the last decision of this AGM, agenda item 5.1—Adjourn meeting—for decision proceeding with the motion on the screen:

The motion is on your screen THAT the 2021 CHIMA & Canadian College of Health Information Management Annual General Meeting be adjourned.

We are pleased that Crystal Letain from Manitoba HAS MOVED THE MOTION, and Michelle Bamford FROM British Columbia has agreed to SECOND THIS MOTION.

The poll is now open for voting. You have 20 seconds to cast your vote – if you are a CHIMA professional or retired member, please vote now. You will see a voting option appear on your screen. Please take a moment to respond to the choices provided. Your options are to approve, oppose, or abstain.

The poll is now closed. We are tabulating the result.

Webcast	Total votes = 273 Approved = 272 Opposed = 1 Abstained = 5
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The motion has been:
CARRIED

Monique thanked everyone for voting and thanked everyone again for showing up to be in attendance here today and for all their participation over this past year. Monique commented that we want everyone's voice at the table with us in the organization, indicating it is vital.

There being no further business, the meeting adjourned at 1:58 pm ET.

Chair, Board of Directors
Canadian College of Health Information Management
Canadian Health Information Management Association