**Agenda**

1:00 PM - 1:30 PM  
**DELEGATE CHECK-IN AND CREDENTIALING**  
- Welcome  
- Review of Agenda  
- Adoption of Credentials Committee Report  
- Adoption of Consent Agenda  
- Standing Rules Governing the House  
- Meeting Agenda Approval  
- Appointment of Committees to Approve Minutes

1:30 PM  
**CALL TO ORDER**  
- Maria Alcindor  
- Maria Alcindor  
- Maria Alcindor

2:30 PM  
**BREAK**  
- CLA Group Photos  
- Past Presidents

5:30 PM  
**CLOSURE**  
- Remarks

---

**Credentials Committee**

- Adoption of Credentials Committee Report  
  - Patricia Small, RHIT, CCS  
  - Adriana van der Graaf, MBA, RHIA, CHP, CCS  
  - Sharon Lewis, RHIA, CHPS, CPHQ, FAHIMA, CHIA Resource
Approval of Consent Agenda

- Standing Rules Governing the House
- Meeting Agenda
- Appointment of Committee to Approve Minutes
- Motion for Adoption

House of Delegate Resources

- CEO/Executive Director & Secretary
  - Sharon Lewis, MBA, RHIA, CHPS, CPHQ, FAHIMA
- Time Keeper
  - Adriana van der Graaf, MBA, RHIA, CHP, CCS
- Credentials Committee
  - Patricia Small, RHIT, CCS
  - Adriana van der Graaf, MBA, RHIA, CHP, CCS
2018-2019 Board of Directors

Maria Caban Alizondo, MOL, MLC, RHIT, FAHIMA, President
Nancy Andersen, MS, RHIA, CCS, President Elect
Brian Faust, MLS, RHIA, Past President
Melany Merryman, MSL, RHIA, CRCR, 2nd Year Director
Connie Renda, MA, RHIA, CHDA, 2nd Year Director
Diane Premaeu, MBA, MCIA, RHIA, CHP, CHC, 1st Year Director
Larry Smith, MHA, RHIA, 1st Year Director
Sharon Lewis, MBA, RHIA, CHPS, CPHQ, FAHIMA, CEO/Executive Director

Business Meeting Preamble

The CHIA House of Delegates purpose is to be the legislative and policy-making body of CHIA.

The House of Delegates:
- receives reports from the Board and Committees
- reviews the budget
- acts on proposed bylaw amendments and other business that comes before the House
- advises the CHIA Board on strategic initiatives
- serve as a forum for meaningful discussion and exchange of ideas
CHIA’s Achievements

• The CHIA Board strives to align CHIA strategic initiatives with operations focusing on the needs of association members and health information community.

• Our 2018-19 achievements are the result of the collaborative efforts of our CHIA committees, task forces, and CLAs working in conjunction with the CHIA Board.
Information Governance & Health Informatics 2017 – 2019

Accomplishments

Strategies #1 and #2
Information Governance & Health Informatics

**GOAL:** Be recognized as healthcare experts in Information Governance (IG) and Health Informatics supporting the transformation of data into health intelligence.

- **Strategy #1:** Advance effective enterprise information management and information governance in healthcare through training, advocacy and practice-based research.
- **Strategy #2:** Collaborate with health industry stakeholders to improve the health information ecosystem.

**COMMITTEES:**
- Information Governance Committee
- Legislation and Advocacy Committee

**Information Governance Committee**

**Co-Chairs:** April Morris & Esther Tolentino

**Contributing Members**
- Kamar Braish
- Melanie Meyer
- Mark Rivera
- Vickie Skidmore
- Elaine Lips
- Dawn Oliveira
- Carole Sanders
- Leslie Sturgeon

**Board Liaison:** Brian Faust
Information Governance Committee

• Utilizing AHIMA’s IG Toolkit, hosted seven complimentary webinars during 2018 and 2019 for CHIA members
• Submitted two articles for the CHIA Journal
• Encouraged member involvement in HIE initiatives
• Conducted ongoing Environmental Scan and shared Hot Topics
• Identified opportunities to advocate for IG adoption in health care

Legislation & Advocacy Committee 2017-2018

**Co-Chairs:** Kristie Brown

**Contributing Members**
Diane Brooks  Kristen Bumroongchart
Maria Hewett  Starla Ledbetter
Safiah Mamoon  Debra Primeau
William Roush  Vivian Thomas
Adriana van der Graaf

**Board Liaison:** Brian Faust
Legislation and Advocacy

- Monitored 45+ Bills during 2017 – 2018 Legislative Calendar that included ongoing updates on the CHIA Website
- Collaborated with the California Medical Association to oppose SB 1238 – Patient Records: Maintenance and Storage
- Monitored the proposed Title 22 revisions
- Provided legislative updates in the *CHIA Journal* and CHIA Website

Legislation & Advocacy Committee  2019-2020

**Co-Chairs:** Esther Tolentino & Adriana van der Graaf  
**Contributing Members**
- Sara Bickle  
- Je Hyun Esther Choi  
- Brian Faust  
- Starla Ledbetter  
- William Roush  
- Lin Zhang
- Kristie Brown  
- Steven Cordero-Wade  
- Joanne Hewitt  
- Adriana Preciado  
- Vivian Thomas

**Board Liaison:** Diane Premeau  
**AHIMA State Advocacy Liaison:** Debra Premeau
Legislation and Advocacy

2019 Strategic Accomplishments (to date):

- Proposed legislation to be followed by the Legislation Committee & inform CHIA members about proposed and approved legislation and regulations that impact the HIM profession
- Use(d) Bill Track to recommend legislation to watch and support
- Monitor the proposed Title 22 revisions
- Task Force provided response to California Consumer Privacy Act of 2018
- 7 CHIA Members (6 from LAC) attended AHIMA Advocacy Summit 2019 in Washington, D.C.
Leadership 2017 – 2019

Accomplishments

Strategy #3

GOAL: Develop HIM Leaders across the continuum of healthcare

- **Strategy #3:** CHIA is acknowledged as a reputable source of trusted information for health information leaders in California

**COMMITTEES:**

- Coding and Data Quality Committee
- Convention Committee
- Editorial Advisory Board
- Professional Education Committee

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**LEADERSHIP (LO)**

<table>
<thead>
<tr>
<th>GOAL:</th>
<th>Develop HIM Leaders across the continuum of healthcare</th>
</tr>
</thead>
<tbody>
<tr>
<td>STRATEGY</td>
<td>CHIA is acknowledged as a reputable source of trusted information for health information leaders in California</td>
</tr>
</tbody>
</table>

**DESIRABLE OUTCOMES**

- California HIM professionals are invited to both traditional and non-traditional sites and settings to share access to trusted professional resources.
- HIM credentials are recognized as a valued qualification for HIM-related positions and functions across all practice domains and settings.
Coding and Data Quality

Co-Chairs: Deanna Klure & Caleb Jesudasson
Contributing Members:
Vilena Boussarova  Vernessa Fountain
Elizabeth Graham  Monica Leisch
Raymound Mikaelian  Ginger Reding
Carole Sanders  Robyn Strong, OSHPD
Svetlana Woersching

Board Liaison: Diane Premeau

• Provided articles for the CHIA Journal:
  – Complete Steps for Accurate Coding
  – Continuing the Discussion: Official Coding Guideline Changes for FY 2019
  – Documentation and Coding of Sepsis
  – Looking Ahead – OSHPD Upcoming & Events
  – Coding Compliance, Key Components Put Into Action
  – Coding Scope Assisted Procedures in ICD-10-PCS & CPT
• Coding Roundtable Event – 2019 CHIA Convention & Exhibit
Convention Committee

Co-Chairs: Roy Shurtliff and Patricia Small

Contributing Members:
Leah Beck
Adriana Preciado
Esther Tolentino
Joan Ziegelmayer
Svetlana Woersching

Marilyn Lunt
Lori Rhetts
Adriana Van der Graaf

Board Liaison: Nancy Andersen

Convention Committee

- Planned annual State Convention & Exhibit and provided articles for the *CHIA Journal*
- Four “learning tracks” per day (increase from three)
- NEW - Industry Innovations presentations
- Theme for 2020 Convention defined: *Expanding HIM Horizons – Excellence In Health Information Integrity*
Editorial Advisory Board

Co-Chairs: Janet Franklin
Contributing Members:
Cynthia Borcena        Toni Galloway
Shirlie Marymee        Monica Thurston
Deborah Kohn
Copy Editor: Gayle Old-Smith
Board Liaison: Larry Smith

Editorial Advisory Board

• Identified authors and gathered articles on a variety of topics for the CHIA Journal
• Volunteer Spotlight
• Member Spotlight
• Emerging Professionals Column: Highlighting California’s HIM students
Professional Education Committee

Co-Chairs: Victoria Hernandez and Vivian Thomas

Contributing Members:
- Marisol Davis
- Amy Henderson
- Tunde Oyefeso
- Esther Tolentino
- Corné Delogramatic
- Pat Medrano
- Freida Smith
- Svetlana Woersching

Board Liaison: Diane Premeau

2018-2019 Strategic Accomplishments
- Combined functions of Seminars & Webinars
- SEMINARS (8):
  - 5 Coding
  - 2 Privacy & Security
  - 1 eHIM Symposium
- WEBINARS (26 +3 confirmed for next year):
  - 8 Coding related
  - 6 Information Governance related
  - 2 Privacy & Security
  - 3 Compliance related
  - 2 Miscellaneous/Other relevant to HIM
  - 5 Free
**Leadership 2017 – 2019**

**Strategy #4**

**GOAL:** Develop HIM Leaders across the continuum of healthcare

- **Strategy #4:** Strengthen and influence academic opportunities for educating the HIM professional workforce at the associate, baccalaureate, and master’s degree levels.

**COMMITTEE:**

- Academics Committee
Academics Committee

Co-Chairs: Pauline Cabanada & Safiah Mamoon
Contributing Members:
Janet Daley-Janus Sarah Edwards
Debra Hamada Holly Jagielinski
Steve Kim Patricia Spitler
Janet Robertson Monica Thurston
Wanda Ziemba
Board Liaison: Connie Renda

Academics

• Developed program for CHIA Student Academy
• Promoted California’s Academics Programs
  – CHIA Booth at the CHIA Convention & Exhibit
  – CHIA Journal – Focus on Education
• Encourage CHIA Board members to visit/speak at academic institutions
## Innovation (INN)

### Goal:
Increase CHIA’s impact through engagement and thought leadership

### Strategy 6
6-INN: Attract more stakeholders to support CHIA projects with shared values and goals.

### Desired 2019 Outcome
- The CHIA volunteer base is expanded and the skills and talents of volunteers are well matched to their volunteer role.

<table>
<thead>
<tr>
<th>2019 Status</th>
<th>#</th>
<th>Desired 2019 Accomplishment(s)</th>
<th>Time</th>
<th>Responsible/Accountable To</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.A</td>
<td></td>
<td>Adopted a proactive approach to recruiting CHIA volunteers.</td>
<td>Draft strategy and policy and procedure (STP)</td>
<td>BOD (CLA) CHIA Executive Office</td>
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<tr>
<td>6.B</td>
<td></td>
<td>Established a mentorship program.</td>
<td>Align partnership strategic plan and committee deliverables by August.</td>
<td>BOD</td>
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<tr>
<td>6.C</td>
<td></td>
<td>Established a mentorship program.</td>
<td>Appoint a mentorship task force and CHIA mentorship initiatives (MDP)</td>
<td>BOD</td>
</tr>
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<td></td>
</tr>
<tr>
<td>6.D</td>
<td></td>
<td>Established a mentorship program.</td>
<td>Establish and launch CHIA mentorship initiatives (MDP)</td>
<td>BOD</td>
</tr>
</tbody>
</table>

### Innovation 2017 - 2019 Accomplishments

#### Strategy #6

- Improved strategic planning and coordination among CHIA subcommittees and strategic groups.
- Established a mentorship program to support and develop new members.
- Enhanced CHIA’s influence and reach through strategic partnerships and collaborations.

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CaliforniaHIA.org © 2017 California Health Information Association
Innovation

**GOAL:** Develop HIM Leaders across the continuum of healthcare

- **Strategy #6:** Attract more stakeholders to support CHIA projects with shared values and goals

**COMMITTEES:**
- Awards and Scholarship
- Candidates Committee
- CLA Leadership Forum

---

**Awards and Scholarship**

**Chair:** Freida Smith  
**Contributing Members:** Leslie Barden, Sandy Hames, Jon Stuart  
**Board Liaison:** Melany Merryman
Recognition Award Recipients

- **Distinguished Member:** Shirley Lewis, DPA, MHA, RHIA, CCS, CPHQ, CHC
- **Educator:** Deborah Collier, MSQA, RHIA
- **HIM Industry Champion:** Elaine Lips, RHIA
- **Literary**
  Braden Michael B Tabisula, MBA, RHIA, CHDA
- **Mentor:**
  Lorraine Wilson, RHIA
- **Rising Star:**
  Henry Cunningham, RHIA
- **Volunteer:**
  Monica Leisch, RHIA, CDIP, CCS

HIIM Program Grant Recipient

- **Loma Linda University**
  Debra Hamada EdA, MA, RHIA
Scholarship Award Recipients

- Chuc Le, San Diego Mesa College
- Canikah Lockett, Western Governors University
- Justin Malimban, Loma Linda University
- Nicole Velasquez, Loma Linda University

Candidates Committee

Chair: Vilena Boussarova
Contributing Members:
Marie Conde       John Folger
Shirlie Marymee   Diana McWaid
Heidi Shaffer     Svetlana Woersching
Board Liaison: Melany Merryman
Candidates Committee Purpose

To solicit and/or recommend candidates for nomination for AHIMA elected positions, AHIMA Triumph Awards, and CHIA Recognition Awards, and to coordinate the completion of the respective nominations process.
Accomplishments

✓ At least one nomination per CHIA Recognition Award

Number of Nominees per CHIA Recognition Award category from 2017 till 2019

<table>
<thead>
<tr>
<th>Category</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distinguished member</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Educator</td>
<td>2</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>HIM Industry Champion</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Literary</td>
<td>1</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Mentor</td>
<td>2</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Rising Star</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Volunteer</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

Work in Progress

✓ AHIMA Triumph Award nominations

✓ 2019 Nomination

✓ CHIA member won the 2018 Advocacy and Public Policy Award

✓ Recruiting members from all CLAs to participate on our committee for 2019-2020
Strategy #7

**GOAL:** Increased interaction within CHIA community through customized communication, networking and learning opportunities

**OBJECTIVES:**

1. Increased interaction within CHIA community through customized communication, networking and learning opportunities

**DESIRABLE OUTCOMES:**

- CHIA communications and publications are increased and/or adapted to broaden exposure to a diverse array of healthcare stakeholders.
- The CHIA website is highly rated as a resource on HIM topics in California.
- The CHIA membership is broadly representative of all health information professionals who support the mission and values of CHIA.

**INNOVATION (INK)**

<table>
<thead>
<tr>
<th>Strategy #7</th>
<th>Accomplishment(s)</th>
<th>Task(s)</th>
<th>Responsibility/ Assigned To</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.4</td>
<td>Promoted development of CHIA social media platform as a tool to enhance communication: increased visibility and engagement.</td>
<td>Appoint Social Media Committee as recommended by BOG to June 2021 and develop communication plan to increase membership engagement. CHIA-fashioned social media forums to communicate via Facebook, LinkedIn and Twitter (proposed in 2016).</td>
<td>CHIA Social Media Task Force 2020</td>
</tr>
<tr>
<td>7.3</td>
<td>Developed new or more educational resources related to professional practices.</td>
<td>Develop materials for membership on how to use social media to offer additional educational content, opportunities, and networking.</td>
<td>CHIA Social Media Task Force 2020</td>
</tr>
<tr>
<td>7.2</td>
<td>Published summary of educational resources and networked workforce.</td>
<td>Publish short reports and updates to the CHIA E-Bulletin and other communications (e.g., CHIA’s “HIM and You” newsletter).</td>
<td>CHIA E-Bulletin</td>
</tr>
<tr>
<td>7.1</td>
<td>Supported the practice of HIM in non-acute care settings.</td>
<td>Compile a California-centric reference resource for HIM practitioners in non-acute care settings (include GI clinics, regulations, websites, articles, publications, etc.).</td>
<td>CHIA E-Bulletin</td>
</tr>
</tbody>
</table>

**COMMITTEES:**

- Continuum of Care
Continuum of Care Committee

Co-Chairs: Lauren Powers & Diane Brooks

Contributing Members
Melissa Anino    Cheryl Austin
Elizabeth Bitsilly   Kirsten Copenhaver
Debra Darden    Marsha Devine
Kim Fillmore-Lutz  Marilyn Freeman
Michelle Hamilton  William Roush

Student Members:
Timothy Cole    Alma Diaz
Alma Hernandez  Mengistu Hika

Board Liaison: Connie Renda

The Committee was tasked with:

- Recommendations to market the advantages of:
  - Non-acute care careers to HIM Professionals
  - The HIM Professionals to non-acute care settings

- Recommend/provide educational opportunities
  - Webinars
  - Instructors
  - Convention speakers

- Provide content for CHIA Website, Bulletins and Journal
  - Journal articles, Hot Topics, Regulatory Updates
  - Resource Library of CA specific websites about non-acute care

- Increasing the visibility of CHIA Committees
  - Volunteer recruitment
  - Student involvement
CoC Committee Accomplishments

- 4 Students joined the Committee
- Created a presentation to “take on the road” to educate & promote participation and expanded the CoC flyer to double sided
- Added new hyperlinks to Resource page for CHIA website
- Facilitated 2 additional presentation speakers to CHIACON2019 & 1 committed to 2020
- One member attended training to become AHIMA Engage Community facilitator
- CAHF ICD-10 Curriculum developer/instructor presented a WebEx topic: Patient Driven Payment Model for LTHC

In closing

Recommended goals for next year:
- Job descriptions- review and update
  - In anticipation of coding needs and possibility of credential requirements in LTCH settings
  - Providing alterative settings for new HIM professionals
  - Linking EHR technology with HIM professionals in preparation for LTHC electronic record
- Applying HIM Subject Matter Experts to EHR builds
  - Getting it done the right way the 1st time
Consumer Engagement 2018 – 2019
Accomplishments
Strategies #9 and #10
Consumer Engagement

**GOAL:** Empower consumers to use health information resources to optimize their health

- **Strategy #9:** Advocate for public policies and regulations that advance consumer engagement in the management and use of personal health information.
- **Strategy #10:** Assist consumers to understand the value of health information management and its purpose and utility in supporting individual and community health.

**COMMITTEE:**
- Consumer Engagement Task Force

---

**Consumer Engagement Task Force**

**Co-Chairs:** Roberta Baranda & Kenneth Graham

**Contributing Members**
- Deborah Collier
- Tara McLellan
- Brenda Taylor
- Michelle Hamilton
- Jon Stuart

**Student Members:**
- Penny Watson
- Giovanna G. Stahl, Directed Practice Student
- Kayla Horton, Directed Practice Student

**Board Liaison:** Melany Merryman
Consumer Engagement Task Force

• 2018-2019 Strategic Accomplishments
  – CHIA HIM Consumer Engagement Toolkit
  – CHIA HIM Consumer Engagement Toolkit slide deck for HIM curriculum
  – CHIA Consumer Engagement Award
  – Realization of the CHIA Consumer Engagement website

CHIA’s Consumer Engagement Program

- CHIA Framework (INDUSTRY LEADER)
- CHIA Website (PATIENT USERS)
- HIM Toolkits (AHIMA and CHIA) (NATIONAL/STATE GUIDELINES)
- Consumer Engagement Program Resources
- Consumer Engagement Recognition (LEADERSHIP)
Innovation 2017 – 2019

Accomplishments

Strategies #5 and #8
Innovation

**GOAL:** Develop HIM Leaders across the continuum of healthcare

- **Strategy #5:** Direct CHIA’s organization and process to be agile and flexible in responding to the changing environment.
- **Strategy #8:** Improve CHIA’s strategic and operational planning and execution processes to optimize responsiveness and results achieved.

**RESPONSIBLE:**

- CHIA Board of Directors
- Component Local Associations
- AHIMA Delegates
- Executive Office

CLA Presidents

**GOCHIA:** Kamar Braish, MS, RHIA  
**IAHIA:** Daniel May, RHIT, CCS-P  
**NCHIA:** Terri Thomas, LVN, RHIA, CCS, CCDS, CDIP, CPC, COC, CPC-I  
**SCHIA:** Adrienne Beauvois, RHIT  
**SDHIA:** Daniel Castanon, RHIA  
**SHIA:** Sridhar Karre, MBBS, MPH, CCS, CCDS, CHFP  
**SVHIA:** Sadie Albonico, MSHI, RHIA, CCS
2018-2019 AHIMA Delegates

- Maria Caban Alizondo, MOL, MLC, RHIT, FAHIMA
- Nancy Andersen, MS, RHIA, CCS
- Debi Primeau, MA, RHIA, FAHIMA
- Kamar Braish, MS, RHIA
- Marie Conde, MPA, RHIA, CCS, FAHIMA

AHIMA Alternates
- Vivian Thomas, RHIA, CHPS, CDIP CHDA, CHPQ
- Sandy Hames, RHIA, CHP

CHIA Executive Office Team

- Sharon Lewis, MBA, RHIA, CHPS, CPHQ, FAHIMA, CEO/Executive Director
- Debi Boynton, Operations and Finance Manager
- Rissa Thomas, Member & Volunteer Communications Specialist
- Stefanie Granda, Accounting Specialist
- BreAunna Farley, Membership/Events Coordinator
CHIA Finance Report

The CHIA Bylaws require that the CHIA Board ...

“Approve the annual budget and present it at the meeting of the House of Delegates for informational purposes. Render a full report on the financial status and activities of CHIA to the House of Delegates.”

CHIA Reserves Policy

“CHIA’s Members” equity balance shall be approximately 100% of the total annual operating expense budget.”
CHIA Reserves 134.53%

Gross Profit $14,200

2019-20 CHIA Budget

Total Projected Income: $922,326

Total Projected Expenses: $922,120

Net Income (Loss): $205
Thank you for CHIA’s success 2017 – 2019

Strategic Planning

Strategic planning is an organizational management activity that is used to...

- Set priorities
- Focus energy and resources
- Strengthen operations
- Ensure that the community and other stakeholders are working toward common goals
- Establish agreement around intended outcomes/results
- Assess and adjust the organization’s direction in response to the changing environment
Strategic Plan Components

1. Vision
2. Mission
3. Values
4. Goal
5. Strategy
6. Objectives/Accomplishments
7. Tactics
8. Outcomes
A Look to the Future

- Health Information Integrity Task Force
- Professional Partnership Task Force
- CHIA IT Transformation Task Force

Break

CLA Group Photos
2019 House of Delegates

Shaping CHIA’s Future: the Next 70 years!

Linda L. Kloss, MA, RHIA, FAHIMA
June 9, 2019

Strategic Plan for 2020-2022: An Endowment for HIMs’ Future

• What we learned
• Going forward –boldly
• You are the key to success
HEALTH SYSTEM TRENDS

• Health System
• Information relating to Health
• Person-centeredness

High Level Health System Trends

• Consolidation
  • Mergers & Acquisitions
  • Affiliations
  • Single service agreements

• Volume to Value
• Access
Consolidation Challenges

“System expansions create 3 types of significant safety risks, often unrecognized and unaddressed, that are related to changes in patient populations, infrastructure, or clinician practice settings”


EHRs ➔ CHRs “Comprehensive” Health Records
CHRs (“Connected” Health Records)

Market Disruptions

"Amazon, Berkshire Hathaway and JPMorgan Chase & Co. to partner on U.S. employee healthcare.

Goal is to improve U.S. employee satisfaction while reducing overall costs”. January 30, 2018

Available at

Amazon

CVS Health

Aetna
APIs, Big data, advanced analytics, AI, “Real World” Data

Diffusion of Information about Health

Person Centeredness

What Makes Us Healthy

What We Spend On Being Healthy

88% MEDICAL SERVICES

© 2017 California Health Information Association
CaliforniaHIA.org
Disruptive Influences

genomics

Trend Statements

1. As people become more informed and engaged in their own health and health care, they seek to learn more about how to access, interpret and use their personal health information.

2. Health system mergers and acquisitions in California reduce the number of managerial positions for HIM and other health professions.

3. The demand for accurate and complete health information is driving greater focus on effective information management and governance.

4. Emphasis on population health improvement is expanding the scope of information management across the delivery system and into the community and the home.

5. Technology such as natural language processing and artificial intelligence is changing HIM work such as coding, data management.

Member Survey: Trends Relating to HIM Practice

<table>
<thead>
<tr>
<th>Strongly agree and agree</th>
<th>94%</th>
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<td>93%</td>
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<td>85%</td>
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<td>84%</td>
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<table>
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<th>Trend Statements</th>
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</tbody>
</table>
PROFESSIONAL ASSOCIATIONS

- The coming generational shift
- Changing needs and expectations
- Limited resources
Years in the HIM Profession – Active Members

- 0 - 5 years
- 6-10 years
- 11 - 15 years
- 15 plus years

New Graduate Credentials

Certified HIM Professionals in CA
Member & Non member
Reformatted 2017 data as presented to HOD

Members  Non members
Job Categories - 2018
(Based on AHIMA Data)

- HIM Technician Role
- Manager/Supervisor
- Clerical/Administrative Support
- Director
- Consultant
- Clinician
- Educator
- Technology
- Executive/President/Vice President

Member Survey: Trends relating to Associations

<table>
<thead>
<tr>
<th>Strongly agree and agree</th>
<th>Trend Statements</th>
</tr>
</thead>
<tbody>
<tr>
<td>93%</td>
<td>1. Web resources have largely replaced print and textbook resources as the first route for researching professional practice questions.</td>
</tr>
<tr>
<td>93%</td>
<td>2. A key value of CHIA is that it is a trusted source of information and education.</td>
</tr>
<tr>
<td>82%</td>
<td>3. There is greater competition for limited employer education dollars and it is harder to take time off for education and to pay for it personally.</td>
</tr>
<tr>
<td>80%</td>
<td>4. CHIA and other professional associations are modernizing how they use technology to deliver services with greater flexibility.</td>
</tr>
</tbody>
</table>
CHIA STRATEGIC PLAN 2020-2022

- Vision, Mission & Values
- Goals
- Strategies

2020-2022 Goals

- Catalyze Health Information Integrity
- Connect the Health Information Community
- Partner for Innovation
### 2020-2022 Goals

- Catalyze Health Information Integrity

**Information Integrity:**
The trustworthiness and dependability of information; the accuracy, consistency, and reliability of information content, processes and systems; information integrity as a prerequisite for clinical and management decision-making.

- Contributes to all of healthcare’s strategic priorities
- Supports the goal of health care cost control because poor data increases operating expenses and impedes timely decision-making,
- Advances a key information management responsibility common to all HIM roles,
- Provides an opportunity to demonstrate the value of HIM services and HIM credentials and
- Supports the interests of patients, providers as well as other stakeholders.

### Information Integrity and Quality Challenges

The quality and integrity of data is one such an issue. It is relevant whether one is an enterprise director of HIM, a release of information manager, a coding professional or a data analyst.

The quality and integrity of data is one such an issue. It is relevant whether one is an enterprise director of HIM, a release of information manager, a coding professional or a data analyst.
Cost of Data Quality

“It costs ten times as much to complete a unit of simple work when the data are flawed in any way as it does when they’re perfect.”

“Even a very low overall error rate of 3% adds nearly 30% non-value-added costs.”

Thomas Redman, PhD, “Make the Case for Better Quality Data” HBR Blog, August 24, 2012 and author of Data Driven: Profiting from your Most Important Business Asset, HBR

Stakeholder Value and Strategy

“The key to competitive success-- for businesses and non profits alike--lies in an organization’s ability to create unique value.”

2020-2022 Goals

Connect the Health Information Community

- CHIA’s current technology platform does not support the range of functions required to more fully connect our community.
- The range of health information roles is broader than ever.
- Serving members who pay AHIMA dues only, and those members who pay AHIMA and CHIA dues, creates a de facto tiered membership.
- Bridging the experience of members with longer tenure and the perspectives of newer members is a continual challenge for associations.

2020-2022 Goals

Partner for Innovation

- HIM boundaries have shifted and work has become interdisciplinary.
- HIM professionals no longer “leave HIM” simply because they work outside the traditional HIM department.
- Partnering is essential to be a successful HIM professional today.
- Greater partnering is also essential for CHIA.
### High Impact Strategies

<table>
<thead>
<tr>
<th>Goal 1: Catalyze Health Information Integrity</th>
<th>Goal 2: Connect the Health Information Community</th>
<th>Goal 3: Partner to Accelerate Innovation</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Develop and promote best practices, standards, tools and training for health information integrity.</td>
<td>• Offer high value and easily accessible resources and education using web and other technologies.</td>
<td>• Advocate for state policies governing health information across the information lifecycle.</td>
</tr>
<tr>
<td>• Train, mentor and empower professionals to lead health information integrity improvement activities and initiatives.</td>
<td>• Strengthen opportunities for community connectivity.</td>
<td>• Convene industry stakeholders to advance health information integrity improvement.</td>
</tr>
<tr>
<td></td>
<td>• Make membership more inclusive.</td>
<td>• Collaborate to advance patient access and data protection initiatives</td>
</tr>
</tbody>
</table>

### CHIA’s Directional Statements

<table>
<thead>
<tr>
<th>Vision</th>
<th>Mission</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Our long term aspiration)</td>
<td>(what we do)</td>
<td>(How we do it)</td>
</tr>
<tr>
<td>Improved Health through Trusted Information</td>
<td>Develop health information professionals and advocate for practice excellence.</td>
<td>Collaboration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Diversity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Innovation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Leadership</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Integrity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Transparency</td>
</tr>
</tbody>
</table>
Strategic Planning Breakout Session

- Six Groups
- Two Strategic Goals (approximately 25 minutes per goal)
  - All Tables – Catalyze Health Information Integrity
  - Assigned Group Facilitators
    - Connect the Health Information Community
      - Table 1: Monica Leisch
      - Table 2: Daniel Castanon
      - Table 3: Freida Smith
    - Partner to Accelerate Innovation
      - Table 4: Roberta Baranda
      - Table 5: Adrienne Beauvois
      - Table 6: Brenda Taylor
- Group Recorder & Reporter
- Report Out

**Table 1: Catalyze Health Information Integrity**

<table>
<thead>
<tr>
<th>Strategies</th>
<th>Desired 2022 Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop and promote best practices,</td>
<td>First generation best practice tools/resources,</td>
</tr>
<tr>
<td>standards, tools and training for</td>
<td>tools and standards are available.</td>
</tr>
<tr>
<td>health information integrity</td>
<td>A California health information integrity</td>
</tr>
<tr>
<td>excellence.</td>
<td>training program in place. This includes</td>
</tr>
<tr>
<td></td>
<td>modules for major domain areas as agreed upon</td>
</tr>
<tr>
<td></td>
<td>(e.g., HPI/HPI, coding compliance, privacy)</td>
</tr>
<tr>
<td></td>
<td>Training/tools adapted to at least one</td>
</tr>
<tr>
<td></td>
<td>non-acute health information setting.</td>
</tr>
<tr>
<td>Trans, mentor and empower</td>
<td>Partner with other health care industry</td>
</tr>
<tr>
<td>professionals to lead</td>
<td>professionals(s) to provide targeted training.</td>
</tr>
<tr>
<td>health information integrity</td>
<td>mmu professionals speaking to California</td>
</tr>
<tr>
<td>improvement activities and</td>
<td>stakeholder groups.</td>
</tr>
<tr>
<td>initiatives.</td>
<td></td>
</tr>
</tbody>
</table>

**Strategic Advancement**

**Question 1:** As a leader in the HIM Community, what two or three things can you do to advance CHIA’s strategic initiatives?

**Question 2:** How can CHIA support you to be successful in these endeavors?

<table>
<thead>
<tr>
<th>Leader</th>
<th>Example: Develop a focus group at the regional level designed to produce a summary of HIM integrity best practices in your domain.</th>
</tr>
</thead>
</table>
### Connect

**GOAL:** Connect the Health Information Community

<table>
<thead>
<tr>
<th>Strategies</th>
<th>Desired 2022 Outcomes</th>
</tr>
</thead>
</table>
| Offer high value and easily accessible awareness and education using the web and other technologies. | CHIA’s technology offers the opportunity for members to interface with CHIA.  
|                                   | CHIA offers education and training products via web.                                   |
|                                   | Have evidence of the usefulness of the web resources.                                  |
| Strengthen opportunities for community connectivity. | Research stakeholder needs and understand relationships with other professional associations. |
|                                   | Offer rapid connect resources so members can engage with one another, evaluate use and value to members. |
|                                   | Develop professional interest groups.                                                   |
| Make membership more inclusive.   | Expand member profile data.                                                             |
|                                   | Develop a plan to evaluate CHIA dues assessment associated with “membership” by 2022.   |
|                                   | Increase proportion of members that are actively engaged.                               |
|                                   | Implement professional practice councils/interest groups.                               |

### Strategic Advancement

**Question 1:** As a leader in the HIM Community, what two or three things can you do to advance CHIA’s strategic initiatives?

**Question 2:** How can CHIA support you to be successful in these endeavors?

**Leader**

Example: Sponsor a “bring a friend” event where members invite someone new, offer a prize for the selected winner.

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</table>

### Partner

**GOAL:** Partner to Accelerate Innovation

<table>
<thead>
<tr>
<th>Strategies</th>
<th>Desired 2022 Outcomes</th>
</tr>
</thead>
</table>
| Advocate for state policies governing information across lifecycle. | Host an annual HII Day in Sacramento.  
|                                   | Advance policy proposals.                                                            |
|                                   | Establish a more formal relationship such as CHa and CAHI.                          |
| Convene industry stakeholders to advance health information integrtiy improvement and data protection initiatives. | Create information integrity standards task force with consensus on levels of integrity standards defined. |
|                                   | Produce data integrity white papers.                                                 |
| Collaborate to advance patient access and data protection initiatives. | Develop guidelines on compliance with patient access requirements to mitigate risk of information blocking. |
|                                   | Provide education programs on patient access guidance marketed to compliance and other health care organizations. |
|                                   | Prepare CHIA input to CA agency responsible for implementing the CDHA.               |
|                                   | Inform CHIA members about developments with consumer data protection.                |

### Strategic Advancement

**Question 1:** As a leader in the HIM Community, what two or three things can you do to advance CHIA’s strategic initiatives?

**Question 2:** How can CHIA support you to be successful in these endeavors?

**Leader**

Example: Engage with the local legislator representing your area to introduce the HIM profession.

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<th>2</th>
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</table>
2018-19 Nominating Committee

- Deborah Collier, MSQA, RHIA, Chair
- Mary Jo Jenkins, MPH, RHIA, CHDA, Member
- Krista McComb, RHIT, CCS, CCS-P, Member
- Kamar Braish, MS, RHIA, GOCHIA
- Anafrancia Tordilla, RHIT, IAHIA
- Linda Dietz, MS, RHIT, NCHIA
- Monica Thurston, MBA, RHIA, SCHIA
- Svetlana Woersching, RHIA, CCS, SDHIA
- Rebecca Clark, RHIA, SHIA
- Steve Kim, MPH, RHIA, CHES, REHS, SVHIA

2019-20 Board of Directors

- Nancy Andersen, MS, RHIA, CCS, President
- Melany Merryman, MSL, RHIS, CRCR, President-elect
- Maria Caban Alizondo, MOL, MLC, RHIT, FAHIMA, Past President
- Diane Premeau, MBA, MCIA, RHIA, CHP, CHC, 2nd Year Director
- Larry Smith, RHIA, 2nd Year Director
- Sally Gibbs, RHIA, CCS, 1st Year Director
- Vivian Thomas, RHIA, CHDA, CHPS, CDIP, CPHQ, 1st Year Director
- Sharon Lewis, MBA, RHIA, CHPS, CPHQ, FAHIMA, CEO/Executive Director
2019-2020 AHIMA Delegates

- Nancy Andersen, MS, RHIA, CCS, Lead Delegate
- Melany Merryman, MSL, RHIS, CRCR
- Kamar Braish, MS, RHIA
- Marie Conde, MPA, RHIA, CCS, FAHIMA
- Shirley Lewis, DPA, MHA, RHIA, CCS, CPHQ, CHC

AHIMA Alternates
- Elizabeth Graham, RHIT, CCS
- Sandy Hames, RHIA, CHP

2019–2020 Committee Chairs

Academics:
- Pauline Cabanada, MBA, RHIA
- Holly Jagielinski, MPH, RHIA

Candidates:
- Vilena Boussarova, RHIT, CCS
- Svetlana Woersching, RHIA, CCS

Coding and Data Quality:
- Caleb Jesudasson, RHIA, CHPC
- Deanna Klure, CDIP, CCS

Convention:
- Roy Shurtleff, RHIT
- Patricia Small, RHIT, CCS
2019–2020 Committee Chairs

Editorial Advisory Board:
– Judith Holloway, MPH, RHIA, CCS, CCS-P

Legislation & Advocacy:
– Esther Tolentino, RHIT, CPHI, CHTS-IS, CHTS-PW
– Adriana van der Graaf, MBA, RHIA, CHP, CCS

Nominating:
– Brian Faust, MLS, RHIA

Professional Education Committee:
– Shirley Lewis, DPA, MHA, RHIA, CCS, CPHQ, CHC
– Freida Smith, RHIA

Wrap Up

• Welcome Reception:
  ➢ Tonight 6:00 p.m. Indian Wells Ballroom

• Awards Ceremony:
  ➢ Monday’s General Session @ 9:00 a.m...Be there!

• Scholarship Awards:
  ➢ Tuesday’s General Session @ 11:15 a.m...Be there!

• Visit Our Exhibitors:
  ➢ Indian Wells Ballroom

• See You Next Year:
  ➢ June 13-17, 2020 – Riverside Convention Center, Riverside

Empowering Patients, Breaking Boundaries, Bridging Gaps
Thank You!