

# FY 2016-17 CLA Leadership Forum

&

## 2017 HOD Orientation



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### Forum Handouts

**Thursday, April 20, 2017**

**4:00 pm PT**

Meeting Recording: <https://ahima.webex.com/ahima/ldr.php?RCID=861d931abec30cc2d8181ba9ad6c4076>

# CLA Leadership Forum House of Delegates Orientation

Deborah Collier, RHIA  
CHIA President

Brian Faust, MLS, RHIA  
CHIA President-elect

April 20, 2017

## The Power of Health Information



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## Objectives

- House of Delegates Materials/Business
- Breakout Sessions (Delegate homework and onsite activities)
  - Strategic Planning
  - Governance
- Other Announcements/Reminders

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## House of Delegates (HOD)

- 40 CLA elected delegates plus 7 elected CHIA Board members
  - CLA proportion based on % of CLAs Active/Student Members

Local Name	CHIA HOD Strength**
Greater Orange	4
Inland Area	4
North Coast	9
Southern California	12
San Diego	4
Sierra	2
Sacramento Valley	5
	40
Board of Directors	7
<b>TOTAL HOD STRENGTH</b>	<b>47</b>

## HOD Materials

1. HOD Agenda and Instructions
2. Strategic Planning Session, Instructions and "feedback" Worksheets
3. CHIA Governance Structure SBAR, Instruction and "feedback" Worksheet

*Posted at:*

<http://californiahia.org/chia-house-of-delegates>

# House of Delegates Materials

Posted at:

<http://californiahia.org/chia-house-of-delegates>

The House of Delegates materials include:

1. Welcome Letter
2. HOD Agenda and Instructions
3. CHIA Strategic Planning Breakout Session Instructions
4. CHIA 2017-2019 Strategic Plan
5. 2017 CHIA House of Delegates Strategic Planning Worksheets
6. CHIA Governance Structure Task Force Recommendation: SBAR
7. CHIA Governance Structure Breakout Session Instructions
8. 2017 CHIA Governance Model Delegate Worksheet
9. CHIA 2017 Annual Report - **TO FOLLOW**
10. CHIA Delegate Roster

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# Agenda

**NOTE:**

**12:45 – 5:30 p.m.**

**12:45 p.m. Check-in;**

**1:15 p.m. Call to Order**



CALIFORNIA HEALTH INFORMATION ASSOCIATION  
**2017 HOUSE OF DELEGATES**  
**SUNDAY, JUNE 11, 2017**  
 12:45 – 5:30 PM (ending time approximate)  
 Hyatt Sacramento  
 ROOM: Regency, D E F

12:45 – 1:15 PM	<b>DELEGATE CHECK IN AND CREDENTIALING</b>	Credentials Committee
1:15 PM	<b>CALL TO ORDER</b>	Deborah Collier
	Welcome	Deborah Collier
	Review of Agenda	Deborah Collier
	Adoption of Credentials Committee Report	Credentials Committee
	Adoption of Consent Agenda:	Deborah Collier
	Standing Rules Governing the House	
	Meeting Agenda	
	Appointment of Committee to Approve Minutes	
	<b>INTRODUCTIONS</b>	
	House of Delegate Resources	Deborah Collier
	CEO/Executive Director	Sharon Lewis
	Time Keeper	Sally Gibbs
	Credentials Committee	Daisy Stanton, Sally Gibbs
	2016-2017 Board of Directors	Deborah Collier
	<b>CHIA Bylaws Revisions – None</b>	Deborah Collier
1:30 PM	<b>CHIA 2017 ANNUAL REPORT</b>	Deborah Collier and Sharon Lewis
	2016-2017 Committee Chairs	
	2016-17 Nominating Committee Chair / Members	
	2016-17 Committee Chairs	
1:55 PM	<b>STRATEGIC PLANNING</b>	
	Instructions for Discussion Tables	Brian Faust
2:45 PM	<b>STRATEGIC PLANNING REPORT OUT &amp; RANKING</b>	Brian Faust
3:15 PM	<b>BREAK</b>	
3:30 PM	<b>CHIA GOVERNANCE STRUCTURE</b>	
	Introduction	Deborah Collier
	Task Force Recommendation	Roberta Daranda/Amy Henderson
	Instructions for Discussion Tables	Deborah Collier
3:50 PM	<b>CHIA GOVERNANCE STRUCTURE – DISCUSSION</b>	Deborah Collier
	(Discussion of pros, cons, suggested enhancements for each model)	
4:45 PM	<b>GOVERNANCE STRUCTURE REPORT OUT &amp; RATING</b>	Deborah Collier
5:15 PM	<b>ANNOUNCEMENTS</b>	Deborah Collier
	2017-18 AHIMA Delegates	
	Introduction of 2017-18 CHIA President	
	Introduction of 2017-18 CHIA Board	

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## House of Delegates Business

- CHIA Annual Report
  - CHIA President
  - CEO/Executive Director
- CHIA Working Sessions
  - Strategic Planning (2017-18)
  - CHIA Governance Structure Discussion
- **RANKING** and **RATING**

## Breakout Session Topics - Strategic Planning & Governance

- Total of 5 groups
- Each group will have an assigned strategy
- Tactics for the Strategic Initiatives
  - Brainstorming
  - Ranking




**Vision:** Quality Healthcare through Quality Information  
**Mission:** To advance the management of health information through networking, education, shared knowledge, and advocacy.  
**Core Values:** Integrity • Leadership • Quality • Respect • Transparency

**Strategic Plan 2017-2019**

Information Governance & Health Informatics	Leadership	Innovation	Consumer Engagement
<i>Be recognized as health care experts in IG and Health Informatics supporting the transformation of data into health intelligence.</i>	<i>Develop HIM Leaders across the healthcare continuum.</i>	<i>Increase CHIA's impact through engagement and through leadership.</i>	<i>Empower consumers to use personal health information to optimize their health.</i>
<p>Advance effective enterprise information management and information governance in health care through training, advocacy and practice-based research.</p> <p>Collaborate with health industry stakeholders to improve the health information ecosystem.</p>	<p>CHIA is acknowledged as the reputable source of trusted information for health information leaders in California.</p> <p>Strengthen and influence academic opportunities for educating the HIM professional workforce at the associate, baccalaureate, and masters degree levels.</p>	<p>Direct CHIA's organization and processes to be agile and flexible in responding to the changing environment.</p> <p>Attract more stakeholders to support CHIA projects with shared values and goals.</p> <p>Increase interaction within the CHIA community through customized communication, networking and learning opportunities.</p> <p>Improve CHIA's strategic and operational planning and execution processes to optimize responsiveness and results achieved.</p>	<p>Advocate for public policies and regulations that advance consumer engagement in the management and use of personal health information.</p> <p>Assist consumers to understand the value of health information management and its purpose and utility in supporting individual and community health.</p>

# Information Governance and Health Informatics

Information Governance and Health Informatics	
Goal: Be recognized as healthcare experts in Information Governance (IG) and Health Informatics supporting the transformation of data into health intelligence	
Strategies	Desired 2018 Accomplishments
<ul style="list-style-type: none"> <li>Advance effective enterprise information management and information governance in healthcare through training, advocacy and practice-based research.</li> <li>Collaborate with health industry stakeholders to improve the health information ecosystem.</li> </ul>	<ul style="list-style-type: none"> <li>Sponsored IG, Informatics, and Information Technology training sessions and seminars.</li> <li>Advocated for the adoption of IG in healthcare by promoting IG and Informatics credential, offering training and education and increasing member knowledge.</li> <li>Enhanced CHIA website incorporating California specific IG resources.</li> <li>Advocated for an universal patient ID, and patient matching strategies.</li> <li>Supported increased member participation in Health Information Exchange (HIE) initiatives.</li> <li>Raised awareness about electronic health record (EHR) integrity of content issues and its implications for healthcare quality and safety.</li> </ul>
Desired 2019 Outcomes	
<ul style="list-style-type: none"> <li>Information governance is broadly viewed as a healthcare organization imperative</li> <li>CHIA members demonstrate measurable improvement in their knowledge of IG and informatics</li> <li>In collaboration with key stakeholders, CHIA has strengthened the health information ecosystem by addressing areas of vulnerability in IG and Informatics and making improvements</li> </ul>	



# Leadership

Leadership	
GOAL: Develop HIM Leaders across the healthcare continuum	
Strategies	Desired 2018 Accomplishments
<ul style="list-style-type: none"> <li>CHIA is acknowledged as the reputable source of trusted information for health information leaders in California.</li> </ul>	<ul style="list-style-type: none"> <li>Published and/or publicized broadly applicable informational resources advocating the general theme, "better health information, better health".</li> <li>Provided a broad range of HIM educational topics addressing one or more traditional and non-traditional healthcare setting and role</li> <li>Developed leadership training and education for HIM professionals., including "soft skills" that encourage HIM professionals to be at the table</li> </ul>
<ul style="list-style-type: none"> <li>Strengthen and influence academic opportunities for educating the HIM professional workforce at the associate, baccalaureate, and master's degree levels.</li> </ul>	<ul style="list-style-type: none"> <li>Made recruitment of student members a top priority.</li> <li>Organized a West Coast (CA?) educational collaborative (Assembly on Education).</li> </ul>
Desired 2019 Outcomes	
<ul style="list-style-type: none"> <li>California HIM professionals have ease of access to trusted professional resources</li> <li>HIM credentials are recognized as valued qualifications for HIM related positions across all practice settings</li> <li>AHIMA coding credentials are recognized as the preferred source of coding expertise</li> <li>CHIA has well defined relationships with CAHIM accredited HIM educational programs in California</li> <li>A workforce needs assessment is completed through collaboration and partnership with other stakeholders</li> </ul>	

# Innovation - Group A

Innovation - Group A	
GOAL: Increase CHIA's impact through engagement and thought leadership	
Strategies	Desired 2018 Accomplishments
<ul style="list-style-type: none"> <li>Direct CHIA's organization and processes to be agile and flexible in responding to the changing environment.</li> </ul>	<ul style="list-style-type: none"> <li>Adopted a proactive approach to recruiting CHIA volunteers.</li> <li>Revisited CHIA's mentorship program</li> </ul>
Desired 2019 Outcomes	
<ul style="list-style-type: none"> <li>The organizational Structure of CHIA is streamlined and positioned to adapt to the changing healthcare environment.</li> <li>The CHIA volunteer base is expanded and the skills and talents of volunteers are well matched to their volunteer role.</li> </ul>	



# Innovation - Group B

Innovation - Group B	
GOAL: Increase CHIA's impact through engagement and thought leadership	
Strategies	Desired 2018 Accomplishments
<ul style="list-style-type: none"> <li>Increased interaction within the CHIA community through customized communication, networking and learning opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>Prioritized development of CHIA social media platforms as a way to enhance association communications by utilizing and standardizing CHIA's social media to increase membership participation, involvement and engagement.</li> <li>Offered one or more seminars to members on the use of social media as a professional networking and advocacy tool.</li> <li>Worked to standardize EHR documentation protocols using AHIMA &amp; CHIA as the source of SME.</li> </ul>
<ul style="list-style-type: none"> <li>Improve CHIA's strategic and operational planning and execution processes to optimize responsiveness and results achieved.</li> </ul>	<ul style="list-style-type: none"> <li>Provided CHIA committees, task forces and house of delegates with the guidance and resources needed to conduct inaugural organizing meetings prior to September 1st annually.</li> </ul>
<p align="center"><b>Desired 2019 Outcomes</b></p> <ul style="list-style-type: none"> <li>CHIA communications and publications are adapted to broaden exposure to a diverse array of stakeholders</li> <li>The CHIA website is highly rated as a resource on HIM topics in California</li> <li>The CHIA membership is broadly representative of all HIM professional who support the mission and values of CHIA</li> <li>CHIA has successfully executed its 2017-2019 strategic plan and positioned it to serve as the foundation and model for the 2020-23 strategic planning cycle</li> </ul>	



# Consumer Engagement

Consumer Engagement	
GOAL: Empower consumers to use personal health information to optimize their health	
Strategies	Desired 2018 Accomplishments
<ul style="list-style-type: none"> <li>Advocate for public policies and regulations that advance consumer engagement in the management and use of personal health information</li> </ul>	<ul style="list-style-type: none"> <li>Developed a "core curriculum" for educating the public about health information, what they need to know</li> <li>Built a health information tool kit</li> <li>Developed California specific consumer information</li> </ul>
<ul style="list-style-type: none"> <li>Assist consumers to understand the value of health information management and its purpose and utility in supporting individual and community health.</li> </ul>	<ul style="list-style-type: none"> <li>Developed and/or identified educational materials on managing health information that promote wellness and community health initiatives.</li> <li>Identified forums and events that provide an opportunity to advance the role of health information management in promoting wellness and community health</li> </ul>
<p align="center"><b>Desired 2019 Outcomes</b></p> <ul style="list-style-type: none"> <li>CHIA is recognized as a reliable resource for questions about consumer issues relating to health information</li> <li>CHIA is viewed as the "go to" resource for health information stewardship, advocacy and consumer engagement</li> <li>CHIA has an active community engagement program on the role of health information management in promoting individual and community health</li> </ul>	





# Delegate Homework

- Review the CHIA 2017 to 2019 Strategic Plan including its goals, strategies, prioritized accomplishments and desired 2019 outcomes.
- Brainstorm with professional colleagues and CHIA members at Component Local Association meetings between now and the House of Delegates.
- Using House of Delegates Strategic Planning Worksheets, compile a list of suggested tactics or actions that CHIA can undertake during the 2017-2018 program year to archive its prioritized list of 2018 accomplishments.

# Delegate Homework

## Suggested Tactics

What tactics (actions) should CHIA undertake to achieve desired 2018 accomplishments?

Example: Appoint a task force to develop a health information core curriculum for consumers on topics such as personal health records, release of information, CA Advance Directives, POLST forms, etc.


# House of Delegates Session

- List all feedback/member suggested tactics
- Each delegate will individually and anonymously **RANK** their top five prioritized tactics

Suggested Tactics		
What tactics (actions) should CHIA undertake to achieve desired 2018 accomplishments?		
Rank	Tactic (No.)	Example: Provide education on best practices for EHR documentation protocols
1		
2		
3		
4		
5		

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# CHIA Governance Structure

- Appointment of CHIA Governance Structure Task Force
- Co-Chairs:
  - Roberta Baranda
  - Amy Henderson
- CLA Representation
- Three members-at-large
- Board Liaison

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## Getting Started

- Clarity of mission
  - To evaluate the effectiveness and value proposition of the current CHIA governance structure including the roles, responsibilities, and organization of the CHIA Board of Directors, House of Delegates, Committees and Component Local Associations (CLAs).
  - Obtain membership input from all CLA on three suggested alternative organizational governance models. Or, offer a possible hybrid for consideration.

## Helping Organize

- To assist in developing models for consideration, the CHIA Governance Task Force performed an extensive investigation of sixteen (16) diverse membership-based associations looking for best practices in governance.
- Over 28 individuals were interviewed to provide feedback including current active CHIA members, past and present leaders of the CHIA Board of Directors, current and past leaders of Component Local Associations (CLAs), students, individuals who have expressed interest in the future governance of CHIA, as well as AHIMA but non-CHIA members.
- The CHIA Governance Task Force worked with the CHIA Executive Office to obtain information on other State CSA governance structures around the country. Many themes arose from the numerous interviews and were used as the models were developed for consideration and discussion for the 2017 CHIA House of Delegates.

# SBAR-Governance Structure

- **S** --> Situation: what is the reason for the communication?
- **B** --> Background: what led up to the situation?
- **A** --> Assessment: what is happening now?
- **R** --> Recommendation: what needs to be done/possible solutions


# Summary

- Visioning 3 Models
  - Model #1 – Regional
    - 3-5 geographic regions across State (discontinuance of CLAs)
    - Expansion of the CHIA Board – regional representatives
  - Model #2 – Statewide
    - Discontinuance of CLA
    - Expansion of Board – more Director's
  - Model #3 – Hybrid
    - Concept of Chapters (or CLAs)
    - Expansion of CHIA Board – regional representatives

Model Components	Model 1 Geographic	Model 2 Statewide	Model 3 Hybrid	Model 4 Geographic (Current Model)
<b>Structure</b>	Two, three or five regions.	No regional division	Geographic Regions and/or Chapter	Seven Component Local Associations (CLAs)
<b>Governance</b>	Board of Directors President, President-elect, Past President, 4 At Large Directors, 2 to 4 Directors per region. No regional budgets	Board of Directors President, President-elect, Past President, 6 to 8 At Large Directors	Board of Directors President, President-elect, Past President, 4 At Large Directors, 2 to 4 Directors per region Regional/Chapter groups with budgets	Board of Directors President, President-elect, Past President, 4 At Large Directors CLAs with budgets
<b>Committees/ Interest Groups</b>	No change in committee structure Special Interest Groups recommended (Such as Privacy & Security, Coding, CDI, Compliance, Leadership, Education) etc.)	No change in committee structure Special Interest Groups recommended (Such as Privacy & Security, Coding, CDI, Compliance, Leadership, Education), etc.)	No change in committee structure Special Interest Groups recommended (Such as Privacy & Security, Coding, CDI, Compliance, Leadership, Education), etc.)	No change in committee structure
<b>Continuing Education</b>	Continuing education offered by CHIA in each region. Possible informal local continuing education coordinated with CHIA	Continuing education offered by CHIA Possible informal local grass roots continuing education	Continuing education offered by both CHIA and Regions/Chapters	Continuing education offered by both CHIA and CLAs
<b>House of Delegates</b>	Proportional to members in each region.	House of Delegates discontinued and replaced with an Annual General Membership Meeting at the State Convention	Proportional to members in each region	Proportional to members in each region

Note: The Governance Task Force believes that all of the suggested models would continue to provide leadership development opportunities for CHIA members.

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## Delegate Homework

- Review the SBAR document
- Brainstorm with professional colleagues and gather input from CHIA members
- Using the model comparison worksheet, compile a list of pros, cons and suggested enhancements taking into consideration probing questions

Considering the salient features of each model and using the questions below, gather input from CLA members on the pros, cons, and possible enhancements to each model.

1. Does this model hold promise for improving upon the association's current structure?
2. Does this model hold promise for attracting and improving upon volunteer involvement?
3. Does this model hold promise for advancing professional engagement?
4. Does this model provide a platform for effectively communicating the voice of the membership?
5. Could this model be enhanced in any way?

Model	Pros	Cons	Suggested Enhancements
Model 1 Geographic			
Model 2 Statewide			
Model 3 Hybrid			
Model 4 Geographic (Current Model)			

## House of Delegates Session

- Discuss and evaluate pros, cons and enhancements for each model
- Each delegate will individually and anonymously **RATE** each model from 1 to 5 (1 least effective; 5 most effective)

Model/ Components	Model 1 Geographic	Model 2 Statewide	Model 3 Hybrid	Model 4 Geographic (Current Model)
Structure	Two, three or five regions.	No regional division	Geographic Regions and/or Chapter	Seven Component Local Associations (CLAs)
RATING (1-5)				

## AHIMA Triumph Awards

- Call for Nominations
- Nomination Deadline is June 1st
- For Award Categories, Descriptions, qualifications, guidelines  
<http://www.ahima.org/about/recognition/triumph>

**Nominate a deserving colleague today!**

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## Reminders

- CLA Budgets for 2016-17 due May 1 -  
Send to [Stefanie@CaliforniaHIA.org](mailto:Stefanie@CaliforniaHIA.org)
- CLA Annual Report Due May 1  
<https://form.jotform.us/CaliforniaHIA/cla-report17>
- Reminder: Requests for CLA Events and Newsletters email:  
[CLANews@CaliforniaHIA.org](mailto:CLANews@CaliforniaHIA.org)

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## CHIA Convention

- Silent Auction Donations

<http://californiahia.org/sites/californiahia.org/files/docs/events/Silent-Auction-Donation-Form.pdf>

- CHIA Convention Special Events

<http://californiahia.org/special-events>

- CLA Leadership Forum Luncheon,  
2017-18 CLA Board members invited

**Monday, June 12, 2017**

**11:30 a.m. - 1:00 p.m.**

**Sacramento Convention Center, Room 103 (off West Lobby)**

**To attend: Please RSVP by May 31**

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## CLA 2017-18 Orientation Webinar

- CLA Orientation

– June 22, 2017

4:00 PM via WebEx

Orientation Webinar for incoming CLA Pres and Pres-elects (CHIA Board and other CLA board members welcome)

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# QUESTIONS

Q & A

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