

IFHIMA Global News

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IFHIMA is committed to the advancement of health information management practices and the development of its members for the purpose of improving health data and health outcomes.



International Federation of
Health Information Management Associations

President's Message

Many of you, particularly from western nations, have probably heard the adage—There are two things in life that are a given, death and taxes. I think the data explosion, technology, the pandemic, and our mobile society have also proven a third adage--change. As I researched change, I noted this 150+ year old Charles Darwin quote “It is not the strongest that survive, nor the most intelligent, but the one most responsive to change.”

IFHIMA is no exception to the obvious--change is hitting the entire planet at an increasingly fast pace.

IFHIMA newest whitepaper, [“Examining Today’s HIM Workforce with Recommendations for Elevating the Profession”](#) released March 2022, was written to highlight the need for change in training and developing today’s workforce, as well as developing the skills and knowledge needed for tomorrow’s workforce.

To better serve our diverse, changing membership, IFHIMA is redesigning our website to be more visually appealing, mobile friendly, and provide better access to IFHIMA information. While contractors have undertaken the design and development work, as well as some writing, IFHIMA volunteers have been vital in reviewing designs, identifying the personas the website should serve, and will be testing the site as content is written. My thanks for the time and perspectives they have shared. My thanks also to our members in the various categories whose dues help underwrite this strategic investment. The new website, with new colors and logo, will be available in July or August.

In celebration of World Health Day April 7th, IFHIMA released our ICD-11 position statement [“IFHIMA Endorses the Implementation of ICD-11 for Improved Global Health”](#). This short statement further emphasizes the importance of ICD-11 implementation to address the change in health delivery, data explosion, and creating data supporting WHO Sustainable Development Goals.

Change is also evident in how IFHIMA executes governance. We will hold a Virtual General Assembly (VGA) November 8, 2022. Many of our member nations have conducted their Assemblies virtually for years, but this is IFHIMA’s first foray. Clearly major planning and re-organization must be undertaken to achieve the goals of the GA, with one of the obvious being all reports and presentations will be recorded and made available to the National and Deputy Directors for

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IFHIMA President Lorraine Fernandes and Immediate Past President Marci MacDonald recently presented to 125 American educators in a Town Hall hosted by CAHIIM, the Commission on Accreditation for Health Informatics and Information Management Education. They discussed IFHIMA's mission, service to members, and key activities of 2021 and 2022 that are particularly relevant to educational institutions and educators. During their presentation they polled the participants regarding teaching of ICD-11 in current coding curriculum. 46% stated they do not teach ICD-11, 54% shared that they mention ICD-11 in their coding curriculum. These responses are not surprising and validate the importance IFHIMA is placing on promoting ICD-11 adoption, education, and training at all levels. We anticipate polling educators in other nations over the upcoming years.

IFHIMA Celebrated World Health Day

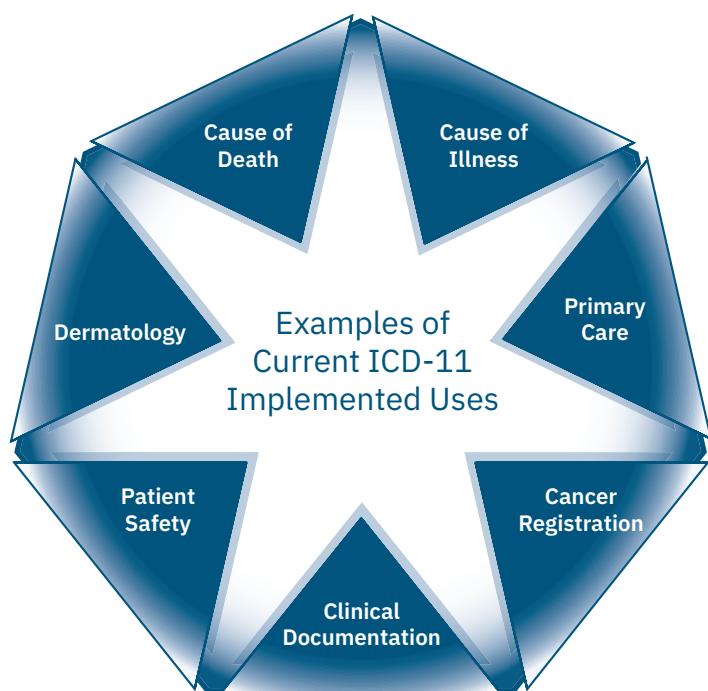
April 7, 2022

IFHIMA released our position statement affirming our commitment to the implementation of ICD-11 as part of our 2022 World Health Day activities. The statement may be [found here](#).

Our sincere thanks to IFHIMA and HIMA member, Ms. Filippa Pretty, for drafting the statement which articulates the importance of ICD-11 as it addresses data standardization and higher quality data supporting WHO's Sustainable Development Goals. The diverse uses for ICD-11, both today and in the future, are vital to improving morbidity and mortality data.

IFHIMA will continue to highlight the importance of ICD-11 in our activities, thus ensuring our membership hears the latest ICD-11 news. IFHIMA members should play a key role in helping realize the benefits of ICD-11.

Interested in joining IFHIMA, please [click here to preview](#) the value we bring to Associate, Corporate, and Educational Institution members.



their listening approximately 30 days prior to the VGA. Additionally, we will conduct our elections electronically in advance of the VGA with the newly chosen being announced at the VGA. We will be sharing details about this new approach over the upcoming months. In the meantime, we hope nations are thinking about who you would like to nominate for the Regional Directors, and if you would like to bid for the 2025 Congress site. Members will have the opportunity to listen to the VGA, with active participation enabled for the National and Deputy Directors.

Change is a constant, as I said in my opening. While sometimes very difficult, we must embrace the need to change and reinvent IFHIMA as we serve global health. IFHIMA's vision "A healthy world enabled by quality health information" remains particularly important as we personally and professionally embrace change in our lives.

Be well,

*Lorraine Fernandes, RHIA
IFHIMA President, 2019-2022*

In Memoriam: Vale – Lorraine Gay, RHIA

I was saddened to learn of the passing of Lorraine Gay, the second president of IFHIMA, on Friday, 25th February 2022, at her home in Manhattan Beach, California.



Lorraine Gay RHIA

Lorraine was a dedicated medical record administrator who studied at The College of St. Scholastica in Duluth, Minnesota, and was a long-time member of the California Medical Record Association. Lorraine's paid employment was with the US Veterans Administration, where she worked for many years. A major part of her early working life, however, was dedicated to the development of our International Federation. Having attended the Second International Congress

on Medical Records in Washington, DC in 1956 and the Fourth International Congress on Medical Records in Chicago, Illinois in 1963, her interest in the international community of medical record professionals was stimulated. With this interest she was asked to Chair an International Study Project on Domiciliary Care Records with papers from each participating country to be presented at the Fifth International Congress on Medical Records in 1968 in Stockholm, Sweden. This was my first contact with Lorraine as I was the representative in the Study from Australia.

I met Lorraine for the first time face-to-face at the Fifth International Congress on Medical Records in Stockholm, when she was elected Vice-President on the Board of Managers during the First Business Meeting of the newly formed International Federation of Medical Record Organizations (IFMRO) changed to IFHRO in 1976 and IFHIMA in 2010.

Our second meeting was at the Sixth International Congress on Medical Records held in Sydney, Australia in 1972, where at the business meeting Lorraine was elected President of IFMRO from 1972 – 1976. This was a time when the young Federation was developing and Lorraine played a pivotal role in its early development. During her term of office three new national associations were accepted as members and the interaction with WHO, which had been strong since 1952, was strengthened further, particularly in the area of education and training of medical record personnel in developing countries. Another notable addition was the beginning of an International Newsletter, the forerunner to Global News, which was published twice a year from 1974. The change from



20th IFHIMA Congress

**October 29-November 3
Brisbane, Queensland,
Australia**

We hope you are saving your dollars to attend the 20th Congress in Brisbane!! Upcoming Global News issues will highlight the evolving plans.

IFHIMA appointed Jessica MacDougall from Halifax, Nova Scotia, Canada and Debi Primeau from Mount Vernon, Washington, USA to the initial two HIMAA committees. Additional appointments will be made as plans advance.

Look for the theme announcement and Call for Abstracts in mid-year 2022.



'Medical' in our name to 'Health' was also decided at this time. At the commencement of the Seventh International Medical Records Congress, Lorraine Gay, as President of IFHRO, was presented with a 'Gavel' by the Canadian Association of Medical Record Librarians, which is still used today to keep order at meetings of IFHIMA.

The above is just a brief account of the contributions to IFHRO/IFHIMA made by Lorraine Gay, at a time when the fledgling Federation was developing and making a place for medical record professionals on the international arena of health care documentation and management. During those years we became friends and remained so ever since. I spent many pleasant days with her, in her home in Los Angeles and she in mine in Sydney.

Author:

Professor Phyllis J Watson, AM

New IFHIMA Workforce Whitepaper Released

IFHIMA released a new whitepaper titled "Examining Today's HIM Workforce with Recommendations for Elevating the Profession" in March 2022. Led by Drs. Kerryn Butler-Henderson of Australia and Susan H. Fenton from the United States, the diverse group of authors included representatives from across the globe. The whitepaper reviews the background of the HIM profession and existing workforce literature, before exploring the current education landscape, including accreditation, certification, and government involvement. Emerging technology and policy trends, as well as their potential impact on HIM, are assessed. These include the implementation of ICD-11, application programming interfaces (APIs), the accelerated implementation of telemedicine, and machine learning and artificial intelligence (AI). It is notable that these trends will not impact all countries at the same time and in the same manner. After careful consideration, the authors identified six themes: 1) The HIM profession differs from country to

country; 2) Challenges for managing health-related data continue to evolve; 3) Technological advances concerning the use of data are accelerating; 4) ICD-11 has largely gone digital; 5) The impact of the HIM workforce on healthcare outcomes needs to be researched and documented; and 6) HIM professionals should find ways to lead on policy, ethical, and legal practices. The whitepaper ends with a Call to Action for HIM professionals, HIM educators, IFHIMA members, the healthcare community, governments, and other stakeholders to embrace technology and its concomitant future; ensure HIM curricular incorporate new skills and knowledge; standardize HIM educational requirements; be open to specialization and diversification; help today's workforce adapt effectively; increase HIM visibility and engagement as data stewards; and become stronger champions for HIM professionals and their unique talents and skills. [Access the full whitepaper here.](#)

Author:

Susan Fenton, PhD, RHIA, FAMIA

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“Strengthen healthcare system with robust health information”

December 7-8, 2021

IFHIMA co-sponsored the 2nd Annual Saudi Health Information Management Association (SHIMA) Conference held virtually December 7 and 8, 2021. Day Two of this event kicked off with a keynote address from Dr Robert Jakob, WHO Lead and Nenad Kostanjsek, Technical Officer, for Classifications, Terminologies and Standards. They highlighted progress and future plans for ICD-11 adoption.

Panel discussions focused on ICD-11 adoption followed the opening session. Global speakers from Australia, Canada, KSA, Kuwait and the USA highlighting progress, issues, and considerations in nations.

Ms. Akeela Jamal, CHIM and CEO of Canada's 3terra data analytics company, closed Day Two with her remarks “The 11 steps for transition to ICD-11.”

Over 250 attendees hear the Day One content which focused on HIM practice in the Eastern Mediterranean and the Day Two ICD-11 content.

IFHIMA thanks SHIMA for this opportunity to heighten awareness of the progress of ICD-11. IFHIMA anticipates conducting additional regional events in 2022 supporting ICD-11 adoption.

Feedback from SHIMA Meeting

Strengthen Health Care System with Robust Health Information

I Samuel Cheburet from Kenya would like to thank the organizers and extension of financial support to attend the above training which was systematic and well-organized training. The training was absolutely superb, and I genuinely enjoyed each and every

moment of it. The content was extremely informative and incredibly useful across various context which was interesting. Discussions from the presenters were truly inspiring and impactful. I particularly enjoyed the visual illustrations, which made the content easily understandable. The presenters had done a wonderful job and I appreciate their efforts.

I will surely recommend this training to all my colleagues and friends. I, myself, would love to attend future training organized or featured by IFHIMA and WHO. Here some of the moving topics.

HIM Certification was a moving and stimulating topic which need more advocacy by global leadership on the critical role in the intersection of HIM professional with informatics in implementation of any standards. The exchange of ideas across nations and cultures will create good community of practice.

Research methods and leadership in HIM was a moving presentation I can highly recommend it as a core topic in any training. This will create reengineering and innovation.

Transition from ICD-10 to ICD-11 and the associated work with WHO and the WHO-FIC committees will assist in providing best

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practices and guidelines for implementation on morbidity and mortality classifications. Just a note for future programs, it would be great if there were language translation services that were available during the presentations.

Bravo to everyone who contributed in one way or another for providing this successful training program.

*Samuel Cheburet, MSc HIM, Bsc. HRIM,Dip. HRIT
Kenya*

The SHIMA conference was truly interactive, captivating and informative. Receiving firsthand knowledge of how health information professionals from different countries contribute to their healthcare organizations highlighted the versatility of the health information management profession and its different applications. The conference also cemented the need for an international organization like IFHIMA to aid in the standardization of data in a global context especially with ICD-11 implementation and future context. I do look forward to attending next year but hopefully in person.

*Jamane Sargeant
Public Relations Officer (BHIMA)
Asc.(Health Information Management), BA (UWI) RPT (AMT)
Medical Records Clerk (I)
Barbados*

I hope you are doing well and good, I have to really express my profound gratitude to SHIMA and IFHIMA for this great opportunity you offered me to expand my horizon in the field of Health Information Profession. There were several wow moments throughout the program, all the topics were very interesting and I am finding it difficult to narrow down just one as the most outstanding. However, I would choose Modelling of ICU Bed admissions among Day 1 topics, as the most interesting, probably because I live and work in a country where such critical infrastructure is relatively very scarce, hence developing such model could really help maximize the utilization of the limited resources. Therefore, that presentation really aroused my interest.

It was no doubt that Day 2 was the icing on the cake, simply because ICD is my area of interest. Currently I am in charge of Disease Coding and Classification in Komfo Anokye Teaching Hospital (KATH), the second largest teaching hospital in the country, unfortunately I was travelling to the northern part of the country (Ghana) on that day to attend Ghana Health Information Management Association's (GHIMA) National Executives Council (NEC) Meeting, and the internet service in that part of the country was not good, so my connection in day 2 was intermittent, hence I could not enjoy it the way I had wanted to.

Calendar of events

DVMD

16th DVMD Symposium *
Anniversary Conference – 50 Years
DVMD
May 12-13, 2022
Leipzig, Germany
Language: German
[Click here for more details](#)

American Health Information Management Association (AHIMA)
September 15-18, 2022
Columbus, Ohio, USA
<https://conference.ahima.org/>

“Health Information Management Required Now: Continuity and Change”

Japan Society of Health Information Management (JSHIM)
September 18-19, 2022
Kochi prefecture, Japan
In person planned
Language: Japanese

Health Information Management Association of Australia (HIMAA)

October 26-28, 2022
2022 HIMAA National Conference
Adelaide, South Australia, Australia
In person planned, with potential for some virtual
Language: English
<https://himaa.org.au/annual-national-conference/>

IFHIMA 20th Congress

October 29 – November 2, 2023
Brisbane, Queensland. Australia

Please visit IFHIMA.org for most recent events.

I look forward in participating in such a golden opportunity again in the future through IFHIMA programs. I am very grateful for this opportunity!

Hamidu Adam

*Assistant Chief Technical Officer,
Head, Disease Coding and Classification (KATH),
Ashanti Regional Governor (GHIMA),
Health Information Management Unit (KATH)- a Management
Member.
Ghana*

HIM Education and Certification: A Global Review

Introduction

The Health Information Management professional plays a critical role in supporting health care delivery with their diverse skill set in data standards and security, coupled with training in technology, information management, clinical knowledge and coding.

The 21st century has seen a shift towards an e-health environment to advance health care delivery, which in turn has placed a greater demand on the HIM profession. This necessitates the need of the profession to ensure education and training in this industry meets current and future health care needs.

The International Federation of Health Information Management Association (IFHIMA) is a not-for-profit member organization and a non-governmental organization (NGO), in official relations with the World Health Organization. This NGO status gives IFHIMA recognition and input into policy and objectives in the area of Health Information Management.

The NGO status with official relations is granted by the World Health Organization through an application process.

In 2020, the IFHIMA developed their 5-year strategic plan (see schema in operational plan image).

The strategic plan is supported by 4 Pillars and a strong Foundation. Additionally, the Board of Directors have working pillar task teams to develop yearly operational goals.

By 2025, our members and key international stakeholders will look to IFHIMA for advice and expertise in Health Information Management best practices with four Strategic Pillars and a strong Foundation.



IFHIMA Operational Plan 2020-2025

One of these pillars is the Education, Training and Research Pillar (ETR) Task Team, comprised of 19 IFHIMA members from across the globe and this group was tasked with two objectives for 2020-2022:

1. Conduct a global environmental scan of the countries that offer HIM certification and
2. Review HIM capabilities to advance HIM initiatives.



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IFHIMA, a driver in the advancement of the HIM profession, arranged a practicum in August 2021, where two HIM students (Shaminder Parmar, from British Columbia and Taminder Brar, from Alberta), from the Centre for Distance Education based in Canada, worked with Gail Crook, past IFHIMA Regional Director and Pillar Coach and Deneice Marshall, IFHIMA Regional Director of the Americas; on a project which supported IFHIMA's strategic and operational goals for the ETR pillar.

The project resulted in the creation of four key documents, which the students presented to the ETR members, and these were:

- An environmental scan summary for HIM certifications globally
- A body of knowledge inventory of all global HIM materials
- A synopsis of Dr. G. D. Mogli's (from India) HIM articles and a
- PowerPoint presentation summarizing the key takeaways and recommendations to the Board of Directors.

The outcomes of the project highlighted key opportunities with respect to the current state of HIM education and certification, along with recommendations for consideration that would benefit the profession's sustainability. Additionally, the body of knowledge document of HIM materials and certifications globally, will be a valuable tool once posted on the IFHIMA site, as it can be a key reference document for developing nations along with being a guide on locating essential HIM information.

One of the key outcomes from this project was raising the issue on the variability that exists amongst nations in the delivery of education and certification options, especially when comparing developing nations to established countries, such as Australia, Canada, and the United States.

In industrialized countries, there are comprehensive programs in a variety of education levels, in support of the health information field. In developing nations, however, there are fewer options for education and training dedicated to health information management and this is important to note, as the health care environments in developing nations would benefit from advances in education and training opportunities in health information management. As well, few developing nations have dedicated websites to their health information programs and not all are publicly accessible.

Furthermore, greater consistency is needed in the type of training and HIM education offered, even amongst developed nations. An increased focus to standardization will decrease the variability in training and certification delivered, and would positively improve professional career outcomes, regardless of where one

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The advertisement features a yellow and orange geometric background. In the foreground, three healthcare professionals (two women and one man) are shown in profile, looking towards the right. The woman on the left is holding a pen and paper.

completed their HIM education.

IFHIMA recognizes the diverse accreditation and certification processes of the profession globally, and as such, supports each nation in maintaining certification/credentialing of their HIM profession.

Resource commitments within each developing nation to establish standards for health information management education and training is a crucial need. Governments can also play a vital role through commitments with funding to key organizations such as IFHIMA, along with country specific HIM organizational support. It cannot be understated how important country specific commitments will benefit the HIM associations and continued growth of the HIM field, especially in developing nations.

The students offered the following recommendations to improve the current state of access and availability of health information management education, along with increasing the presence of the HIM profession:

1. A commitment by all nations, especially developing countries to develop publicly accessible websites that outline the current HIM education, training, and credentialing available.
2. To develop a HIM committee focused on providing guidance and education support to developing nations.
3. To establish national standards for the HIM professionals, in both education and training to support the standardization of skills.
4. To include a greater focus on direct application learning, tele-health, and virtual health care delivery in HIM training programs.

The COVID-19 pandemic has highlighted the importance of access to reliable health information in sustaining clinical care delivery.

As we move forward with digital health care health environments, we need to increase our efforts and commitments at a global level, to ensure the invaluable level of skill and knowledge of the health information management professional is sustained for years to come.

This article highlights the diversity of the IFHIMA member nations and the various stages of HIM professional development. The IFHIMA Education, Training and Research Pillar (ETR) Task Team members from across the globe are:

- Deneice Marshall (Lead), Barbados
- Oknam Kim (Board Support), South Korea
- Marci MacDonald (P. Liaison), Canada
- Sue Walker, Australia
- Annett Mueller, Germany
- Isaac Tegby, Ghana
- Dr. G. Mogli, India
- Dr. Hosizah Markam, Indonesia
- Veronica Miller-Richards, Jamaica
- Yukiko Yokobori, Japan
- Mercy Kahare, Kenya
- Abdool Sahboob Kureeman, Mauritius
- Kennedy George, Oman
- Mujeeb Kandy, Qatar
- Bander Alanazi, Saudi Arabia
- Dr. Tammie Bolling, United States
- Dr. Patience Ebuwei, United States
- Kathy Giannangelo, United States
- Alice Noblin, United States

As we move forward, IFHIMA will continue to support all member nations at their respective stage of development and offer assistance to improve and advance the HIM profession.

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Putting ICD-11 to the test... Does it really work?

Reporting on the Kuwait ICD-11 pilot

The National Center for Health Information in Kuwait, which also serves as the WHO-FIC Collaborating Center in the Eastern Mediterranean region, has been actively taking part in different events organized by the WHO, IFHIMA and SHIMA over the past year. These events were a great opportunity for countries to share their ICD-11 plans, experiences, and concerns. We believe that the groundbreaking nature of ICD-11 calls for a novel approach to piloting and transitioning that involves hands-on implementation in real-life clinical settings where the ICD-11 coding tool is integrated into electronic medical records. In April 2021, we started our ICD-11 morbidity pilot in Kuwait using this novel approach that we have adapted from the WHO "ICD-11 Implementation or Transition Guide".

Following this approach has been an interesting experience, opening our eyes to all the new features and opportunities that ICD-11 brings such as adopting new training methods, involving clinicians, and providing direct feedback to the WHO to improve ICD-11 content through the online proposal mechanism. Reporting on ICD-11 pilots that follow the new approach should not be restricted to findings relating to ICD-11 content. Pilots also need to report on workflow changes and how different stakeholders interact with these new changes. Our paper "ICD-11 Morbidity Pilot in Kuwait: Methodology and Lessons Learned for Future Implementation" aims to share the lessons learned in terms of facilitators and challenges from the perspective of a public hospital in Kuwait so that others, especially those in healthcare systems similar to that in Kuwait, can benefit from as they start their own ICD-11 journeys. The link to the paper could be found here: <https://www.mdpi.com/1660-4601/19/5/3057/htm>.

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Should research be an option for HIM professionals?

Any self-respecting discipline needs research to continue growing and adapting to the new needs of society. In Health, research is the acquisition of new knowledge about products, processes, or services in order to improve any aspect of health care.

Throughout our educational process, most of us have had to demonstrate on more than one occasion our ability to carry out some research work. But it is quite common that this initial experience does not have continuity during our subsequent professional activity, either because we work in institutions that do not promote research or because of the perception that it is not our responsibility to carry it out. Nothing is further from reality; we will try from these lines to indicate some examples in which HIM professionals have been involved and participated in multidisciplinary research groups.

The first example is a study carried out in our Health Corporation that focuses on massive retrospective data tracking project for the detection of Familial Hypercholesterolemia (FH), a disease that is underdiagnosed and undertreated and that the World Heart Federation considers a priority problem of public health.¹ The current quality of medical records and the technical capacity of computer tools allow these patients to be given a second opportunity, but always maintaining current data protection regulations, in this case the 2016/679 General Data Protection Regulation of the European Parliament applied in all European Union. The role played by the HIM professionals in this study was the liaison between the clinical researcher expert in FH and the team of bioinformaticians who carried out the extraction and definition of the database. The HIM professional validated that the selected variables from the medical records indicated the correct information, that the capture of diagnoses and procedures was adequate, and that the database contains all the records according to the applied FH detection algorithm. Based on more than 6 million visits in 10 years and almost 300,000 patients, 840 patients with possible presence of FH were detected and will be evaluated again to confirm the disease.

The next example focuses on a discipline in which HIM professionals have historical and more established knowledge. Within the project of the Clinical Dictionary of the Regional Government of Catalonia (Spain) to harmonize the interoperability of the health care providers of the public system, it was decided to elaborate a subset of the domain of allergies in SNOMED CT since the traditional systems from ICD did not fully represent them.² A multi-disciplinary team was organized with medical experts in the field of allergy, IT experts in SNOMED CT and HIM professionals. Once again, the role of the HIM professionals was to act as a bridge between the experts in the field of allergies and know how to translate the information registration needs to the experts in SNOMED CT. HIM professionals did not always participate in these kinds of projects, since the presence of domain experts and the technologists were considered sufficient. However, it has been observed that their involvement shortens the project timeline on SNOMED CT subset definition. (Fig. 1)

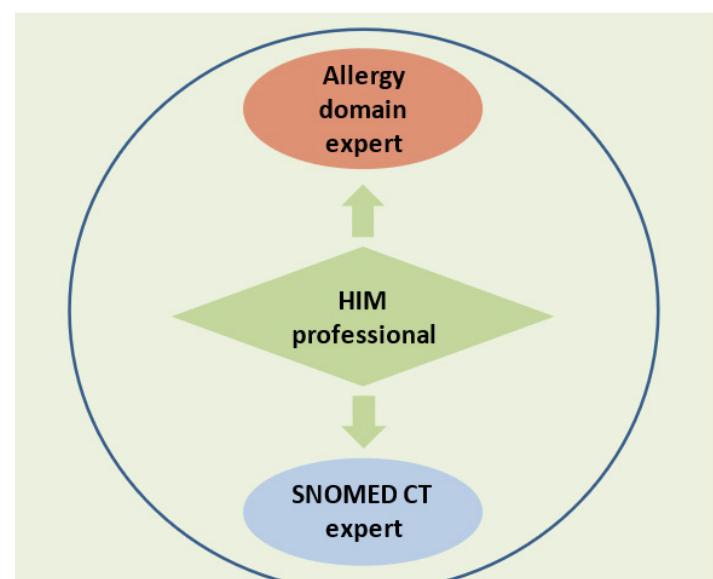


Fig. 1: The HIM professional as a bridge between domain expert and technology expert.

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The final example corresponds to the research work of the WHO FIC Academic Collaborative Centre (Hospital Clinic, University of Barcelona, Spain). In order to achieve an automated coding to build a health problems list based on natural language processing, they analysed the completeness and agreement between ICD-11 and SNOMED-CT in a

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real-world scenario. In that study the HIM professional has the role of principal investigator working alongside the participating clinicians and the Medical Informatics Unit, with the objective to bring the coding of health problems to the very beginning of an integrated clinical process.³

In this article we try to demonstrate that the HIM professional is prepared to be part of a multidisciplinary research team. Their knowledge of medical records, coding and classification systems, semantic interoperability and of data protection, make them a very valuable commodity in the overall healthcare organization. As shown through examples above, HIM professionals should be part of analytics teams⁴ and must see and understand the research opportunities that continually appear around them.

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IFHIMA 2022 Website Redesign Initiative: A Student's Perspective

IFHIMA's online presence is a direct extension of the company website. As part of the 2020-2025 Strategic Plan, membership engagement became a pivotal focus. Maintaining and elevating a cohesive brand identity, with the ultimate goal of increasing site performance, is what drove the website redesign creative process. Deciding the WordPress theme was the crucial first step. In the early stages of the initial site map effort and design discussions, one challenge was revealed: What should be done with low content pages that lead to user dead ends? After meeting with the Team to identify the various user personas that would have the highest interaction with the website, a better understanding of the information architecture was uncovered. The team determined that in page tabbed navigation should be implemented to collect and organize content. This web design technique keeps the user engaged in a space that can further offer them items to consume.

Determining where content should be placed was one of the most emergent activities as it initiated an open discussion amongst all user types and perspectives. The structural design of IFHIMA's information environment aims to exist at the center of its user, its content, and its external relevance. Card sorting was the organizational technique utilized as part of the user experience (UX) design. In the card sorting session, each participant assumed the role of one of IFHIMA's user groups, and sorted topics into categories that seemed

cohesive. Hosting this exercise allowed the Team to better understand the needs each user persona. A hybrid card sort model was employed, highlighting agreements as well as more clarity on less concurrent categories. The hybrid model included a functionality in which participants were able to provide their own creative input. Some added categories, some constructed open-ended feedback, and others left comments regarding the activity. Overall, it was an extremely productive way to collate team members' opinions while gathering the input necessary to organize, structure, and label content in the most effective manner.

Throughout the entire process, a precedence to make decisions based on meeting the evolving needs of IFHIMA's members was set. Additionally, it was pertinent to underscore ICD-11 as a topic at the forefront of the new website. With these alterations accompanied by the change in placement of content, our hope is that members and users are more readily able to access the information they seek. With a more inviting layout, the website redesign workgroup anticipates a higher amount of website interaction.

As a student volunteer, I found being part of the website redesign effort to be extremely eye opening. While I was previously aware of the impact a website has on a company's image, the various elements of the deliberation and design process were foreign to me. Understanding the consumer needs while providing my input as a student user to the design strategy highlighted the intricacies of website redesign and have sparked an interest and enthusiasm for user experience design.

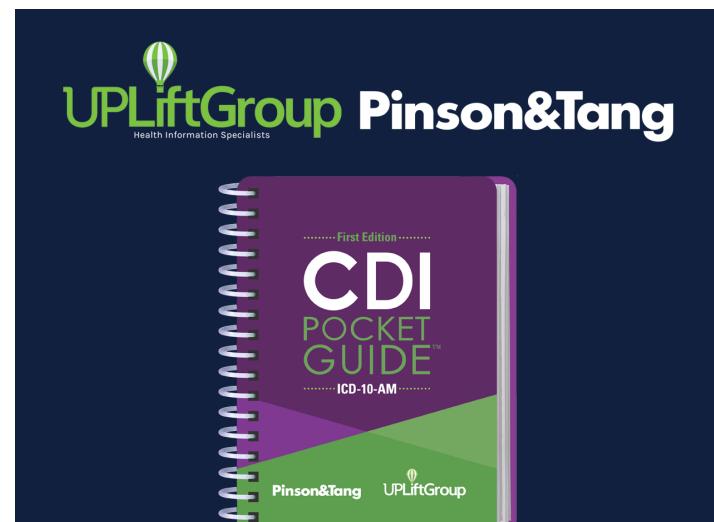
Author:

Divya Sivakumar
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Emerging from the shadows: BHIMA gets social

The days of being the best-kept secret are slowly coming to an end for health information professionals in Barbados. In an effort to sensitize the public and key stakeholders about the profession, the Barbados Health Information Management Association (BHIMA) saw it pertinent to create a social media presence. The aim of the social media project will be to sensitize both parties about the current and changing roles of the profession and the need for sound Health Information Management policy in Barbados.

The organization thought it necessary to heed the calls of health information professionals in Barbados who wanted more recognition for the profession and to strengthen the advocacy efforts. "We wanted to dispel some myths that individuals have about the profession and to showcase its value to the healthcare sector", said Jamane Sargeant the current Deputy Director for Barbados under IFHIMA and the



The image shows the front cover of the CDI Pocket Guide ICD-10-AM. The cover is purple and green, featuring the UPLiftGroup logo at the top and the Pinson&Tang logo at the bottom. The title 'CDI POCKET GUIDE' is prominently displayed in the center, with 'First Edition' and 'ICD-10-AM' below it. The book is shown with its spiral binding on the left side.

- Keep vital information at your fingertips with the best selling CDI Pocket Guide™ for ICD-10-CM, and now for ICD-10-AM (pictured above).
- Everything you need to know to achieve excellence in clinical documentation, coding and DRG assignment.
- Co-authors of the best selling CDI Pocket Guide™, Dr. Richard Pinson and Cynthia Tang, Jenny Fitzpatrick, and Sam Heynemann keep it simple and focus on what matters.

Vice President for BHIMA. "The organization also wanted to highlight the skill set of recent graduates in an effort to make them more marketable to the job market".

BHIMA executives are hopeful that the social media presence would be a major starting point in creating the necessary discussion and action towards Health Information Management reform in Barbados. To find out more information about Health Information Management in Barbados, follow BHIMA on Instagram @barbadoshima or like their Facebook page, Barbados Health Information Management Association.

Author:

Jamane Sergeant BA, RPT
Medical Records Clerk
Vice President (BHIMA)
IFHIMA Deputy Director (Barbados)



Aaliyah Mentore
Health Information
Management Graduate

2021



During her internship, commonly used phrases such as, "fast learner, works well under pressure, willing to take initiative" aptly describes Aaliyah Mentore's work ethic. Owner and Managing Director of Majesty's Touch, Aaliyah believes strongly that the potential exist to vastly improve the Health Information Management Sector in Barbados. Aaliyah is currently working with the COVID 19 Vaccination Programme as a Medical Records Clerk. She is hoping to pursue a coding certification in the near future.

Despite having sickle cell anemia, Donisha Harris was not only determined to successfully finish her Health Information Management degree but, to utilize it in unconventional ways. The skills and knowledge gained throughout the programme such as; customer service, communication and database management; has allowed for her to become an entrepreneur after graduation. Owner and managing director of "Little Darling Apparel" and "Cute and Stylish Flair," believes the versatility in her degree has allowed for the transferal of skills in both traditional and non-traditional HIM areas. Ms. Harris, who also works with the COVID 19 Vaccination Campaign also believes that sound and reliable information are the building blocks of any quality healthcare system and the only way to achieve this is if we as a nation hone the skills of our health information professionals.

Donisha Harris
2019 Graduate

With seven years of experience in the Health Information Management field, Shelly-Ann believes the time for Health Information Management reform is now especially with lessons learned from the COVID 19 pandemic. "We see that actionable data at the population level can provide responsive decision making which is needed in a low resource setting like Barbados."

Shelly-Ann Forde
Registrar
Barbados National Registry

BHIMA
Barbados Health Information Management Association

As the youngest supervisor of the Queen Elizabeth Hospital Medical Records Department, Natalie Lynch aims to dismantle the view that Health Information Management is about "pushing paper." Health Information is "the engine" of any healthcare organization and failure to maintain it would lead to a catastrophic disaster.

Natalie Lynch
Medical Records Supervisor

"Our profession needs to be taken more seriously. Keeping information accurate, meaningful and confidential requires both a unique set of skills and knowledge that are invaluable to any health care organization and this is my major focus; to bring more awareness to the profession."

CAMEAL HOYTE
MEDICAL RECORDS CLERK
MINISTRY OF HEALTH AND WELLNESS

Shaquilla Browne is a Medical Records Clerk at the Queen Elizabeth Hospital with a decade of work experience. Her passion to become more productive and efficient was a key factor behind her decision to pursue an Associate's degree in Health Information Management. Noting that the journey was a difficult one having to balance school and work full time, it was a worthwhile endeavor. Shaquilla has a keen interest in cancer surveillance and wants to become a certified cancer registrar.

Shaquilla Browne
Health Information
Management Graduate
2021

BHIMA
Barbados Health Information Management Association

KAYANN GITTENS
MEDICAL RECORDS CLERK
MINISTRY OF HEALTH AND WELLNESS

Curiosity and a quest for higher knowledge is what motivated me to pursue my HIM degree. Quality care cannot exist without quality information and I wanted to be as knowledgeable as I can be in my role to facilitate a healthier Barbados in the digital era.



"For the Caribbean to fully capitalize on what the health information management sector has to offer there needs to be a comprehensive assessment of Health Information Management departments across the Caribbean. There should also be an emphasis on implementing and enforcing HIM policies that promote patient care and trust in the health care system."

Neil Astaphan
MPH Student



"Pursuing the health information management degree not only taught me about my son's condition, but how quality health information governance can be of great benefit to children with special needs. To capitalise on these benefits, policies which support health information exchange in Barbados should be made priority."

Leona Francis
Medical Records Clerk
Queen Elizabeth Hospital



With 18 years of experience in the HIM field, Jennifer Thompson has come to appreciate the importance of effective communication and her critical role in this process.

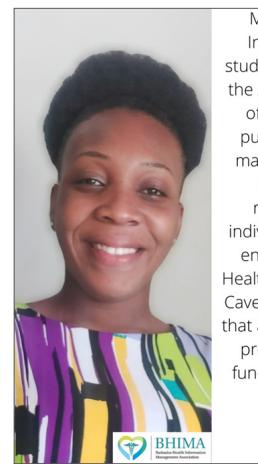
"The health record is a vital tool of communication between client, nurse and doctor and it is my duty to ensure that this tool is never compromised by ensuring accuracy and completeness."

JENNIFER THOMPSON
Medical Records Clerk



HIM advocate, educator, phlebotomist, content creator and published author; Jamane Sergeant believes that health information professionals must play an integral role in the Barbadian healthcare system. Barbados is on the cusp of a major digital transformation and failure to include us would lead to economic wastage .

Jamane Sergeant BA RPT
Vice President (BHIMA)
Deputy Director (BHIMA)
Medical Records Clerk



Most Outstanding Health Information Management student of 2019 and receiver of the Allison Ifill Memorial Award of Excellence, Ruth Hunte, pursued health information management because of her undeniable yearning to revolutionize the lives of individuals indirectly. Currently enrolled in the Bachelors in Health Sciences program at UWI Cave Hill Campus, Ruth believes that an acknowledgement of the profession can contribute a fundamental difference in the lives of Barbadians.

**Ruth Hunte
2019 Graduate**



Keishaunna's genuine love for the healthcare sector was the major contributory factor in pursuing Health Information Management as a first degree. Describing her academic experience as fun, informative, and educational, Keishaunna believes it is time for Barbados to move away from the traditional mindset that healthcare is only for nurses and doctors. While not negating their role, health information professionals to provide an invaluable service and it is time we start recognizing their efforts. Keishaunna is currently pursuing a Bachelor's degree in Health Science with a concentration in Biomedicine and is also part of the COVID 19 Vaccination Campaign.

Keishaunna Browne
2019 Graduate



"HEALTH INFORMATION MANAGEMENT IS MORE THAN JUST THE FOUNDATION OF HEALTH....IT IS THE STRUCTURE."

"DOCUMENTATION IS KEY...IF IT IS NOT WRITTEN, IT DID NOT OCCUR."

— TRACY BANCROFT
HEALTH INFORMATION PROFESSIONAL





Note from the Editor

Welcome to our first issue of Global News for 2022! Hope you and your families are continuing to do well. I appreciate everyone who contributed to this issue of our Global News and look forward hearing from you in future issues. We strive to bring you interesting, relevant, and informative content from across the IFHIMA regions. As a reminder, IFHIMA publishes Global News two or three times per year with the intent to highlight national association news, share board activities in support of the IFHIMA mission and strategic plan, and keep members abreast of other IFHIMA activities. I encourage contributions from all of our member nations to make it a truly global newsletter. Please feel free to contact me with your submissions, ideas and questions. A copy of the guidelines can be found at: <https://ifhima.org/editorial-guidelines/>.

Hope you enjoy the content and wish everyone a safe and healthy year!

Dilhari DeAlmeida, PhD, RHIA
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