

MINUTES

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

June 11, 2020

Called to order from Victoria, British Columbia, Canada
via webcast

1.1 Welcome and order of proceedings

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

Good morning and afternoon across the country. It is great to re-connect with all of you online for our AGM. I have a few opening remarks today before we proceed with our formal agenda.

First, we hope everybody is well during this time of COVID-19 and we would like to thank all our professionals working to make a difference to Canadians during this time. We have been engaging with our profession and want to recognize the overtime, the changes of roles and the important contribution all of you are making to help Canadian's. Simply put, thank you for your dedication and commitment.

Second, we have with the events over the past few weeks taken time to listen, learn, and reflect on the role of diversity to inform health information.

For more than a century now, health information has played a key role in driving the care that people receive. As health information professionals, we transform health data into valuable information that tells the health stories of Canadians. Unfortunately, these stories are not always fair or just. We see it in the way some groups have been hit harder by COVID-19 than others and experience a higher difficulty accessing appropriate health resources. Inequalities in the social determinants of health—including but not limited to sex and gender identity, race, social exclusion or having a social safety net—act as barriers to addressing these disparities. It is imperative that we recognize and address the factors that allow health inequity to continue.

At the Association and College, we stand with other health care organizations in calling for more action to ensure health data better reflects the people and their stories so we can eliminate the bias that exists in our health systems today.

Over the next hour of our 2020 AGM, we look forward to sharing with you our collective successes for last fiscal year. Today, we welcome active professional designation holders and retired members who no longer hold a designation in voting.

I would also like to mention that we have an interactive portion of this AGM based on feedback I received from across the country. Please use the chat feature to think of questions and send them into our moderator at any point during this presentation – we will curate the questions and provide feedback during section 3 of our AGM. Because this is a webinar, voting will occur online. As a reminder, the agenda package was posted May 30th. Members were reminded that in accordance with CHIMA Bylaws, only certified active members, retired members, honorary members, and the board of directors are eligible to vote. In addition, proxy voting is not permitted. Voting options were also outlined for the members, noting the following:



Approve (I agree);
Oppose (I do not agree); and
Abstain (I am not voting).

And now, I would like to hand the agenda over to Leah Anscombe to begin the official proceedings of the annual general meeting of the Association and the College.

Jeff introduced Leah Anscombe, the chair of the board of directors for CHIMA, to begin the official meeting.

1.2. Call to order, recognition of quorum

Leah Anscombe:

Thank you, Jeff, for those opening statements. Health information is about people and the difference it can make in their lives. Thank you.

I would like to officially call to order the 2020 Canadian Health Information Management Association and College Annual General Meeting at 10:35am Pacific Standard Time on June 11, 2020 from Victoria, British Columbia, Canada.

By those registered on this webinar, we are pleased to recognize quorum with 229 voting members of our corporations, and we would like to extend a warm welcome to our professionals across the country.

Before we begin today, as I chair this meeting from Victoria, British Columbia, we begin by acknowledging this land on which we gather is within the traditional territories of the Lkwungen (**Lekwungen**) (also known as the Esquimalt and Songhees First Nation Communities) peoples. We give thanks for allowing us to live, work and play on their lands and we acknowledge our traditional hosts and honour their welcome and graciousness.

Lets now proceed with our formal agenda.

It was verified that a total of **229** eligible voting members were logged onto the WebCast event; therefore, a quorum was established.

1.3. Approval of the minutes of the annual general meeting of members June 6, 2019

Leah Anscombe:

The first order of business is Item 1.3 – Approval of the June 6, 2019 Annual General Meeting minutes. I remind members that only those in attendance at last years AGM meeting can vote on this motion and that the minutes were distributed as part of the agenda package.

The motion is on your screen.

THAT the meeting minutes of the simultaneous annual general meeting of the members of the Canadian Health Information Management Association and College held June 6, 2019 be accepted as circulated.

We are pleased that Nancy Haugen from British Columbia HAS MOVED THE MOTION and Jessica MacDougall FROM Nova Scotia has agreed to SECOND THIS MOTION.

Leah Anscombe: The poll is now open for voting on the June 6, 2019 AGM meeting minutes. You will see a voting option appear on your screen. Please take a moment to respond to the choices provided.

Your options are approve, oppose, or abstain. You have 20 seconds to cast your vote – please vote now.

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

Web cast	Approved – 79% Oppose – 0%
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The motion has been: CARRIED

2.0 FINANCE AND GOVERNANCE

And now onto the finance and governance section of our AGM.

2.1. Year in review

Leah Anscombe:

lets take a few minutes to highlight our collective successes from last fiscal year. This is done through our formal accountability report.

The report highlights key initiatives undertaken over the past year, and I encourage each of you to read and share this report.

A few highlights to celebrate from this past year:

A thank you to our chapters. We tripled attendance at our chapter events. In addition, our chapters had input into many of our strategic priorities. Thank you to our chapter chairs, committees and volunteers for all the hard work that you do to educate and engage our members across the country to advance the profession.

We are discovering and engaging adjacent professions and partners across Canada and around the world to help educate people about health information. Our organization has shown up to engage and educate unions, ministries, not-for profit associations, and other key health system contributors about the difference our profession makes.

We have taken significant steps to bring innovative health information education and credentialing to market. This year alone we launched three new specialty certifications, a new accreditation framework, and engaged our accredited educational partners in dialogue that has helped shape the beginning stages to modernize our Learning Outcomes for Health Information Management. There is more to come this year and we are excited to see the progress.

Finally, we continue to build more value for a professional designation holder with The Canadian College of Health Information Management and your association. We continue to advance the brand and marketing of our profession. You are starting to see the refinement of our marketing to be even more thoughtful and professional. This evolution will allow us to stand shoulder to shoulder with other professions and to clearly articulate the difference our profession makes.

I encourage all of you to read about the growth of your profession in the accountability report.

I would now like to turn our attention to a review of the consolidated audited financials for fiscal year 2019–2020 and will then move a vote on the accountability report and financial statements.

2.2 Approval of FY2019-2020 accountability report and audited financial results

Leah Anscombe:

Unfortunately, our Treasurer was unable to join the call today due to conflicting meetings for COVID-19, so it is my pleasure to present to you the 2019–20 consolidated financial reports. The Summary Statement of Revenues and Expenses report that is on the screen reflects a positive result of revenue over expense of \$86,560.

Last fiscal year we didn't hold a conference and the revenue and expense lines fall within expectations. There has been a significant effort in the past year to lower our overhead costs and re-direct funding into direct program creation. You are seeing the beginning results of those choices in our accountability report.

From our auditors, PriceWaterHouseCoopers, they have provided us a clean opinion on the financials.

They stated: "In our opinion, the accompanying combined financial statements present fairly, in all material respects, the financial position of the Canadian Health Information Management Association and Canadian College of Health Information Management (together, the Organization) as at February 29, 2020 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations."

Second, you will see on your screen the Summary Statement of Financial Position and Fund Balances. This statement indicates that our total asset and liability with fund balances moved into positive territory as at February 29, 2020.

Due to the success of our chapter engagements last year, the chapter reserve fund has increased as highlighted in the fund balances. This is a sign of success and we have asked the chapters to reflect on this growing fund balance to understand how we could leverage this asset for member benefit. I know the chapter chairs with their committees are reflecting on this and will bring ideas forward to the board of directors over the next fiscal year to see how we can support members.

With that, we have a motion on the screen for the approval of our accountability report and combined financials for the association and college.

We are pleased that Sue Schneider from Ontario HAS MOVED THE MOTION and Gerald Yu from British Columbia has agreed to SECOND THIS MOTION.

Leah: The poll is now open for voting on the accountability report and audited financials. Please take a moment to respond to the options provided on your screen.

Your options are approve, oppose, or abstain. You have 20 seconds to cast your vote—please vote now.

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

Web cast	Approved – 91%
	Oppose – 0%

The motion has been: **CARRIED**

2.3 Installation of new board chair

Leah Anscombe:

Thank you.

It is now time to begin the governance elements of our agenda package.

The accountability report and financial results demonstrate the hard work that our board, the CHIMA team, the Chapters, and all of you are doing to advance the profession and achieve our vision. I would like to thank each and every one of you for your ongoing commitment and contributions to a healthy Canada enabled by quality

health information. I'd like to give my special thanks to my board colleagues, a talented group of individuals who have envisioned an even stronger profession as it embarks on an ambitious change agenda. Further, I would like to recognize those board members who, like me, are stepping away from the board at this time. Our bold vision and courage that is best articulated through the strategic plan is charting a new course for the profession. I know there are a number of you on the line today – so please accept our gratitude for your commitment and your legacy.

I would also like to thank you for the time as your board chair. It has been my pleasure to serve the association and the college as board chair, board member, and member of what was previously known as the Council on Education and Professional Practice.

And now the historical tradition of installing a new board chair. At a meeting in Buffalo in 1942, the American Association presented the Canadian Association, through Sister Mary Paul, with a beautiful gavel. 1942 is considered to be the founding of the profession in Canada and our profession has continued to make a difference to Canadians since that time.

I'm very pleased to announce that Monique Rasmussen has been appointed the new board chair of the Canadian Health Information Management Association and College by the Board of Directors.

Congratulations Monique, and over to you to make some remarks as our new board chair and put forward key governance items for approval from membership.

2.4 Remarks

Monique:

Thank you, Leah, I am so grateful for your leadership. We are beginning to enter the mid point of our strategic plan and the results are beginning to show across all our provinces.

As a board, we will be focusing on completing our transition to a policy governance board. This transition will be critical for the profession to build credibility as we continue to work with other professions across health care.

In addition, the board of directors has extended the current strategic plan to 2023. Our aim in doing this was two-fold. First, the gains with the Association and College are exceptional and we want to continue the momentum that has just started. Second, we need time to reflect, consult, and develop our next strategic plan. Our profession is critical to the lives of Canadians and we want the time to position it appropriately.

Building on this, a key step in our approach is to increase the legitimacy and legal compliance of our corporate bylaws. A review was conducted by Gowling WLG, our corporate lawyers, and it was identified that we need revisions to our bylaws to adhere to Canadian legislation. Your package contains a summary, the full bylaws and the wording of a special resolution that was prepared by counsel.

The focus of these changes includes three areas:

- First, adherence to Canadian legislation under the not-for-profit act.
- Second, terminology and the relationship between the association and college of health information management.
- Finally, strengthen and modernize governance of the organization in relation to how we operate the board and dispute resolutions mechanisms.
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Lets now turn our attention to the special resolutions for the association and college. Each will be approved separately.

2.5 Bylaws – Association and College

2.5.1 Bylaws - Association

Monique:

The bylaws were reviewed by a committee of the board and approved by your board of directors. To stand shoulder to shoulder with other professions, we must ensure a modernization of our corporate bylaws.

With that, we are pleased that Sonia Shiels from Ontario HAS MOVED THE RESOLUTION and Jennifer Bennett from Nova Scotia has agreed to SECOND THIS RESOLUTION for bylaw and article adjustment of the corporations for CHIMA as set forward on your screen and provided to you in the agenda package.

Your options are approve, oppose, or abstain. You have 20 seconds to cast your vote—please vote now. The poll is now closed. We are tabulating the result.

Web cast	Approved – 89%
	Oppose – 0%

The motion has been: CARRIED

2.5.2 Bylaws – College

Monique:

We now will move a resolution for our College.

With that, we are pleased that Lindsey Page from Yukon HAS MOVED THE RESOLUTION and Pat Viosky from British Columbia has agreed to SECOND THIS RESOLUTION for bylaw and article adjustment of the corporations for The College as set forward on your screen and provided to you in the agenda package.

Your options are approve, oppose, or abstain. You have 20 seconds to cast your vote—please vote now. The poll is now closed. We are tabulating the result.

Web cast	Approved – 87%
	Oppose – 1%

The motion has been: CARRIED

2.6 2020-2021 board members

Monique:

Thank you.

As noted in our call for nominations, with the average tenure of our board hitting between 4 and 6 years, we felt it was an appropriate time to bring in fresh perspectives to build on our success from across the country. We will be leaning on these directors to help shape our next strategic plan and we couldn't be more delighted with the directors that we are bringing forward to advance this work.

We wanted to ensure we had both rural and urban perspectives, educators, and diverse health sector backgrounds and experiences. Given our efforts on the strategic priority of innovation in education and credentialing and in preparation for the advancement of the coding and classification practice area with ICD-11, we have also moved onto the board people with a deep and progressive knowledge of coding and classification from across the country.

During this process we had an outstanding number of applicants to our board of directors and spoke with each one of the candidates. I would like to formally recognize all applicants and thank them for their interest and encourage them to continue to engage in different ways with the profession. There are more pathways to engage than ever before.

While we run many volunteer engagements and advisory boards as a profession, a board of directors is unique. A board is made up of volunteers, no different than yourselves, but the duty of a board is to have ultimate accountability and responsibility for the Association and College.

So, it is an absolute delight to provide to our membership the results of our nominations process and move the list of directors forward for approval. The list of directors and the motion is on the screen.

We are pleased that Charmaine Shaw from Ontario has **MOVED** a motion for appointment of all directors and Rachael Porter from Manitoba has **SECONDED THIS MOTION**.

The poll is now open for voting on this motion. Please take a moment to respond to the options provided on your screen.

Your options are approve, oppose, or abstain. You have 20 seconds to cast your vote—please vote now. The poll is now closed. We are tabulating the result.

Web cast	Approved – 99%
	Oppose – 1%

The motion has been: **CARRIED**

3.0 COMMUNITY ENGAGEMENT

3.1 Member Questions

Jeff thanked Monique, Leah and all the attendees and invited questions.

1. What have you done as a result of the global pandemic with COVID-19?

We recognize the significance of this pandemic on every Canadian and worldwide.

As a board, we worked with Jeff to understand immediate changes that need to be implemented in order to support the profession including

- COVID-19 resource page with best practice curated from our industry groups
- Free CPE offerings for members that are relevant for learning about COVID-19
- No charge job postings for employers
- re-entry of former professionals to help from a capacity perspective
- In addition, we worked with our accredited educational partners to support their programs and students. We also adapted our live proctoring for the national CHIM NCE.

We continue to solicit input from our chapters about further opportunities to help the profession as the year continues. If you have feedback for us – you may visit the resource page on our new web site, and we have a form that you can submit with ideas of how we can further be of help.

2. Would CHIMA consider adding a restriction on how long a recent graduate can hold a student membership?



Jeff: We have been reflecting on that question. The intent of a student membership is to reduce the cost for people that wish to pursue a professional designation with The Canadian College of Health Information Management. Once graduated, a student should not be eligible for this discount and should opt to become a certified (i.e.: a professional member) or take an affiliate membership.

Monique: This is definitely something for us to revisit. We do need to be looking at it.

3. What is CHIMA doing to attract more HIM professionals?

Monique: Like many provinces across the country, in B.C. we struggle with recruitment into the Coding & Classification Practice area of the Health Information Profession. Our efforts include:

- engagement with local community college to build that partnership.
- We've worked together as a province, to all put our heads together to engage in recruitment strategies and strategize and what we can offer to the health system as a profession.
- There are also definitely other areas outside of coding that are very important to the health system and highlighting those items are important.

Jeff: First, we're active on outreach to other associations and strategic partners. We're educating towards having more formal recognition of the profession and the value it adds. As we go, we are indeed finding more traction in market with who we sit down with such as the CEO of Eastern Health in Newfoundland and Labrador, and various Ministries. People are incredibly interested in not only deepening the practice area of classification and coding but also in a broader way of the importance of quality of data and how it informs care from Canadians.

Secondly, the work on the brand that we have been doing to make sure we professionalize how we market, is the first step in beginning how we do our outreach. Brand and marketing efforts are building a platform for us to be able to build on what we've done so far for our outreach. Our educational partners are helping us and deserve great credit for helping extend our outreach in this regard to interested candidates.

4. It's difficult to gain CPE credits, especially in the light of covid.19. Having more virtual opportunities to gain CPE credits is helpful, what are my options?

Jeff: Yes, we hear you. There are two items we have taken recent action on to help our professional members gain CPE credits:

1. On our webpage our covid-19 resource page has provided access to free CPE's.
2. All the PPB's Quizzes are now included in the cost of your professional membership. This gives you access to 24 CPE credits immediately. They are now available on our new learning management system for you to be able to take online. We committed to looking at how to deliver more value for your professional membership and with the launch of the new web site, we were pleased to provide this additional feature.

Monique: CIHI offers great online resources, also volunteering your time with your chapter. HIP virtual week coming up in October will provide you with online options as well.

Jeff: We have cancelled our national conference for 2020 and moved it to 2021 due to the covid-19 pandemic. It'll still be held in Winnipeg, Manitoba. For this year, what we've offered in place of the conference is, we have moved HIP week into what would have been our conference week. We're packaging up content with our chapters and looking at how to activate live broadcasts across the country. We're very excited by this initiative. Stay tuned for more info as we build this.



5. Why is our membership fee so high?

Monique:

We understand that value for investment is important. Let me answer your question with three responses:

First, it is important to know what you are investing in each year. You are paying for the right to use a certification mark that you uphold that is granted to you by The Canadian College of Health Information Management. For many of you, this is our CHIM. There is an entire ecosystem of standards that are continuing to advance because of your investments. These advancements are noted in the accountability report.

Second, you derive benefit from your association through professional development, connecting with each other and building a community. We will continue to work to deliver more value through your association and have acted on this even recently. For example, with the new web site launch April 27th with free CPEs through PPB Quizzes were made available to you.

Finally, in relation to cost, member fees have not increased since 2015 and with the integration of our chapters, some of you saw a decrease in your combined fees when the chapters rolled into CHIMA.

While we recognize we need to deliver more value and are making strides to do this it is also important that people recognize what they are investing in. It's in the forefront of our mind. We want to ensure you're getting and seeing the value. I think we can all agree we need more value and more advancement, and you are starting to see the change happen to do exactly that.

Jeff: With our unified governance structure, we have two ecosystems that we run for the association and college. Your fees funds both of these and together represents your professional membership investment. For The College, this includes the development of standards that help increase the legitimacy of your professional designation. Second, in relation to the association we have the great fortune of having wonderful chapter chairs and committees and now is the time to engage. People that engage the profession through their chapters see more value out of their membership.

6. College – where does the college suggest training for HI students looking for practicum experience when it is not provided by the school?

Jeff – In some circumstances, especially around covid-19, we've become more flexible. We are writing professional practice briefs with students and allowing students to connect and contribute to the thought leadership base and professional practice.

Monique: Exactly as Jeff said we're connecting students for the practicum to HIM professionals and leaders in the field and accommodating this connection. The virtual remote work world has taken off rather suddenly due to covid-19. There is real opportunity there and more is taking off all the time, much more is needed and it does take time, but it is coming together. We can take that away back to our Board of Directors to do some further brainstorming.

Jeff: In relation to our academic standards set by The College, we are reflecting on what a practicum is and re-defining it differently to broaden what a practicum is more focused on lived experience vs. being too prescriptive about format.



7. How can I volunteer with CHIMA?

Monique: Get involved with the chapters. Chapter leads, committees and members are dedicated and passionate about the profession and chapters are always looking for volunteers. It’s a fantastic group of people and we appreciate the time they take to help.

Jeff: We also have different ad hoc committees that are struck. For the chapters, on the front page of our new website you can hover and go to your specific chapter and submit an interest to volunteer that goes directly to the chapter chair.

In the interest of time, Jeff ended the question period and said we will follow up with the answers to the rest of the questions that were sent in. Said we will also be sending out a feedback survey.

Monique: It’s bee lovely to see such engagement wit these questions. We will follow up to get everyone the answers.

4.0 Closing

4.1 Closing remarks and adjournment

Monique:
Thank you for taking the time to join us today.

We are pleased that Carol Adam from Ontario has agreed to MOVE this motion and Tracy Burt from Newfoundland and Labrador has agreed to SECOND THIS MOTION.

The poll is now open for voting on this motion. Please take a moment to respond to the options provided on your screen.

Your options are approve, oppose, or abstain. You have 20 seconds to cast your vote—please vote now. The poll is now closed. We are tabulating the result.

Web cast	Approved – 99%
	Oppose – 0%

The motion has been: CARRIED

On behalf of the board of directors, I would like to officially thank each of you for participating in our annual general meeting. This now closes our formal AGM proceedings. Thank you.

There being no further business the meeting adjourned at 2:36 pm ET.

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

