



ANNUAL REPORT

2020



**HEALTH INFORMATION
MANAGEMENT ASSOCIATION
OF AUSTRALIA**

ANNUAL REPORT 2019 - 2020

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ABOUT HIMAA

The Health Information Management Association of Australia (HIMAA) is the professional association for health information management professionals in Australia. Our members work in a variety of roles within and supporting the healthcare system, with primary occupations being qualified Health Information Managers (HIMs) and Clinical Coders. As key advocate and standards setter, we have been serving the profession in various iterations since 1949.

HIMAA is a not for profit organisation governed by a Board of Directors. The Association has a national office in Sydney, staffed to deliver functionality in membership services, education and training, publications and resources, positioning and advocacy, communication and corporate services.

Our peer-reviewed academic journal, the *Health Information Management Journal* achieves an international Thomson Reuters impact rating through online publication by SAGE. Our professional practice journal, *HIM Interchange* profiles local best practice, case studies and commentary. Our *Australian Dictionary of Clinical Abbreviations, Acronyms & Symbols* is the industry's authoritative text.

HIMAA members volunteer support through organisational governance, at the local level through networking and continuing professional development (CPD) provided by State and Territory branches, and nationally through our annual conference, which is of international standing.

We are the major provider of nationally recognised training for Clinical Coders in Australia, and the national authority for the accreditation of HIM Higher Education courses.

Our Professional Credentialing Scheme offers practitioner quality assurance to the profession and employers. Our Certified Clinical Coder is the industry's advanced standard.

HIMAA attracts members from other countries including New Zealand, Qatar, United Arab Emirates, Saudi Arabia, Singapore, Hong Kong, USA and Canada, and delivers its clinical coding courses and HIM degree accreditation internationally also.

VISION

HIMAA positions the profession to foster leadership in health information best practice to support quality healthcare.

MISSION

HIMAA promotes and supports our members as the universally recognised specialists in information management at all levels of the healthcare system. We do this through positioning and advocacy, education and training, quality standards, publications and resources, and

HIMAA membership networking activities at local and national levels, including an annual national conference of international standing.

VALUES

CONNECTEDNESS

We exist because of and for our members, offering them value in products, services, networking, advocacy and support.

PROFESSIONALISM

We provide high quality, ethical services based on well-informed judgement in the Health Information domain.

ETHICAL PRACTICE

We are ethical in all our operations and good stewards of our resources.

LEADERSHIP

We are passionate in our pursuit of leading collaboration, consultation and influencing change.

EXCELLENCE

We consistently use current knowledge and theory in adding value to the health care system.

FROM THE PRESIDENT

It has been an honour and privilege to serve as President of the Health Information Management Association of Australia for the second year. To say the year has brought unexpected challenges is an understatement. The COVID-19 pandemic has affected both our professional and personal lives. In early March when the pandemic began to take affect in Australia we had to cancel our joint one day conference with the Australasian College of Health Service Management (ACHSM) a significant partnership given the profile of the speakers and an opportunity to collaborate with a professional association that includes in its membership senior executives and managers from the healthcare sector.

With the departure of Chief Executive Officer Richard Lawrance in January, the Board planned to have a permanent CEO in place by June. Due to the uncertainty of COVID-19 and the impact on our finances it was decided that the recruitment of a permanent CEO would begin after the 2020 financial year had concluded to enable the Board a better understanding of the impact of the pandemic. Mark Upton temporarily stepped down from his non-executive director role on the Board (as dictated by HIMAA's Constitution) and took on the interim CEO role in February. When the Board met in April it was clear that our revenues would be significantly down on previous years. In part we can attribute this to the pandemic, but it masks a more significant issue of our declining revenues from Education Services. In today's more competitive market our offering has been slow to evolve. Without the assistance of the Commonwealth's JobKeeper financial assistance HIMAA would be in deficit by over \$300k last financial year. If these sort of declines in revenue continue, HIMAA will need to dramatically cut our costs.

The National Office staff hours were reduced temporarily to protect HIMAA's financial reserves. I want to thank each and everyone of our staff for their sacrifice in temporarily reducing their hours as this prevented us from introducing redundancies. Staff also had to quickly adapt to working from home as well during this period. Fortuitously, we had implemented Office 365 as part of our modernisation plan last year which enabled a smooth transition to work from home.

The Board is extremely grateful for Mark Upton's efforts as interim CEO where he lead the National Office with a steady hand through this extremely challenging time due to the global pandemic and associated economic downturn, whilst maintaining his senior management role at the Tasmanian Health Service. I personally would also like to thank him for his contribution as a Board Director over the last three years, especially in his role as Treasurer, where he has been a reliable and balanced voice. We wish Mark all the best in his future endeavours.

There were also opportunities to do better during this pandemic in particular our monthly webinars which were initiated in a matter of days. This has been something we have discussed

for a long time, COVID-19 provided us the focus to execute. In addition, our annual National Conference for 2020 was changed to a virtual format. The feedback we have received has been an overwhelming success. The virtual conference has allowed members and lapsed members to reconnect with HIMAA due to the accessibility of the format. The HIMAA website continues to be improved through substantial work in curating the content. This is an ongoing piece of work. In November, 2019 we presented and were successful in our bid to host the International Federation of Health Information Management Associations (IFHIMA) Congress for 2022 in Brisbane. This is a huge win for HIMAA and the HIM profession in Australia as it is further evidence the high regard our profession is held internationally.

I want to thank you as members who continue to support HIMAA. Without your support and volunteer efforts we are not able to advance HIMAA's objectives in supporting each other as members of HIMAA and the HIM profession. I want to call out the efforts of the various state Branches who pivoted during COVID-19 in the way they engaged with their local members.

Finally, I want to thank my fellow Board members for operating as a unified Board, we have had to make some very difficult decisions this year. Those decisions were needed for HIMAA's sustainability as well as in the interest of our staff and members. The HIM profession operates within the healthcare and data industries – two growth industries in today's world. This presents us with many potential opportunities to grow on. With our new CEO Jae Redden who has the skills and experience of transforming underperforming organisations starting, there is a lot to be optimistic about.

*Cheens Lee,
President*

MEETINGS OF THE BOARD ATTENDANCE REGISTER

The HIMAA Board met on 11 occasions from 1st July 2019 to 30th June, 2020

Member	Meetings Eligible	Meetings Attended
Cheens Lee	11	11
Cassandra Rupnik	5	4
Megan Hayes	6	5
Mark Upton	6	6
Vicki Bennett	11	9
Sharon Campbell	11	10
Vera Dimitropoulos	4	3
Grant Duffill	6	6
Kate Horkings	11	8
James Katte	5	5
Suzette Dela Cruz Regalo	4	1
Catherine Garvey	5	5
Travis Ingram	5	4

- The Chief Executive Officer (Richard Lawrance) attended 5 meetings.
- Interim Chief Executive Officer (Mark Upton) attended 5 meetings.
- Vera Dimitropoulos resigned from the HIMAA Board on 30 September 2019.
- Grant Duffill & Sharon Campbell terms ended at the 2019 AGM on 24th October 2019.
- Cassandra Rupnik resigned from the HIMAA Board 25th October 2019.
- James Katte appointed in the casual vacancy created by C Rupnik on 25th November 2019.
- Megan Hayes resigned from the HIMAA Board on 11th February 2020.
- Sharon Campbell appointed in the casual vacancy created by M Hayes on 12th February 2020.
- Mark Upton stepped down from the Board to take up the position of Interim CEO on 14th February 2020.
- Suzette Dela Cruz Regalo left the Board on 19th June, 2020 due to work commitments re COVID-19

FROM THE CEO

As interim CEO I have been afforded the opportunity to engage at all levels of our professional association. This has been challenging at times due to the unprecedented impact that COVID-19 has had on our nation, our business and our members. I have been impressed by the sheer passion HIMAA members reflect in their continued support of our association even when faced with unparalleled work commitments.

This year I want to reflect on that by offering a number of heart-felt thank you's.

Thank you to our members. Your support, feedback and guidance has been very well received. Your engagement and camaraderie is appreciated and your knowledge and dedication to your profession is simply outstanding. Our Committees, Work Groups and Special Interest Groups are all lead by member representatives and it is through this willingness to give of yourselves that our association can continue to adapt and react to the changing face of health information nationally and globally.

Thank you to the Board of Directors for seeing in me the capability to step into the interim Chief Executive Officer role. On this note, I would also like to thank past CEO, Richard Lawrence. I worked with Richard over several years and his willingness to disseminate organisational knowledge put me in good stead to rapidly step into the role to ensure we kept HIMAA functioning at maximum capacity.

Thank you to HIMAA staff. Any change of governance can be challenging as it brings new management styles, new structures and new ways of working. The entire team have been outstanding in their desire to support the CEO transition and to also embrace new technologies and new models of working. I appreciate the way in which this team have provided me with opportunities to learn *on the fly* and have shown tolerance when I ask them technical, operational or educational questions (of which there have been a lot).

Finally, thank you to our industry partners who have continued to work with HIMAA in delivering our strategic, educational and operational objectives. There are too many to thank individually but please know, that I appreciate each and every one of you.

In the past 6 months I have attempted to facilitate the objectives of President Cheens Lee and the Board of Directors is the agenda of education, membership and modernisation. As such, a number of new processes and systems have been implemented to ensure our footings for these objectives are in place, so as to allow HIMAA to move from strength to strength. Whilst some of these changes will be very visible to members, there are also many behind the scenes changes

that have been developed, introduced or applied to ensure we can be a modern organisation that can positively and securely react to digital advancement.

HIMAA National office is separated into four business arms. These are:

- Events and Marketing with Milla Krivozhnya
- Office of the CEO, including Executive Support, Quality & Compliance and IT
- Finance and Operations, including Membership services with Director Philida Chew
- Education Services with Director Lyn Williams

EVENTS AND MARKETING

HIMAA National Conference 2020 - The HIMAA Conference Committee has continued to develop and expand the Conference Program to meet the needs of delegates from the Health Information Management and Clinical Coding industries. The last Conference was held in Sydney at Bankwest Stadium in October 2019 and attracted 343 delegates with 18 sponsors and exhibitors in the Trade Expo area.

The 2020 Conference is being held virtually due to COVID-19 pandemic constraints. This virtual conference will attract delegates from national and international HIM communities. The theme for this year's conference is *Health Information Management: Enabling Better Health in a Digital World*.

As exciting range of keynote speakers, presenters, workshops and panels is included in the 2020 program, as well as Virtual Exhibition and Networking sessions. Following the success of a motivational session delivered by Nadine Champion last year, we have organised another motivational speaker to discuss resilience and aspects of the *new norms*, including working from home and managing remote teams.

Special thanks go out to Linda Westbrook. Linda has played a leading role in delivering the HIMAA National Conference for the last six years. Linda's passion has been harnessed again this year as the Member representative and we thank her very much for her ongoing contributions and dedication towards delivering our flagship event.

The Scientific Sub-Committee is chaired by Academic Co-Chair, Joan Henderson, and Industry Co-Chair, Kathleen Rogers, both of whom have been instrumental in ensuring the success of this year's Conference. With their hard work, dedication and experience they have provided an enormous amount of assistance in collecting and reviewing the submissions for presentation.

National Webinars - In response to the COVID-19 pandemic and our members asking for more professional development opportunities, HIMAA started delivering national educational

webinars in digital format. Webinars in this series were scheduled on the last Friday of the month at 12 pm AEST. They covered a range of topics with amazing speakers delivering them and most webinars were offered to our members free of charge. To make sure we were in the position to deliver free content, HIMAA introduced sponsor slots at the webinars. All webinars were recorded and made available on the Members' Portal for those who could not attend. Member feedback is being captured to ensure salience and quality of each event.
Milla Krivozhnya, Events and Marketing Manager

OFFICE OF THE CEO

INFORMATION TECHNOLOGY

Pat Verma started with HIMAA in Information Technology Services at the beginning of 2019. Since that time Pat has completed the huge task of rebuilding and refreshing the HIMAA website which now has a fresh new look. Pat has also refreshed the branding and layout of the two monthly publications HIMAA Matters and eNews.

In an ongoing effort to facilitate online collaboration and spurred on by the challenges of COVID-19, Pat has worked to transition the national office staff, State Branches and Committees to Microsoft 365. For the first time in HIMAA's history the National Conference and the Annual General Meeting will be held online in 2020 – Pat's technical expertise and flexibility has supported a strong team effort from the national office staff.

Pat Verma, IT & Support Officer

EXECUTIVE SUPPORT

Liz Millo is HIMAA's Executive Support Officer. In addition to assisting the position of the CEO, Liz has supported the smooth functioning of the Board of Directors, HIMAA committees and working groups through challenging times faced this year. Her work in integrating the use of collaboration tools such as Microsoft Teams across the various HIMAA groups has been a big step forward for HIMAA's organisational capacity.

Crucial to their ongoing integrity, Liz has also begun a review process of the Terms of Reference for the HIMAA committees and groups. Liz has been a key part in the recent website updates which include the documents for the Annual General Meeting and responsible for the compilation of the HIMAA Annual Report.

Liz Millo, Executive Support Officer

QUALITY AND COMPLIANCE

Annemarie Arends is our Quality and Compliance Manager who works closely with the CEO, updating governance documents, including Policies, Procedures and Forms. Her duties also include working closely with Education Services ensuring compliance with the governing body Australian Skills Quality Authority (ASQA) for HIMAA's Registered Training Organisation.

Annemarie has also had the responsibility of implementing the COVID-19 safe plan for the National Office, making sure everyone maintains the safety standards set down.

Annemarie Arends, Quality & Compliance Manager

FINANCE AND OPERATIONS

Report by Philida Chew, Director Finance and Operations

The devastation of COVID-19 made FY20 as extraordinary as any we have ever encountered. The unprecedented event has devastated consumer confidence and destroyed or put at risk many businesses.

While we were faced with coronavirus fatigue mentally, our very real and pressing issue is the consumer confidence and spending in this challenging landscape. Our full year underlying operating results for 2019-2020 were somewhat “mixed” with impacts from COVID-19 and government assistance through JobKeeper payment a key factor. We experienced a 20% decline from one of our major income streams compared to the previous year. A decline in % profit margin of this magnitude has a major implication on our bottom line. It is worth observing that the decline of profit margin is not entirely COVID-19 related distortions. See detailed analysis on our financial results from the Treasurer’s report.

Suffice to note, the crisis of this magnitude requires extraordinary agility and adaptation. Within days, we had our entire workforce operating remotely. We had to learn how to manage Coronavirus and HR obligations in the age of COVID-19. With the Government support package, JobKeeper legislation being passed in early April, we had to also learn how to interpret what it all means, how we engage and pay staff and how it will impact us throughout this crisis. Despite the disruption of the pandemic, we have made good progress in fulfilling our initiatives in the membership sector. In the first half of the reporting year through the Membership Committee and in conjunction with the 70th year celebrations of the profession in 2019, we had delivered:

- Membership pin with 70th year logo to all our financial members.
- Special membership pin for all the Board members.
- Engrave plaque presented to our loyal and distinguished members.
- Honour roll for past presidents and Life members.
- Special awards recognising members from Branch and Board level.

At the 2019 Conference, some highlights were:

- Membership booth being the most visited stand.

- White board “Have your say” to allow the principle of getting back to basics through “listening and reaching out to our members”.
- Promoting member value and benefits portfolio via the new look website.
- Visibility

Membership remains stable even though there has been a risk of membership attrition due to a number of influences such as reduced student numbers graduating with a HIM degree from accredited Universities and ongoing HIM and Clinical Coder role substitution occurring in the workplace.

Despite these emerging workforce challenges, we have not only successfully addressed the drop in membership attrition but have increased our membership base by 3% with the highest growth recorded in the Associate and New Graduate categories. This work requires direct member engagement and mapping the journey for our students (from student membership of HIM Accredited degrees) or HIMAA approved programs to New Graduate or Associate status.

SUMMARY OF MEMBERSHIP

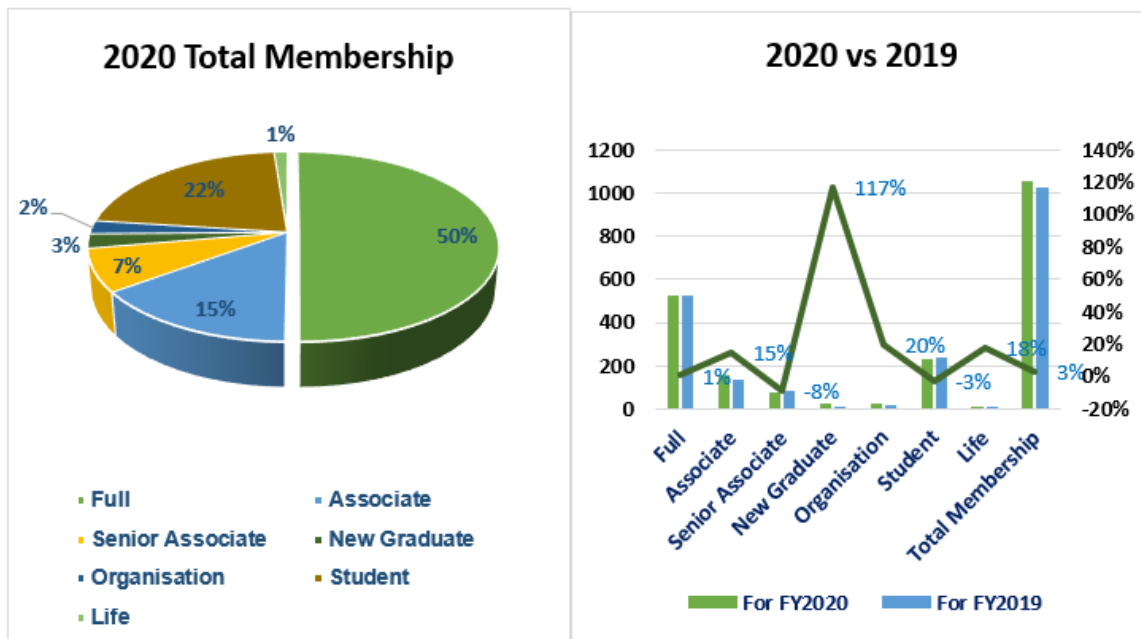


Figure 1

Figure 2

As we

started to plan for the coming year, we still have many unknowns that are affecting our traditional business models. We need to be able to take up the challenge and learn how to harness and improve on maintaining growth, forecasting and managing unpredictable circumstances as well as ensuring we remain sustainable and ready to meet a range of possible future scenarios.

Thank you to Accounts Co-ordinator Anderson Hu and Membership & Events Officer Lorisa Bhasale for their tireless work.

CEO SUMMARY

By the time this publication reaches you, the end reader, recruitment of a new CEO shall have occurred. Over the coming year, a number of big activities and initiatives will continue or will be commenced for them to engage in:

- A review of the HIMAA Strategic Plan 2017- 2022
- Ongoing review of our Registered Training Organisation deliverables in light of changes to products HIMAA delivers in the Vocational Education Sector
- Ongoing work with Tertiary education providers and Industry and workforce representatives to ensure the HIM Profession continues to stay engaged, relevant and strives for excellence in delivery of our objectives.

Mark Upton

Interim Chief Executive Officer

FINANCIAL REPORT PERFORMANCE HIGHLIGHTS

OVERVIEW OF PERFORMANCE 2019-2020

The year has been a challenging one for our organisation, particularly since the last quarter, with some glimmers of encouragement in some of our sectors. As a Not-for-Profit Association our financial reports and statements are prepared in line with the Australian Account Standards (AASBs) and the Australian Charities and Not-for-profits Commission Act 2012 and regulations. Moore Australia (formerly Moore Stephens) completed our 2019- 20 audit for HIMAA this year confirming that, following examination of our accounts and all pertinent information, we have complied with all necessary accounting standards and regulations in providing a true and fair view of Association's financial position.

Coming into the financial year just past we started with solid surplus of \$111,397, money which the Board would use to reinvest into the ongoing financial and other interests of the Association. Although expecting an approved operating loss approved by the Board for reporting year ending 30 June 2020, there were some unanticipated influences which impacted our bottom line, resulting in a reportable deficit of \$92,279. Not unlike other small organisations, COVID-19 pandemic had a dramatic effect on our earning potential up until June 2020. Without the subsidy support of JobKeeper payments and cash flow boost, our operating outcome would have been a very disturbing loss of \$313,279. Another impact influencing our reporting this year is the change in Accounting Policy with the adoption of the AASB 16, an expression of finance and operating leases combined, in our Statement of Profit and Loss and Other Reportable Income. This change requires us to record financials for leases and depreciation in our reportable income previously termed 'rental expense. In addition, the expected transition of 22274VIC Certificate IV in Clinical Classification to Diploma level has been delayed. This has resulted us taking in an early registration before the end of June, allowing for the extension of Certificate IV as an education offering. Consequently, we have a deferring of student payments for 2019-20 period, as these payments will be recognised and reported in our 2020-21 financial accounts. The Certificate IV will remain on offer now until we are advised of the revised deadlines for the Diploma.

This 2019-20 financial year also saw a change in our Chief Executive Officer. The associated costs of finalising salary and entitlements together with the provision for a part-time interim CEO, Mark Upton, whilst the Board reviewed and recruited to the replacement will have added to our bottom line.

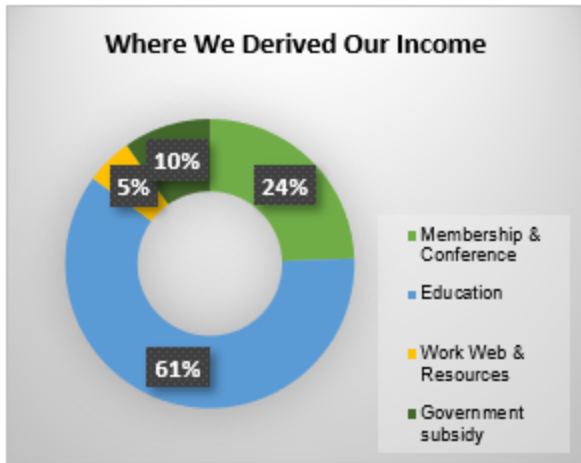




Figure 1



Figure 2

KEY PERFORMANCE RESULTS – 2020 AT A GLANCE

	
<ul style="list-style-type: none"> Total Member 1053 Total Financial Member 824 Membership growth 5% Total student enrolled 597 Cert IV student 440 Drop in total student enrolment 20% 	<ul style="list-style-type: none"> Total Revenue \$2.34m (incl. Government Support package: \$234,421) Total Expenses \$2.30m Operating Deficit of \$92,279 (without Support package: Deficit of \$313,279) Total Assets \$1.62m Total Liabilities \$1.22m

History of Financial Performance

	FY2016	FY2017	FY2018	FY2019	FY2020
	(\$)	(\$)	(\$)	(\$)	(\$)
Total Revenue	2,088,683	2,138,043	2,382,218	2,671,973	2,343,316
Total Expenses	2,058,908	2,185,028	2,397,797	2,560,576	2,435,595
Total Cash Reserve	1,162,270	1,207,186	1,438,935	1,355,813	1,317,052
Operating profit/(deficit)	29,775	-46,985	-15,579	111,397	-92,279
Operating profit/(loss)*	-	-	-	-	-313,279*
Net Assets	446,405	399,420	383,842	495,237	402,958

Table 1

*Operating profit/(deficit)- without Government subsidy

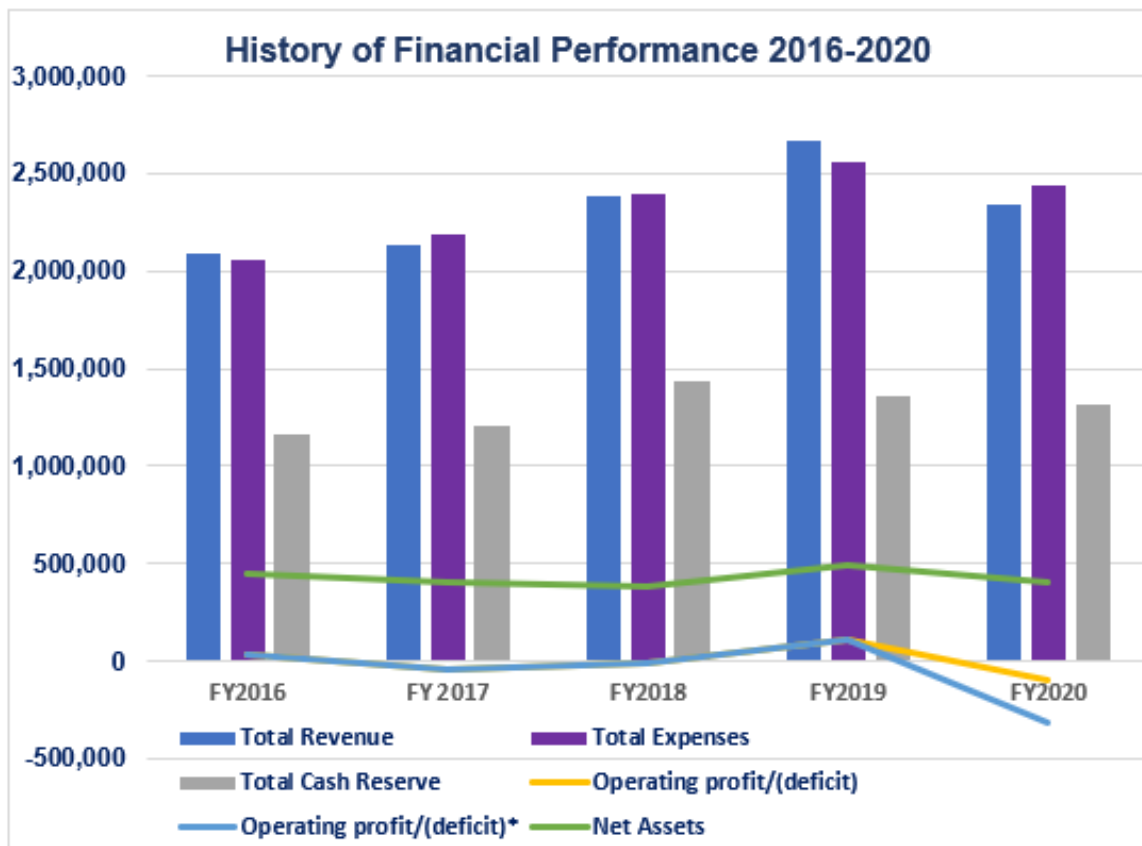


Figure 3

We

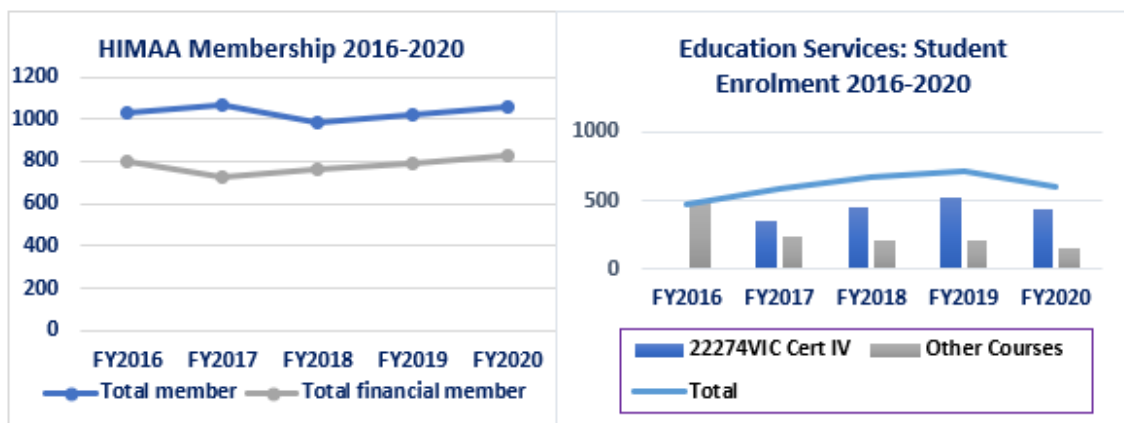


Figure 4

Figure 5

commence 2020-2021 with a significant operating deficit. The Board has already determined

pursuit of fiscal prudence, diversity and reinvestment into our assets for the ongoing benefit of our members and the continuation of our modernisation and being leaders in our diverse Health Information Management and Clinical Coding professional communities. In partnership with our new Chief Executive Officer, we will aim to achieve this by adjusting and flexing to our COVID-19 economic climate, as well as our ongoing, regular financial scrutiny to ensure the best use of our resources to succeed with our goals and strategies and as a bare minimum return to a small surplus. For example, staff will have used up some of their leave entitlements during our last quarter as part of our COVID-19 strategy, thereby reducing our leave liability costs whilst claiming their entitlements.

It will be a challenging year ahead for our Association against the backdrop of the financial and trading environment experienced by both national and international operations. The Board has put a strong focus on our budget for new fiscal year and will exercise fiduciary restraint and innovation to match our dire financial position.

As always, on behalf of the Board, I extend our thanks to our Director, Finance and Operations, Philida Chew, and her diligent team for keeping our finances in check. Our appreciation is extended to our Auditors and to Mark Upton in steering a steady course in a COVID-19 disrupted workplace/ business setting as our Interim Chief Executive Officer. A job well done by all under some very trying circumstances.

The full 2019-20 audited financial report can be found on our HIMAA website www.himaa.org.au.

Catherine Garvey, Treasurer
Chair of Finance & Risk Management Committee (FARM)

EDUCATION SERVICES

Summary & Introduction

HIMAA Education Services provides training in Medical Terminology and Clinical Coding both nationally and internationally. As a Registered Training Organisation, HIMAA provides nationally recognised clinical coder training to its Australian students up to the advanced level. In addition, we offer an Elementary and a Comprehensive Medical Terminology course to nonclinical coders, a Refresher clinical coding course and Clinical Coder Certification.

Activity And Achievements

In the past twelve months we have continued training in the entry level qualification 22274VIC Certificate IV in Clinical Classification. We have had three intakes this financial year in July 2019, March 2020 and June 2020. Students from previous years have been finishing their training and for this financial year, 160 students have graduated from all over Australia.

The Advanced clinical coding course and the Clinical Coder Certification (CCC) are still attracting high numbers. The Refresher clinical coding course and our two Medical Terminology courses are also still performing strongly.

We had a successful Clinical Coding Stream at the 2019 HIMAA NCCH Conference in Sydney. The clinical updates were well received with clinicians covering the topics of epilepsy, dental procedures, Intensive care medicine and neonatology. Video recordings of these presentations are available to order from our website.

Work has commenced on analysing the data from the Clinical Coding Aptitude test. Our first cohort of participants completed their two-year qualification in March 2020 so we can now compare the test results with the final student outcomes. We are working on this analysis with the Clinical Psychologist who developed the tasks for the Aptitude test back in 2018.

Issues And Challenges

COVID-19 has presented a challenge for us as it has for everyone else. Most of the team have been working from home but we have recently commenced part time in the office so that we can meet face to face and discuss any issues. Fortunately, our courses are all online so there was little impact on students in regard to their training.

Conclusion

HIMAA Education Services is passionate about providing quality training to our students and supporting members to upskill their staff. We continue to monitor and evaluate the services we provide and improve the quality and outcomes of our training. We look forward to working with

the industry over the next twelve months to meet the workforce demand for highly skilled and competent clinical coders.

Education Services Intakes from July 2019 to June 2020									
MONTH	ADV	CBI	CERT IV	CCC	CCCC	CIN	CMT	EMT	REF
2019									
July		21	135					9	
August	30					19		2	
Sept							13	4	
October									
November				8				1	
December							3		
2020									
January									10
February				2				5	
March		15	130		120			9	
April								1	
May	25					2	6	6	
June			162	5				2	

Legend	
ADV	Advanced Coding
CBI	Introductory Coding (overseas)
CCC	Clinical Coder Certification Exam
CCCC	Currency Testing
CERT IV	Certificate IV in Clinical Classification
CIN	Intermediate Coding (overseas)
CMT	Comprehensive Medical Terminology
EMT	Elementary Medical Terminology
REF	Refresher Clinical Coding

Lyn Williams

Director of Education Services HIMAA

COMMITTEES OF THE HIMAA BOARD

ACCREDITATION COUNCIL

The Accreditation Council had six meetings in the 2019 -2020 financial year. Members worked to update the Terms of Reference and is currently reviewing the Policies, Procedures and Standards for Accreditation of Professional Entry Education Courses for Health Information Managers to better reflect the future work requirements of our profession to make graduates job ready. The Committee was also pleased to endorse the Finalisation of Accreditation for both the Higher Colleges of Technology (HCT) in the United Arab Emirates (UAE) and the Queensland University of Technology (QUT).

Kate Horkings, Board Liaison

On behalf of the Chair of the Accreditation Council

ADVOCACY & LEADERSHIP COMMITTEE

The Advocacy and Leadership Committee has not been very active this year. This reflects other priorities of the Board and CEO and impacts of COVID-19 as the Committee works together with the Board and CEO to advance HIMAA's positioning.

The Committee looks forward to working with the incoming Board and CEO as we reset HIMAA's advocacy and leadership agenda to support the priorities of HIMAA over the next 12 months.

Sallyanne Wissmann

Chair of the Advocacy & Leadership Committee

CLINICAL CODING ADVISORY COMMITTEE

The Clinical Coding Advisory Committee (CCAC) met twice in 2020 after not having met for over 18 months. Members worked to update the CCAC's Terms of Reference and explored changes to the membership roles to better reflect the future work priorities of the committee.

James Katte, Board Liaison

on behalf of the Chair of the HIMAA Clinical Coding Advisory Committee

EDITORIAL BOARD

Summary & Introduction

The HIMAA Strategic Plan 2017-2022 recognises the role of its academic and professional journals, the Health Information Management Journal (HIMJ) and HIM-Interchange (HIM-I) respectively, as significant assets of the Association. The two publications support the education and professional standing of Association members, in addition to promoting the value of the HIMAA and the credibility of its members to the broader community.

HIMJ is the official peer-reviewed research journal providing a forum for the dissemination of original research and opinions related to the management and communication of health information. It plays a critical role in advancing the knowledgebase in the HIM field. HIMJ is published three times per year with an Online First facility that facilitates speedy access to new research in advance of the formal publication date.

HIM-I is the Association's professional practice journal and is also published three times per year. It includes reports, case studies, professional profiles, student placement experiences, conference descriptions and other issues relating to the practice of Health Information Management.

The Editorial Board is the group that oversees the production of HIMJ and HIM-I. HIMJ is published by an external publisher SAGE. Publication of HIM-I is managed by the HIM-I subcommittee.

Activity And Achievements

The Editorial Board has met quarterly in this financial year. One face to face meeting was held in Melbourne at the end of January, with other meetings conducted using Zoom.

Associate Professor Joanne Callen concluded a significant period as Editor-in-Chief in July 2019. During her tenure, she has overseen a number of positive changes in the publication of HIMJ and HIM-I. The Editorial Board thanks Joanne for her service and is pleased that she will continue as a member of the Editorial Board. In January, the Editorial Board welcomed Associate Professor Kerin Robinson to her first meeting as the new Editor-in-Chief.

Other issues of note related to the Editorial Board's portfolio in this reporting period include:

- The Terms of Reference for the Editorial Board were revised and approved in early 2020.
- The 2019 Impact Factor (IF) scores were released in June 2020 and HIMJ's IF demonstrated an increase to 1.833. This compares to the 2018 Impact Factor of 1.742. The 2019 Five-Year Impact Factor is 1.681.

- Part of the reason for the improved IF relates to strategies being put in place by the Editorial Board. These have included:
 - the publication of Virtual Special Issues. In May 2020, a VSI relating to the Role of Health Classifications in Health Information Management was published.
 - agreement by SAGE to increase the page numbers for each issue of HIMJ.
 - discussions relating to increasing and diversifying the membership of the Editorial Board and its International Advisory Panel.
 - improved use of social media (Twitter, LinkedIn) to highlight new publications.
 - selection and promotion of an Editor's Choice article from each issue of the Journal.
 - agreement for the use of PUBLONS, a method to facilitate the collection of information about peer review activities for academics and researchers, and SAGE Path, a service designed by SAGE to support authors' decisions about selection of an appropriate journal for manuscripts.

- The Editorial Review Panel (ERP) considers submissions to HIMJ on a fortnightly basis and meets by teleconference as required to discuss the submissions before making a recommendation on whether or not to send for peer review. The number of submissions for potential publication has increased exponentially in the past year, with 113 submissions received in the period January – July 2020. This compares to the approximately 180 received over the full twelve months in 2019.

- The Board of Directors agreed to representation from the Editorial Board on the Research Advisory Committee and the scientific panel for the annual HIMAA conference. Both of these represent potential sources for the publication of topical research in HIMJ.

- Significant progress has been made on issues relating to HIM-I. This has included:
 - an increase in membership of the HIM-I subcommittee.
 - Board of Directors' agreement to move to an online only publication, with adoption of this method proposed from Issue 1 2021.
 - discussions relating to the reinstatement of non-member subscriptions to HIM-I.
 - commencement of the development of a new website with improved security and usability, better search and print functionality for members and subscribers and the potential ability to pay per view for non-subscribers, with implementation from Issue 1 2021.
 - discussions relating to the redevelopment of the copyright declaration.
 - investigation of appropriate plagiarism software for use by HIM-I as a risk mitigation strategy.
 - identification of suitable online editing courses to upskill HIM-I subcommittee members and enhance the publication process.

Issues And Challenges

The Editorial Board has expressed concerns in relation to the reduction in the number of university programs in Health Information Management and the few HIMs who progress to postgraduate and doctoral qualifications. These issues have an impact on the research activities of members of the profession and therefore of papers relating to Australian research submitted to HIMJ. They also affect the capacity of the profession to build upon and expand its knowledgebase, and to maintain its credibility and position as a key component of the healthcare sector. The Editorial Board welcomes the opportunity to work with the Board of Directors on these issues.

Conclusion

The work of the Editorial Board and the teams responsible for both HIMJ and HIM-I has progressed smoothly in the past year. The Editorial Board appreciates the support of the President and Acting Executive Officer in progressing issues that have been longstanding EB concerns.

The Editorial Board also recognises the significant efforts of the Editors of HIMJ and HIM-I (Joan Henderson and Joanne Fitzgerald, respectively), of Managing Editor Liz Morrison and of Stella Rowlands, who provides secretarial services to the Editorial Board.

Sue Walker

Chair of the Editorial Board

EDUCATION COMMITTEE

Summary & Introduction

The Education Committee (EC) had a busy year with full agendas and lively discussion. Vicki Bennett continued as the Chair of the Education Committee for the 2019-20 period.

Activity And Achievements

The EC commenced work on competency standards development to incorporate competency standards for emerging occupations within the profession that extend from the existing *HIM Competency Standards V3 2017*. Two new competency areas were identified, Clinical Documentation Improvement (CDI) and Data Analytics, and a Working Group was established to progress the CDI competencies with members of the EC and other experts in this field. The Data Analytics competencies were not commenced, but an approach was made to the Australasian Institute of Digital Health to seek their collaboration in the development of these

due to the overlapping interest of both bodies in this area. Further work of both of these competency areas will continue in the next year.

The Accreditation Council continues to have strong links to the EC with the Chair of the Council, Alex Toth, providing regular feedback at the EC meetings.

Issues And Challenges

The EC commenced discussions on the need for micro credentialing in certain subsets of the HIM competencies which will also continue next year.

Conclusion

Some progress has been made towards the development of the CDI competencies for incorporation into the *HIM Competency Standards* and this and the Data Analytics competencies development will continue in the next financial year.

Vicki Bennett

Chair of the Education Committee

MEMBERSHIP COMMITTEE

In 2020 the Membership Committee has worked on several significant activities including revision of membership classes. A strategic move, to expand the Membership Committee to include the Branch Convenors, was made to enable wider input and ensure changes aligned with the expectation of existing members. The review of the classes of membership was completed to:

- ensure the longevity and strength of the health information workforce in Australia
- recognise the value in courses accredited by HIMAA
- reinforce the role of competency standards and professional development scheme.

The Membership Committee will continue to review the classes and refine a Members Resolution to ensure the goals outlined above can be realised for HIMAA and the health information workforce in Australia.

A special thanks to Mark Upton for the hard work done this year in progressing the work plan of the Membership Committee, and for the Committee members for progressing this important piece of ongoing work.

James Katte (Board Liaison)

on behalf of the Chair of the HIMAA Membership Committee

PRACTICE, QUALITY & STANDARDS COMMITTEE

Summary & Introduction

The Practice Quality and Standards Committee is a Committee of the Board established for the development of professional standards to underpin policy and positions to ensure a national approach to the standing of the profession in the industry as well as setting the benchmark for jurisdictional awards and role classifications.

Activity and Achievements:

The Terms of Reference (ToR) for the Committee were reviewed in March 2020 and the name of the Committee was changed from the Practice Quality and Safety Standards Committee to the Practice Quality and Standards Committee to reflect the Committees current direction.

The Committee met four times in the reporting period and there were changes to the membership during this time.

The Committee members are reviewing the published Practice Standards and developing new standards to underpin data security, information governance, clinical documentation, medical record management and practice, scanning and activity-based funding. The Committee agreed that standards around these practices were relevant in 2020.

The Committee also set in train a review of professional behaviour and standards including work environment and conflict resolution.

Issues and Challenges

The ToR for the Committee were very broad, and a revisit of the ToR was necessary as well as the adoption of the HIMAA work plan to narrow the focus of the Committee to a specific task.

Conclusion

By focusing on revision of the Practice Standards the Committee can now move forward in updating the previously published Practice Standards Guidelines for HIMAA.

I think it is important that each Committee member is acknowledged for their contribution over the last twelve months and I would like to acknowledge the input of current and retired members - Sarah Low, Cassie Rupnik, Kim Osborne, Elizabeth Spearritt, Gowri Sriraman, Vera Dimitropoulos and Trixie Kemp. I would also like to take the opportunity of thanking Richard Lawrance our previous CEO who provided much support to the Committee and to Mark Upton, our Acting CEO who is also providing valuable support to the members.

Jennifer Gilder

Chair of Practice Quality & Standards Committee

RESEARCH ADVISORY COMMITTEE

Summary & introduction

The Research Advisory Committee (RAC) has had another successful year, despite the challenges of the COVID-19 environment. The RAC has progressed several initiatives to develop the research agenda within the HIMAA 2017-2022 strategy.

Activity and achievements

The Research Advisory Committee are pleased to report their activities during the 2019-20 financial year, which includes:

1. Launch of the re-designed Research Advisory Committee website (<https://hima.org.au/committees/research-advisory-committee/>)
2. Plan to include educational webinar pertaining to research
3. Provided research expertise for the 2020 HIMAA Conference call for submissions and members were part of the Academic Panel as reviewers
4. Funded three research projects via the HIMAA Research Grant Scheme
5. New section created on the HIMAA RAC webpage to showcase the HIMAA RAC funded projects
6. Continue to support our existing mentorship projects. One of the mentor groups is preparing a journal article to be submitted to HIMJ
7. Plan to put forward a workshop proposal for the 2020 HIMAA Conference
8. Commenced work on a proposed workshop for the 2020 HIMAA Conference to be held in October.
9. Met in Sydney on February 21st 2020 for a planning day to determine the activities for the next calendar year
10. The RAC welcomed 5 new committee members, and we farewelled Kerryn Butler-Henderson and Gavin Lackey. We thank Kerryn in her role as Chair, and Gavin as a member for all their hard work

Issues and challenges

The COVID-19 situation has proven to be a challenge in gaining new members, attracting new applicants for the RAC Research Grant Scheme, and the progression of existing mentorship projects. This has also impacted on the progression on the development of research training materials for the HIMAA RAC website.

Prior to 2019, the RAC website was difficult to access and navigate, and with the launch of the re-designed webpage, with better visibility and easier navigation, we hope to attract more viewers to the site.

Conclusion

This has been a productive, although challenging year for the Research Advisory Committee. The Research Advisory Committee looks forward to supporting and advocating the progression of HIMAA's research activities over the next twelve months. The RAC continues to seek member input for other activities (such as the proposed webinars) that will build capacity in our membership and support quality research, collaboration and initiatives in health information.

Mary Lam

Chair, Research Advisory Committee

WORKFORCE COMMITTEE

Summary & Introduction

The HIMAA Workforce Committee only met two times in 2019-20 due lack of a quorum of members. Unfortunately, the Chair was unavailable due to other commitments from September 2019 until February 2020, during which time the committee did not meet. Availability of members has also been impacted due to other commitments, including the extra demands placed on members in working to respond to the COVID-19 pandemic.

Issues and Challenges

The role of HIMs and Clinical Coders in these changing times when the world is being called on to respond to the COVID-19 pandemic has never been more important. Ensuring our current and future workforce are appropriately skilled, recognised for their talents and enabled to constructively contribute to improving health outcomes is key to ensuring that as a profession we remain viable.

In response to these challenging times, the committee is narrowing its focus to identify 1-2 key issues that are feasible to progress in 2020-21. New membership of the committee is needed to support this important work and ensure we have broad sector engagement.

The committee will also unfortunately lose the valuable contribution of Mary-Ellen Wetherspoon in 2020-21. Mary-Ellen has been an enthusiastic member whose passion for progressing the role of health information professionals of all backgrounds will be missed.

The workplan for 2020-21 will be released shortly and members are encouraged to consider then if they can contribute to these objectives by joining the committee.

Julie Brophy

Chair of Workforce Committee

HIMAA STATE BRANCHES

ACT & CAPITAL REGION

Summary & Introduction

My name is Heather Byrne and I am currently in the role of Branch Convenor for the Capital Region Branch. I was appointed to role in February 2019. I worked as a clinical coder and case mix manager for hospitals in Dublin, Ireland. In 2005, I moved to Australia, and commenced working as a coder for the Cancer Institute of New South Wales. During this time, I studied with QUT, and achieved my qualification in Health Information Management. I am currently working in the Australian Institute of Health & Welfare (AIHW) as a Health Information Manager, and I am undertaking a Master's in Applied Data Analytics with ANU.

Activity and Achievements

In February 2020, we held our first Capital Region Network Meeting, and we had almost all of the HIMAA members attend. It was a lovely evening, and we were lucky enough to have a representative from HIMAA attend, Lorisa Bhasale, who brought us her wonderful personality and some gifts for members. Lorisa used this opportunity to get feedback from members on how HIMAA is doing, and what can they do better.

The following day, I took Lorisa to both the Canberra and Calvary Hospital to meet the Health Information Managers in charge of the clinical records service, and the coders. Lorisa also got to see the scanning processes in place in the Canberra Hospital.

This year, the AIHW has agreed to be involved in professional practice placements for HIM students from La Trobe University and UTS, and we have completed one placement for La Trobe and about to start a second placement for a student from UTS.

I am also sitting on the conference committee for the HIMAA virtual conference taking place in October 2020, which has been a very interesting and challenging experience.

Issues and Challenges

Of course, the biggest challenge across the world has been COVID-19, and the impact it has across all aspects of our lives. As a consequence, we were unable to convene any further meetings after our get together in February. That is not to say, a meeting is not on the cards, as I am looking at organising another meeting before Christmas. The other challenges that HIMs faced was impact of COVID-19 on our workloads, and how we managed our departments if we worked in a hospital, for example.

Due to increased pressures, workloads and general knock on effects of COVID-19, we have not been able to focus on HIMAA activities as much as I would have liked to.

Conclusion

Hopefully moving forward, we will have a successful HIMAA Annual Conference, and that HIMs and coders who were unable to attend in the past due to time and financial constraints may be able to attend this year, considering it will be a virtual conference. This hopefully will lead to more interest in HIMAA and increased membership.

As I mentioned, I will organise a Branch meeting before Christmas, and I am hoping to run a virtual workshop on dental coding, as I currently contract out as a coder for dental coding, and am completing a coding course on dental coding.

I wish everyone a safe and stress less time for the rest of this year, and hopefully things can only get better.

Heather Byrne

Convenor, ACT Branch

NEW SOUTH WALES

Summary & Introduction

The NSW branch of HIMAA is made up of 175 members across all areas of NSW. The branch committee reformed in 2019 and is committed to supporting and providing benefits to its members.

Activity and Achievements

Professional Development

We had a successful professional development breakfast in December 2019. This event was well attended with great sponsorship by 3M. Topics presented were medico legal workflows, My Health Record and an AS2828 update.

We had a full PD calendar for 2020 planned, with a breakfast each quarter focussing on both HIM and clinical coding topics. Unfortunately, these have had to be postponed due to COVID-19. We are hoping to restart these events as soon as we are able.

New Members

We are still achieving good numbers for new membership and have implemented new member welcome emails and phone calls.

Giving Back to our Members

During HIMAA awareness week 2020 the branch ran a competition to give away 2 full HIMAA memberships.

For the 2019 HIMAA Conference the branch gave away 4 full conference registrations to NSW branch members.

The branch committee is currently reviewing the NSW HIMAA scholarship/prizes for new HIM grad students.

Issues and Challenges

As with all HIMAA activities, COVID-19 has limited face to face meetings, and professional development. This has also made having 'clinical experts' difficult to include as they have been needed on front line.

Conclusion

With a full branch committee, we are looking forward continuing to support the NSW HIMAA members. We aim to build on our 2019/2020 achievements and continue to build our professions in NSW.

Kim Osborne & Kara Pollard
Convenors, NSW Branch

QUEENSLAND

Summary & Introduction

The year has been one of some definite ups and downs and if we knew then what we know now. HIMAA Qld Branch is still providing ongoing support to fellow HIM's and always such a sharing group of people with a real intent of fostering and mentoring other HIM's through any knew challenges and journeys.

Activity and Achievements

In the last 12 months there was a great networking Breakfast with the topic around 'Privacy'. Attended by HIM's and Privacy Managers around Brisbane mostly, it proved to be very informative and excellent networking opportunity. Not to mention the lovely French breakfast.

The Xmas party was held at Indooroopilly in a lovely setting and attended by a good number of HIM and Clinical Coding Professionals. At this Xmas Party we had the opportunity to welcome the new graduates into the profession. There was an awesome display of some old

memorabilia that most of these students had never seen like 'floppy discs' 'tracer cards' to name a couple. Another fantastic networking opportunity with lots of new and old faces catching up.

Issues and Challenges

We all know the issues and challenges of the last few months, and it is times like these that we wish we planned our Professional Day for pre-March dates, but alas we didn't.

Queensland had an awesome day planned for Clinical Coding Professional Development and now it will have to wait till things clear up, won't be long, I hope.

Conclusion

This year has been full of surprises to say the least, who would have even foreseen that Australia would be amongst a pandemic. I can say that I have seen my colleagues and myself been part of the rallying attitude that all HIM's and Clinical Coders have to adapt to the changes that have been thrown at us. Some say has technology been an enabler for efficiencies in this current situation or has the Pandemic made technology be the enabler without choice. So proud to be part of this dynamic and flexible professional group.

Kathleen Rogers

Convenor, QLD Branch

SOUTH AUSTRALIA

Summary & Introduction

The SA HIMAA Branch managing Committee has continued to meet on an adhoc basis over the 2019-2020 year to plan educational and networking activities for members. There are currently 36 active HIMAA members made up of approximately half full members and half associate/student members.

Activity and Achievements

An 'Its Xmas in August in Adelaide' event was held on 1 August 2019. SA HIMAA members, friends and colleagues were invited to a networking evening with their colleagues/friends to build their engagement/growth through the sharing of experiences and stories. The event was held in a private room at the Caledonian Hotel in North Adelaide, which was a perfect venue with good food, reasonable prices, easy to get to with plenty parking.

The Branch Convenor was delighted to be visited by the HIMAA president Cheens Lee in early September 2019.

Congratulations to Catherine Garvey from SA who again successfully nominated as a director of the HIMAA Board in 2019.

An end of year event for 2019 was held on the evening of the 11th December again at the Caledonian Hotel. To add to the festivities, we were able to welcome Lorisa Bhasale who provided us with an update on her role as the national HIMAA Events Officer. Lorisa brought a range of beautifully presented resource packs for both members and non-members. A lucky chair prize sponsored by the Medical Record Advisory Unit at SA Health with St Andrew's Hospital providing the silly bonbons with jokes and hats.

Issues and Challenges

As a small Branch the need to provide both social and educational opportunities is crucial to support and engage members. At the same time membership and resources limit the scope of activities that are able to be planned.

Conclusion

The outbreak of COVID-19 in Australia had a significant impact on the Branch and its members in the second half of the financial year not only with the need to comply with social distancing measures but also on workload commitments during periods of rapid change. It is hoped that the new financial year will prove to be less volatile.

Lorraine van Gemert
Convenor, SA Branch

TASMANIA

Summary & Introduction

The Tasmanian HIMAA Branch said farewell to Trixie Kemp as the Branch Convenor in early 2020. Trixie has done an amazing job in this role and has showed her dedication and passion to the profession through her support of all branch activities. Nicola Hunt and Hayley Niewerth have taken over the reigns as Co-Convenors this year.

Activity and Achievements

2019 HIMAA NCCH National Conference

The Tasmania HIMAA Branch sponsored registration costs for branch member Nicola Hunt to attend the 2019 HIMAA NCCH National Conference in Sydney.

2019 Clinical Coding Professional Development

The Tasmanian HIMAA Branch hosted its annual professional development day in Launceston on Wednesday 27th November 2019.

Chris Moser (Principal Statistical Data Quality Officer for Queensland Health, ICD-10 Technical Group representative and CCSA President) began the day's proceedings with an excellent overview of the Clinical Coding Practice Framework. The framework is designed to provide Clinical Coders with the tools to complete their work in a professional and ethical manner and was a well-received presentation.

Clarissa Young (Nurse Practitioner, Launceston General Hospital) finished off the morning session with a clinical update on wound management. Not for the fainthearted, as some lovely pictures of wounds were displayed!

The afternoon session began with Hayley Elmer (Co-Director Nursing, Tasmanian Health Service) facilitating a practical skills session designed to teach the basics of *Speaking with Confidence*. A valuable and often used skill in the world of Health Information Management. The afternoon session consisted of a mixed bag of short presentations on how coded data is used in different health care settings. Hayley Elmer (Co-Director Nursing, Tasmanian Health Service), Brian Stokes (Manager of the Tasmanian Cancer Registry), Jane Niekamp (Lead Research Nurse - Clifford Craig Foundation) and Chris Moser (Principal Statistical Data Quality Officer, Queensland Health) shared their experiences and insight. A short panel session rounded off the day (facilitated by Dr Kerryn Butler-Henderson, University of Tasmania) Overall, a valuable and enjoyable day attended by just over 30 Clinical Coders and Health Information Managers from around the state.

2020 Health Information Awareness Week

Health Information Awareness Week was supported by the Branch. Information was on display in hospitals across the State.

Issues and Challenges

The branch continues to be challenged with the recruitment of new members. The branch currently has 19 members from across the state. A very small group of branch members continue to provide the biggest input into activities due to their passion for the profession, but this can be a burden at times.

Unfortunately, due to the COVID-19 pandemic, branch activity has been limited in 2020. The annual professional development day has been cancelled this year, and so there has been no planning in progress for this event. The Branch hopes to host two Social events in November in

the North and South of the state, with which we hope to promote the branch and hopefully recruit some new members.

Conclusion

The Tasmanian Branch is still very small but continues to be as active as possible on a local and national level through membership on Board committees, special interest groups and attending professional development events/webinars and conferences.

Nicola Hunt & Hayley Niewerth
Convenors, TAS Branch

VICTORIA

Summary & Introduction

The tail end of 2019 saw the HIMAA Victoria Branch run two successful events, including the return of the traditional end of year dinner where members of the profession gathered to celebrate the 70th year of the health information management (HIM) profession and to welcome new students to the profession. This was a fantastic way to cap off a productive return for the Victoria Branch after a hiatus of a couple of a year, with a total of 5 events being run to provide networking and professional development opportunities in 2019.

The first 6 months of 2020 have been some of the most unusual in recent memory, with the world dealing with the COVID-19 pandemic. This has particularly impacted Victorian members as the state dealt with an extended period of restriction measures to combat the spread of coronavirus. Even at the time of writing this there continues to be a nightly curfew in place, restricting movement. This, like other states and territories in Australia, has meant that many HIMAA members in Victoria, including those on the Branch Committee, have found their personal and professional lives changed significantly.

Activity and Achievements

Two events rounded out 2019 for the Victorian Branch, both being well attended by over 40 attendees.

'Journey to Management' (September 2019)

Hosted at the Royal Victorian Eye and Ear Hospital, attendees participated in a leadership skills workshop designed to provide them with practical skills and techniques they could take back and implement in their roles as leaders. There was also a question and answer panel session with senior practitioners in our profession sharing their knowledge and experience.

End of Year Dinner (November 2019)

A gala dinner was hosted to celebrate the 70th year of the profession, the end of another working year and to welcome new graduates to the workforce. Attendees enjoyed a fabulous three course dinner at “River’s Edge”, a venue in Docklands overlooking the Yarra River. Guest speakers from the profession spoke about their experiences working in the profession, how things had changed and where they saw the profession heading in the future while new graduate speakers presented their perspective and what they were looking forward to engaging with in the HIM profession. The Victorian Branch Committee felt the evening was a success and aimed to host another dinner in 2020, with a focus on increasing the number of attendees and ensuring that communications about the event went out as early as possible.

Activity during first 6 months of 2020

- The Victorian Branch Committee has continued to meet monthly during 2020 as the COVID-19 situation developed. For many members of the Victorian HIM community, including Branch Committee members, our professional worlds have been hugely impacted by the pandemic and the response required. Many people are now working from home, have been seconded in to COVID-19 related roles and experienced increased workloads in order to prepare their workplaces to continue to operate in a pandemic environment.
- During 2020 the Victorian Branch completed a review of its outdated website material and developed content to be added to a new state branch page to go live on the main HIMAA website.
- The La Trobe University Health Information Management Student Association (HIMSA) has been proactive in preparing virtual events for its members to keep engaged while they are kept apart by the pandemic. The Victorian Branch has been happy to assist HIMSA in promoting selected virtual events that have appeal to the wider HIMAA membership. In the first part of 2020 this was a panel event focusing on ‘life after graduation’. The event was run to a high professional standard with interesting panel members sharing their post-university experiences and tips. The Victorian Branch Committee looks forward to supporting HIMSA in promoting future events.
- The Victorian Branch also started working on profiling Victorian members and their experiences during the pandemic. The Branch Committee is looking forward to publishing the first of these in October 2020.
- A working group within the Victorian Branch Committee has also started working on a strategy to engage with high school leaver career days in 2021 based on a resource provided by the HIMAA National Office.

- As we approach the end of 2020, the Victorian Branch has begun planning an events calendar for 2021. This will largely focus on virtual events, particularly for the first half of 2021, due to uncertainty around how we may be living our lives as the pandemic continues. If the opportunity arises to translate any of these events to in-person events, the Branch Committee will take these. As has previously been done, the Branch Committee will focus on a mix of social, networking and professional development opportunities for our members.

Issues and Challenges

This year has been challenging for all of us as we adapted our personal and professional lives to living in a pandemic. In particular, for the Victorian Branch the following items are still present in our minds as we slowly begin to move out from under public health restrictions:

- Branch Committee members have been redirected from their normal work or been required to take on additional duties at work in order to assist their place of work in meeting the demands of COVID-19 responses. This has meant the Branch Committee members have had less time to contribute to Branch activities. Further, Branch Committee members have been continuing to engage as much as possible during a time which can be challenging for our mental health as we cope with living under extended public health restrictions.
- Victoria has experienced the toughest and longest restrictions in Australia, meaning that in-person events were not possible in 2020. The Branch Committee had no experience with running online events prior to this year and a quick move to these sorts of events was not possible. Now, after working in a largely online environment for much of 2020, the Branch Committee feels that it has developed the skills, through our day jobs, to be able to host and run successful online events.

Conclusion

The first 6 months of 2020 has been challenging for the Victorian Branch Committee as its members adjusted to life in a pandemic, and the implications this has had on them personally and professionally. Our Committee Members occupy leadership roles in their places of work and have been called upon to assist in leading responses to the COVID-19 pandemic and to ensure their places of work can continue to operate. It has been significantly harder for Victorians as we faced a second wave and extended public health restrictions. The Branch Committee continued to meet and progress items where there was capacity.

From this unusual time in our lives, the Branch Committee has gained many new skills and confidences in working online and remotely, and feel better placed to plan, run and deliver online events for Victorian members in 2021. While the first part of 2020 may have been quieter than we had anticipated at the end of 2019, the Branch Committee is looking forward to a

return to a strong calendar of events in 2021 as we have now found our groove in this “new normal”.

Duane Richards
Convenor, VIC Branch

WESTERN AUSTRALIA

Unfortunately, due to the COVID-19 Pandemic shutdown, everything that the WA Branch planned for 2020 had to be put on hold.

We are happy to say that we will be able to host the annual breakfast address that HIMAA WA have provided for their members and which has been a tradition for many years now. This event is to be held on the 4th November and is a steadfast calendar event that our HIMs in WA look forward to.

The keynote speaker this year is Dee Roche who will be discussing change management and resilience in change for leaders, managers and team members. A very timely topic in this year of uncertainty.

Bas Alnassar
Convenor, WA Branch

HIMAA SPECIAL INTEREST GROUPS

EHEALTH & SCANNING SIG

Summary & Introduction

The eHealth and Scanning Special Interest Group promotes discussion and provides support and guidance for the implementation and ongoing management of digitised and electronic health information systems. The diversity of membership across different states, clinical systems and health services provides significant scope for healthy dialogue and strategic development.

Activity and Achievements

2019 Conference Workshop

The workshop was held at the end of day one of the conference and was facilitated by Kara Pollard as a “Knowledge Café”: an innovative way of bringing individual ideas together in a collective, open way. Each Café Table had a Menu, and starters for conversation prompts and each table reservation was for 20 minutes. Although there was a low number of attendees (approximately 24) everyone moved freely between the tables and there was lively discussion. Topics on the “menus” included:

- Privacy and Information in Digital Health
- Digitising Patient Records – new projects
- HIMs and patient safety
- HIMs and the future digital world
- Health Record Governance

Webinar

Members of the SIG were involved in the “Managing clinical documentation during COVID-19 pandemic” Webinar held in June, 2020. The speaker was Rachel Thomson, Nurse Unit Manager for the Infection Prevention & Control Unit, Royal Hobart Hospital who gave a very informative presentation covering the basic characteristics of viruses and the risks of disease transmission from inanimate objects, specifically in relation to COVID-19.

The panellists for the session were:

- Caitlin Griffin, Deputy Manager HIS & Clinical Typing, Ballarat Health Services
- Terese White, Manager HIS, Northern Beaches and Community Health
- Sally Bray, Clerical Supervisor/Health Information Manager, HIS, St Vincent’s

I stepped in at the last minute as the Webinar Chair and Panel Facilitator and asked the panellists to provide their thoughts and experience to questions regarding their biggest challenge in responding to COVID-19, what advice would they give HIMs in preparation for a second wave and any other lessons or insights in responding to COVID-19 they would like to share.

Issues and Challenges

The ransomware attack on September 30, 2019 impacted several Victorian hospitals including Barwon Health, Latrobe Regional Hospital and Portland District Hospital and blocked access to major systems across the hospitals. Manual workarounds were implemented, and it took some time to fully restore all systems. The issues of security, unplanned outages, disaster recovery and associated downtime processes has generated much discussion within the group.

AS2828 –Part 3 Proposal is still on the agenda however currently there are a couple of areas of the document that need to be investigated. Firstly, whether there is any State or Commonwealth legislation or ISO documents relevant to this body of work. Secondly, to describe the positive and negative benefits of the proposal which should result in a net benefit to a number of areas including public safety. Once this information is gathered the completed document can go to the Australian Standards Committee for support. Unfortunately, due to impacts of COVID-19, the working group has not had the opportunity to meet.

COVID-19 has raised many discussion points, and as such, remains as a standing agenda item:

- The group has been proactively identifying guidelines for the handling of potentially contaminated paperwork across all states to assist with consistency of practice in local health services
- Trixie Kemp (Tasmania) provided insights into management of HIS department following the closure of the North West Regional Hospital as a result a COVID-19 outbreak. Learnings from this situation have now been included in their business contingency plan
- Data quality issues have increased, particularly with duplicate URs due to the rapid roll out of pop up COVID-19 screening clinics
- Managing staff in the COVID-19 environment has been recognised as a significant challenge, with members describing strategies such as providing information sessions from Infection Control staff, ensuring availability of hand sanitiser/wipes and PPE, keeping things light, quizzes, and weekly WebEx wellbeing meetings with staff working from home.

Conclusion

The COVID-19 pandemic has shown that the health care system can adapt to the delivery of care virtually. There is a need for technology to drive the delivery of essential care. This rapid uptake of new digital health technology and electronic documentation is both exciting and challenging, opening up opportunities for HIMs to utilise their skills and expertise and be involved in the digital transformation. The eHealth and Scanning SIG provides a platform for members to share ideas, gather information and work together to ensure best practice in the management and governance of digital health information.

Melissa Clowes

Convenor, eHealth & Scanning SIG

INTERNATIONAL HIM SIG

Introduction

The International HIM Special Interest Group (SIG) is a community of practice structured as a forum to discuss, review and support health information related activities that are being undertaken internationally.

The SIG aims to provide members with opportunities to contribute to enhancing HIM practice in Australia and overseas, and to mentor or partner with professional colleagues within the group and in other countries.

Activity and achievements

The International HIM SIG has been incredibly active for the year 2019-2020. This year, we have enjoyed a total of 30 active members. Members include HIMs and Clinical Coders who are based outside Australia in countries like New Zealand, Qatar, Saudi Arabia and China.

This year, members came together via teleconference three times - August 2019, February and May 2020. We have two more meetings planned for 2020, in August and in October. With members based across Australia and internationally, the SIG is still actively trialling different video conferencing platforms such as gotomeeting to enhance engagement, networking and interaction between members. This work has been positively received by members and is acknowledged as a step in the right direction.

COVID-19 has had a large impact on the SIG members both in Australia and internationally, as a result the SIG adjusted its approach to include agenda items and speakers that discussed topics related to the impact on HIM practice and topics that offered a forum to support the wellbeing of the community. The SIG benefited from having a strong team of members who stepped up to

support organising, coordinating and hosting meetings as some members had professional or personal responsibilities during the COVID-19 pandemic.

In February 2020, the SIG hosted its first open video teleconference “ICD 11 and coding update on the Novel Coronavirus” with Dr Robert Jakob (WHO) which also invited non-SIG members to attend.

Over the last year the SIG attracted a very impressive line-up of speakers who were delighted to share their knowledge and expertise, recent practice and international activities relating to health information management. Some of these include:

- **Sandra Pugh**, Chief Health Information Manager at Canterbury District Health Board in New Zealand, who shared her experience with disaster management and coding in the context of HIM learnings from the recent Christchurch terrorist attacks.
- **Dr Alvin Marcelo**, World Health Organisation Consultant and Executive Director of the Asia eHealth Informatics Network (AeHIN) based in the Philippines, who presented on AeHIN's eHealth Components and GAPS Framework and the Digital Health journey of the country Philippines.
- **Kylie Axford**, Consultant Trainer in ICD10 and ICD 10 AM based in the Kingdom of Saudi Arabia, who provided an update on the upcoming 2019 IFHIMA Congress which will be held in Dubai, United Arab Emirates.
- **Dr Robert Jakob**, World Health Organisation, Team Leader Classifications and Terminologies (ICD, ICF, ICHI) who informed members and non-members regarding ICD 11 changes and the coding update on Novel Coronavirus.
- **Isaac Eyram Tegbey**, Total Quality Management Consultant / Health Care Professional, Ministry of Health, Ghana, who presented on reducing delay in care seeking through the application of quality improvement methods and tools.
- **Cheens Lee**, HIMAA President, who provided an update on Impact of Novel Coronavirus on work and professional life.
- **Samara El-Youssef**, Student President, HIMSA La Trobe University, who presented on the Impact of Novel Coronavirus on education – A student perspective.

Issues and Challenges

The arrival of COVID-19 impacted attendance and guest speaker availability, the SIG adapted by changing our approach to meetings, with a focus on supporting the community. The SIG is also brainstorming ideas on how to provide opportunities for members to mentor and ‘buddy’ international delegates at the virtual national conference in October 2020.

The SIG website has not been accessible since January 2020 due to the issue of the communication between the WordPress installation and the database they are hosting. HIMAA is currently working on this issue. The SIG will follow up with the progress. The SIG has also commenced on the exciting journey of re-developing and reinvigorating our website to enable the creation, sharing and dissemination of current and relevant information. A group of the members had been actively involved in creating content ranging from member profiles and internal HIM news and designing the view of the website. The SIG acknowledges the enormous passion and contribution by members in website development despite challenges with the selected platform, WordPress, and limited technical support and expertise’s.

Conclusion

The SIG is looking forward to a wonderful year ahead and would like to invite new members, both based in Australia and overseas, to join our community so that together, we can contribute to relevant national and international dialogue, strategy development and the overall enhancement of HIM practice internationally.

Acknowledgment

The SIG would like to acknowledge Bianca Brown (QLD), James Katte (NSW), Matthew Millett (NSW), Sadiya Askar (VIC), Shadi Al Hassan (KSA), Shane Sanfilippo (VIC), Suzette Dela Cruz Regalo (VIC), Tara Singh (VIC), Wasanthi Dharmadasa (NT) and Wei Wang (VIC) for their valuable contribution in the past year.

Suzette Dela Cruz Regalo

Convenor, International HIM SIG

MENTAL HEALTH ADVISORY GROUP VICTORIA

Summary & Introduction:

The HIMAA Victoria Mental Health Advisory Group (MHAG), previously known as the Mental Health Special Interest Group (MHSIG), is a group for members to discuss issues of common interest relating to the management and reporting of mental health data and information.

Activity and Achievements

Standing items

- Mental Health Tribunal (MHT) - update
- Mental Health Drugs and Data (DHHS) – update
- Mental Health Applications Unit (DHHS) – update
- CMI/ODS technical reference group (TRG) - update
- New item: Victorian Agency for Health Information - update
- Designated Mental Health Services - updates and queries
- Mental Health Coding – queries and notifications
- Upcoming HIMAA events – for noting
- La Trobe University – update

Guest presentations

- Australia Wide health map (Laurie Hawkins, DHHS)
- Performance Measurement and Accountability Framework project (Penny Tolhurst, DHHS)
- Mental Health Clinical Funding Reform (Bruce Prosser and Belinda McCullough, DHHS)
- Understanding DVA: An overview of veteran eligibility (Julie Price, DVA)
- Statewide data collection on parents and their dependent children (Catherine Williams and Rose Cuff, The Bouverie Centre/La Trobe University)
- Mental Health Death data reporting (Eveline Nieuwveld, Principal Data Analyst, Office of the Chief Psychiatrist)

MHAG met on five occasions this reporting period. Attendance remains stable with between 20 and 35 active attendees at each meeting, and an overall membership of approximately 65. July 2019 – 23 attendees, Sep 2019 – 30 attendees, Nov 2019 – 22 attendees, Feb 2020 – 23 attendees, May 2020 – 32 attendees, July 2020 – 25 attendees

Issues and Challenges

The main challenge for this year, as would be for many of the SIG's is the impact of COVID-19. Meetings have been conducted this year via WebEx Meetings. Engagement of members in

conversation is challenging. The move to an online platform did not appear to increase or decrease attendance numbers with any notable significance.

Nomination of a new chairperson and secretary at end of term successfully voted in a new secretary, but there was little interest for the chairperson position. Position of chairperson therefore remained with the existing member in that role.

Conclusion

The Mental Health Advisory Group continues to be a valuable source of information and a platform to encourage standardisation within services. Consultation with services by DHHS and MHT to develop and revise reporting and analysis business rules for the CMI/ODS (mental health reporting application) remains strong within this group.

Project teams often present initiatives using MHAG to seek advice or recommendations on information management aspects.

Kathleen Smith

Convenor, Mental Health Advisory Group Victoria

NATIONAL PRIVATE HOSPITALS SIG

Summary & Introduction

The National Private Hospital Special Interest Group was structured as a forum for the Health Information Management Association of Australia (HIMAA) to discuss issues of common interest, to share information and to promote best practice that relates to particular areas of employment in private hospitals. The SIG provides an opportunity for networking and enhancing knowledge through professional development. The SIG also provides members with opportunities for interaction and a platform to contribute to relevant HIMAA national and state dialogue and strategy development.

Activity and Achievements

Although the SIG has not met over recent years, the July HIMAA Matters article outlining the plan to re-invigorate the SIG has had a very positive response. Next steps will be to meet with interested members to decide how they would like the SIG to proceed to best meet the professional development and networking needs of health information managers working in the private sector. Potential topics could include private health funding, clinical coding, audits, legislative and national standard compliance, workforce challenges and the transition to a scanned or electronic medical record.

If you work in the private sector and would like the opportunity to share knowledge and experience with other private hospital HIMs and Clinical Coders please contact executiveoffice@hima.org.au with your interest.

Looking forward to reporting back next year on what this newly revitalised SIG has achieved.

Emma Parras

Convenor, National Private Hospitals SIG

PRIVACY AND SECURITY HIM SIG

Summary & Introduction

The Privacy and Security SIG privacy was re-invigorated in 2020 to address some growing concerns around Privacy and Security of Health Information.

The current health environment is growing exponentially in digital health, increasing the level and availability of health information to a greater number of areas and people. HIM professionals are tasked with challenges in maintaining privacy and confidentiality within this environment, which has increased in complexity due to security issues and rapid changes in legislation.

Activity and Achievements

We have met on a regular basis to plan and discuss some key issues. The SIG members are highly experienced in Privacy and Security issues and have a range of experience around this area in health.

A Webinar on Privacy Breach Management is planned for the 25th September with members of the SIG and a senior Privacy Official. There are also plans to write a White Paper on the status of Privacy Legislation in Australia.

Members of the Privacy and Security SIG will also be presenting at the virtual HIMAA Conference in October.

We have further contributed to an international working group run by IFHIMA to review privacy concerns in a pandemic from an international viewpoint. We also plan to link in with other special interest groups and gain some cross pollination.

Issues and Challenges

From a privacy perspective there are challenges around the diversity of different legislation in Australia, from some states that have none and others that word or place theirs in a different context. We are however looking at ways that we can have a voice in this area and address these issues.

The other challenge is the sheer size and diversity of the topic of Privacy and Security; however, we are taking this on in small pieces and hopefully will have some interesting and informative topics for HIMAA members to use in their daily practices.

Conclusion

It has been a productive few months for the Privacy and Security SIG however we have a great group of members who always bring something new or interesting to the table.

I look forward to the next year!

Sharon Campbell

Convenor, Privacy & Security SIG

PRIVATE HEALTH INSURANCE SIG

The Private Health Insurance Special Interest Group provides a forum for discussion on a broad range of Health Information areas that are dealt with by Health Information Managers (HIMs) and Clinical Coders (CCs) within Private Health Insurance (PHI). As a specialised Health Information profession, HIMs working in PHI encounter many unique situations and use their knowledge in many ways.

This group is a space where HIMs and CCs can discuss matters and receive support in relation to the specialised areas they encounter within their roles. These areas include clinical coding, DRG assignment and case-mix, Medicare rules and MBS item numbers, prosthesis items, ICU, CCU and SCN criteria, private health insurance legislation and inpatient admission criteria. As our members are nationally based, the Special Interest Group meets quarterly.

Amy Fraser

Convenor, Private Health Insurance SIG

RURAL AND REMOTE SIG

Summary & Introduction

The Rural and Remote Health Information Management SIG has approximately 40 members. Attendance at meetings is fluid but there is regular attendance of approximately 10 members each meeting.

Activity and Achievements

This year Sharon Campbell stepped down as Convenor to work on other projects for HIMAA. After a call for expressions of interest for the Convenor of the Rural and Remote SIG were circulated in February/March, Janine Wapper, a long time Health Information Manager from the Northern Territory was appointed to the position. A meeting was held via Webex in May to discuss ongoing projects and potential meeting topics for the SIG in the new financial year. The May meeting was also a great opportunity to hear about the challenges HIMs from around the country had faced with the “new normal” of COVID-19.

Issues and Challenges

Apart from organising regular meetings with Guest Speakers for topics of interest for SIG members, a couple of smaller working groups are to be organised to work on:

- Website content and articles to raise the Rural & Remote SIG profile
- A mentoring system to assist new HIMAA grads working in Rural and Remote areas around the country

Conclusion

With willing hands already being raised to assist with the proposed working groups, it looks as though the next year will be productive for the HIMAA Rural and Remote SIG.

Janine Wapper

Convenor, Rural & Remote HIM SIG

REPRESENTATIVES

HE-025 AS2828 AUSTRALIAN STANDARDS

Summary & Introduction: Project proposal to extend the Australian Standard AS2828 to Part 3: Electronic Health Records.

Activity and Achievements

Leanne Holmes provided strong Health Information Management representation on the Standards Committee HE-025. Jenn Lee is transitioning towards applying to join this committee. A draft project proposal to extend the identified standard is currently in development in consultation with eHealth Special Interest Group members.

Issues and Challenges

The HE-025 AS2828 Committee is not currently active with work at present.

Conclusion

Continue to develop the draft Project proposal in preparation for future submission to the HE-025 Committee for review.

Jenn Lee

Representative, HE-025 AS2828 Australian Standards

ISO TC215 HEALTH INFORMATICS

Exciting new publications in the last 12 months of which all HIMs should be aware include:

- ISO TS 21626:2019 metadata repository Requirements - this work undertaken with authors of 11179 from other ISO committees, extends the long standing work of ISO 11179 used as the basis of system such as METeOR to cover the needs for data from source collection in electronic health records through to information exchange and data repository reporting. This work undertaken within the health informatics environment will be used in the next year or two to further develop the content of ISO 11179. This is essential reading for all involved in healthcare data specifications
- ISO TS 21564:2019 Terminology resource map quality measures (MapQual). This work identifies the determinants of quality in a data map and how to evaluate the suitability and safety of a map used for different purposes. this work is being used by a collaboration

(through GEHCO) of the international contributors to this work who are offering independent map quality audits.

- Additional work in progress at TC215 or coming from that work, of which HIMs should all be aware include:
- International application of ISO 13606 using the openEHR Clinical Knowledge Manager which offers a standardised information model for clinical data - reducing the need for maps and data transitions. Now actively used in the UK, Norway, Brazil, and China. This work is also used in Australia but not broadly discussed. this is a vendor neutral approach to quality data specification reducing vendor development overheads and implementation overheads for all.
- ISO TS 17117-2 Terminology implementation capability - in draft but progressing towards publication this work identifies all the capabilities required to underpin successful implementation of clinical terminologies and classifications in EHRs.
- ISO TS 17117-3 Terminology Implementation Maturity Model - uses the implementation capability work to identify a mechanism for measuring implementation maturity in terminology systems in EHRs - specifically to support clinical decision support systems and provide a development pathway and to assess vendor system capabilities which are currently very low in this area around the world.

Heather Grain

Convenor, TC215 WG3 Semantic Content

IFHIMA

Summary & Introduction

The last twelve months has been a productive time for International Federation of Health Information Management Associations (IFHIMA). The 19th IFHIMA Congress was held in Dubai, UAE, 17-21 November 2019. The Congress was a great success, with representation from many countries, including Australia. Australia is also well represented in the Congress Proceedings, available from the Congress website (<https://ifhima2019.com/>).

In March 2020, in response to the COVID-19 pandemic, the IFHIMA Board conducted a global survey of Health Information Managers to explore the impact on the profession and identify areas of strategy and innovation. The results were shared through a series of podcasts and an article (see <https://ifhima.org/covid-19/>).

The IFHIMA Board has also undertaken the development of their new strategic plan, which will be launched later this year.

Activity and Achievements

In addition to the above achievements, IFHIMA also launched their social media strategy, including the IFHIMA LinkedIn page (<https://www.linkedin.com/company/ifhima?originalSubdomain=au>). HIMAA members are encouraged to connect to this page to stay up to date with IFHIMA activities.

IFHIMA also publishes the successful Global News, with issues available on their website (<https://ifhima.org/>). IFHIMA welcomes contribution of news items to inform HIMs globally about what is happening in various countries.

HIMAA members can also access a number of resources on the IFHIMA website as national members.

Conclusion

At the 2019 Congress Australia was the successful bid for the 2022 IFHIMA Congress. The Congress will be held in ~October 2022 in Brisbane. Further information will be provided through the HIMAA communication channels as we get closer to the date.

Kerryn Butler-Henderson

Australian National Director, IFHIMA