



International Federation of  
Health Information Management Associations

# Strategic Plan and Accomplishments

**2016 - 2019**

## Introduction

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During the 2016-2019 term, the IFHIMA Executive Board rewrote the Mission of IFHIMA, and also added a Vision, as well as Values.

The International Federation of Health Information Management Associations (IFHIMA, referred to throughout this document as “the Federation”) is a non-governmental organization (NGO) in official relations with the World Health Organization (WHO), and was established in 1968 as a federation of national member organizations from around the world. The Federation acts as the “global voice” of the Health Information Management profession, to support delivery of healthcare services and activities, and to share best practices.

Health Information Management (HIM) includes practices such as data management, clinical coding, patient records management, data security, data analysis, privacy, statistics and the tracking and reporting of health status from local, regional and global health communities.

IFHIMA is committed to the advancement of Health Information Management practices, and the development of its members for the purpose of improving data and health outcomes.

### IFHIMA’s Core Principles

During the 2016 – 2019 term, the IFHIMA Executive Board rewrote the Mission of IFHIMA, and also added a Vision as well as Values:

Our Mission, Vision and Values are as follows:

#### **Mission**

IFHIMA represents and advances the global Health Information Management (HIM) profession.

#### **Vision**

A healthy world enabled by quality health information.

#### **Values**

Leadership – in quality Health Information Management

Integrity – principled, honest and ethical

Mutual Respect – embrace diversity and treat all with dignity and respect

Collaboration – engage and maintain global partnerships

#### **The Purposes of IFHIMA are to:**

- Promote the development and use of health records/information management in all countries
- Advance the development and use of international health records/information management standards
- Provide for the exchange of information on health records/information management education requirements and training programs
- Provide opportunities for education and communication between persons working in the field of health records/information management in all countries

The IFHIMA Mission, Vision, Values and Purposes drive IFHIMA's three Strategic Domains:

*Advocacy*

*Membership*

*Knowledge Domain*

- Promote the use of technology and the electronic health record
  - To be proactive in a changing landscape of Health Information Management
- IFHIMA's Goals are:**
- Promote the quality and use of health information globally
  - Promote best practices in Health Information Management
  - Raise the profile of Health Information Management Professionals globally
  - Provide guidance to developing countries in Health Information Management practice

## Strategic Domains

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The IFHIMA Mission, Vision, Values and Purposes drive IFHIMA's three strategic domains.

### Advocacy

- Global Partnerships, IMIA, WHO
- Outreach to non-member nations
- WHO-Family of International Classifications
  - Education and Implementation Committee – focus on ICD-11
  - Morbidity Reference Group
  - Functioning and Disability Reference Group related to ICF

Advocacy is a strategic driver of IFHIMA. IFHIMA cooperated with related international associations and federations, as well as stakeholders, including members and non-members, with the intention of promoting IFHIMA as an organization influencing HIM practices globally. Through advocacy, IFHIMA continually strengthens and increases its international linkages and partnerships.

### World Health Organization (WHO)

IFHIMA representatives attend the WHO Family of International Classification (FIC) meetings, with voice and vote on the Education and Implementation Committee (EIC). Additionally, IFHIMA has voice and vote on the WHO Morbidity Reference Group – and has done since its creation in 2017.

These committees work on revisions to the International Classification of Disease (ICD), promotion of international training strategies for coders, implementation of and revisions to the International Classification of Functioning and Disability in Health (ICF) and much more.

This past term has seen a focus on ICD-11, which is a considerable upgrade and restructuring from ICD-10. Countries are currently working with WHO in 2019, to discuss when and how implementation of ICD-11 will be undertaken within their nations.

It should be noted that IFHIMA has managed an internal examination for Morbidity and Mortality Coders, since 2015. IFHIMA serves as the contact for countries wishing to conduct the initial examination or re-examination in their countries, and provides certificates of completion to successful candidates.

IFHIMA continues to assist WHO-FIC by providing reliable information related to ICD training programs within IFHIMA member nations, and continues to work collaboratively to raise the quality of global collected data. This demonstrates living our mission to improve health status and health care worldwide, by providing consistently dependable health information to WHO.

It should be noted that IFHIMA members have served in the WHO-FIC-EIC co-chair role for over a decade, and continue to hold this position presently.

On February 25, 2019, the WHO sent a formal letter to IFHIMA, stating they had reviewed their collaboration and relationship with our organization, and had formally renewed our official NGO status. Another formal review process will be undertaken in 2022.

### **International Medical Informatics Association (IMIA)**

IFHIMA continues to maintain a formal relationship with IMIA, which was first established in 2000, and a Memorandum of Understanding was signed between the two organizations. IFHIMA continues to send a member to the annual IMIA Conference, attended by the IFHIMA Board member residing within the region hosting the meeting.

### **Recognized Global Profile in Health Information Management**

IFHIMA is a virtual organization, and recognizes the most important communication opportunities are the IFHIMA website and publication, the IFHIMA Global News. In support of this e-publication, Regional Editors were established, and a new Editor was appointed in mid-2019. Additionally, Associate Editors assist in finalizing articles, with the support of a graphic designer completing the layout. The Global News continues to be a widely circulated publication, showcasing the latest news and advancements by our members and their nations, internationally.

## **Membership**

- Develop Regional Focus
- IFHIMA Workforce
- Developing Nations
- Strategies

Membership outreach continues, with ongoing efforts to reach out and engage non-member nations, recognizing the challenges when some countries do not have recognized HIM professionals, or formalized HIM infrastructure. Efforts are ongoing, specifically communicating and educating governments and health ministries on the vital importance of HIM roles and responsibilities.

### **Membership Categories**

IFHIMA membership spans every continent, with currently 23 national member nations. Additionally, IFHIMA has individual, honorary, corporate and educational institution member.

## New Membership Categories: Corporate and Educational Institution

### **New Membership Categories – Corporate and Educational Institution**

This term, IFHIMA created a new membership category. Educational Institution was created in 2016, during the Tokyo Congress.

Educational institutions may qualify for membership with IFHIMA based on the following criteria:

*Any educational institution providing formal education in Health Records/Health Information Management. The educational institution is recognized by the local or national Health Information Management Association, and meets any nationally required educational accreditation standards.*

Like Corporate membership, Educational Institution membership is for a 3 year period.

A marketing initiative for Corporate and Educational Institutions was started in 2018, and continues to present day. IFHIMA currently has one Corporate Member, and in 2019, IFHIMA welcomed our first two Educational Institution members.

### **Our National Members**

Member nations are grouped into the six World Health Organization regions, according to their geographical location:

- Africa
- The Americas
- Eastern Mediterranean
- Europe
- South-East Asia
- Western Pacific

This term IFHIMA welcomed BoHIMA, the Botswana Health Information Management Association, as our newest national member!

Regional Directors continue to connect with nations to offer information and support, recognizing the challenges in dealing with parts of the world where the HIM profession does not exist and/or is not recognized. Outreach continues to connect with the hard working individuals within such situations.

The IFHIMA member dues structure was reviewed, as dues have not been raised in a decade. Discussion resulted with Board agreement not to increase same.

### **Our Associate/Individual Members**

IFHIMA continues to offer individual membership to individuals from any country who wish to be an IFHIMA member. In 2018, IFHIMA also created and implemented a 3 year payment option for Associate/Individual Membership, which provides individuals savings in membership fees. Year to year membership fees continue as a payment option as well. Annual dues are \$35/year, with the new 3 year option being \$100/3 years – thereby saving members \$15 USD. The Associate Member category for medical record/health information professionals/practitioners from both developed and developing countries continued to be popular with members.

### **Scholarships to Attend Congresses**

Through the generous donation of private IFHIMA members, as well as that of the Japan Society of Health Information Management and the Japan Hospital Association, IFHIMA has established scholarships to provide funding for delegates from developing nations, to attend the triennial IFHIMA Congresses. To ensure the monies are always utilized for the purposes of which they are intended, the purpose and spending of such funds are enshrined within the IFHIMA Constitution as Standing Rules.

Throughout 2018 an IFHIMA member survey was undertaken, and it revealed:

Outreach is working and is yielding memberships

Positive reaction to recognizing the importance of NGO status with WHO

Positive feedback for the new site and Global News

Positive feedback on the Learning Modules

### **Surveying Our Membership**

Additionally, throughout 2018, led by a volunteer team from Canada's HIM Association, CHIMA, an IFHIMA Member Survey was undertaken, the last one being 2012. The survey was sent to all IFHIMA National and Deputy Directors of member nations, who were asked to circulate same to their membership.

### **A few of the high level metrics are presented below:**

- Of interest, IFHIMA outreach appears to be working, with 61% of the membership surveyed being members for 1 – 5 years, 21% having membership for 6 - 10 years, and 18% retaining membership for greater than or equal to 10 years.
- Positive responses were received in recognizing the importance of NGO status with WHO and the importance of maintaining an international profile.
- Feedback on Global News and the new website design were also very positive – with only one respondent reporting they did not like the new website design.
- Also of note, the feedback on the Learning Modules was very positive as well. 59% of those having read them, found them useful. 11% had not read them and did not plan to, and 28% had not read them and do intend to. Only 2% of those surveyed that had read them, did not find the new Learning Modules useful.

All results are valuable, and were presented to the IFHIMA Board in 2019. The survey results shall also be the focus of discussion during break-out sessions at the General Assembly during the 19th Congress.

## Knowledge Domain

- HIM Education, Competencies
- Electronic Health/Patient Records
- Data Quality and Data Management
- Position/White Papers, Best Practices

Establishing and enhancing the knowledge and skills of the IFHIMA membership is vital to achieving the goals of advancing clinical documentation, data collection, and translates to improved global health. IFHIMA continues to provide a platform to share best practices from HIM professions worldwide.

### Global News

The IFHIMA Global News, IFHIMA's e-newsletter, continues to be published 3 times a year, and is circulated to over 500 readers in 30 countries. Global News highlights activities in our 23 member nations, as well as IFHIMA's activities with WHO and other advocacy initiatives. Latest publications are always available for review on the IFHIMA user friendly website.

It should be noted that during this term, Editorial Guidelines were established for this IFHIMA publication, and serve as an important source document for all contributors.

Additionally, Regional Editor positions were created to assist in gaining articles from all global members and to truly represent an international publication.

### The Development of International Workforce for HIM

The Development of International Workforce for Health Information Management (DIWHIM) was established during the previous term, and continues to present day. This multinational team was created for nations new to the HIM profession and associated practices, focusing on more basic educational opportunities within nations that may not be ready to undertake the educational parameters suggested within the document created by the Global Health Workforce Council, which published curricula and competencies for the HIM profession, in 2015. The GHWC was an important initiative hosted by the American Health Information Management Association, in partnership with IFHIMA, and brought together HIM's from every region worldwide.

### A New Look for the IFHIMA Website

During this past term, the IFHIMA website was modernized to reflect the latest technology, including cloud hosting, visual and graphics. Ease of use and added functionality were considered in the redesign, including the ability to pay membership on-line. The new website platform and supporting software will support future enhancements to meet the membership's evolving needs. The Board recognizes the website is our key tool to engage and communicate with the HIM community and IFHIMA membership. The on-line payment option required the purchasing of new software to facilitate same, and is seen as a very positive move forward.

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### **IFHIMA Learning Modules**

This term, the IFHIMA Board with the support of multiple teams comprised of international HIM volunteers, completely overhauled and expanded the IFHIMA Learning Modules. Members familiar with the Learning Modules will notice new ones and the removal of old outdated ones. These newly published modules were launched in 2019, and are available free of charge on the IFHIMA website, under the “Resources & Education” tab, “Learning Centre”.

Feedback has been positive, with comments that these free education modules are a valuable resource for individual or organizations wishing to establish basic learning programs, and to foster education and communication among those working within the HIM field. These are seen as supportive documents, and can serve as a foundation on which nations or programs can build a strong program and associated standards. The new and improved Learning Modules fit nicely with the work of the DIWHIM, as outlined above.

### **The IFHIMA Learning Modules are now entitled:**

- Module 1: The Health Record – From Paper to Electronic
- Module 2: Patient Identification and Master Patient (Person) Index
- Module 3: Establishing and Managing a HIM Department/Service
- Module 4: Filing, Tracking and Retention of Health Records
- Module 5: Privacy and Security of Health Information
- Module 6: Health Classification Systems
- Module 7: Hospital and Health Record Computer Applications
- Module 8: Healthcare Statistics
- Module 9: Emerging Trends in Health Information Management
- Module 10: Introduction to Creating a Health Information Management Program

### **Whitepapers**

IFHIMA saw the publication of its first whitepaper in 2018 on Information Governance.

*“Advancing Health Information Governance: A Global Imperative” is available on the website.*

This paper discusses the fundamental steps to be taken to ensure success in information governance. The paper also includes pragmatic case studies that show how several organization have achieved information governance success, while addressing organization challenges and priorities. IFHIMA engaged a team of HIM professionals internationally, who contributed and created this important document.

A second whitepaper on Privacy is currently in its final stages, and will be released to the membership at the 19th Congress in Dubai. This publication is entitled:

*“Privacy of Health Information, an IFHIMA Global Perspective”*

It cannot be overstated that IFHIMA recognizes and appreciates the collaborative teams, comprised of subject matter experts, in accomplishing the creation of whitepapers. Such successful undertakings illustrate the Federation's commitment to advocacy, and the expertise of HIM's. It should also be noted that the survey comments were influential in selecting the topics, as well as to assist in the selection of IFHIMA volunteers to serve as SME's.

## IFHIMA AS AN ORGANIZATION

- Is a virtual, all-volunteer federation, with financial services provided by the American Health Information Management Association (AHIMA), under the terms of a formal Service Level Agreement.

2018 marked IFHIMA's  
50<sup>th</sup> Anniversary!

IFHIMA's funding is largely dues-based, and as such, there is a continual focus on increasing membership in each of the previously described categories. Additional funding would permit IFHIMA to increase the range of benefits to members and increase the range of activities, in which IFHIMA is involved, as well as explore new opportunities.

## Governance

IFHIMA is governed by a constitution, and the IFHIMA Executive Board is the governing body of the Federation. The Board consists of eight members who are the officers of the Federation ie. President, President-Elect, six Directors, as well as the ex-officio immediate Past-President and Membership Chair. One Director to have oversight for each of the six global regions, as established by the WHO. The General Assembly is the highest authority of the Federation, with the IFHIMA Executive Board conducting business during the time between IFHIMA's triennial congresses.

## Communication, Advocacy and Networking for Members

With comprehensive resources, some of which have been described within this document and available on the IFHIMA website, Health Information Management leadership and policy makers have instant access to an increasingly broad range of relevant and relatable information, including best practices. As further evidence of its strengthened activities and mentioned above, IFHIMA has completely rebuilt its website with new and updated global content and design. The IFHIMA Global News (e-newsletter) is published three times a year, and reached over 500 readers within 30 countries. Regional Editor positions were created to assist in gaining articles from all global members and to truly represent an international publication.

## Congresses and Events

The IFHIMA Congress is the flagship event in Health Information management. Since 1968, IFHIMA has delivered 18 international congresses. These have attracted many delegates and leaders in health information management from all continents, and continue to provide an unparalleled international platform for engagement, discussion and networking.

From November 17 – 21, 2019 – the 19th international IFHIMA Congress will be held in Dubai, United Arab Emirates

## 2018 Marked IFHIMA's 50th Anniversary

Throughout 2018, as IFHIMA celebrated the 50th anniversary since it was established in 1968, many articles and messages were included in the Global News and on the IFHIMA website, to help mark the occasion. Further Golden Jubilee celebrations are scheduled for the 19th Congress, in Dubai, UAE, in November 2019.



International Federation of  
Health Information Management Associations

## Strategic Plan Workgroup

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*Approved by the 2016 – 2019 IFHIMA Board*