

**NYHIMA Perspectives February 2020 Article**  
**Member Spotlight: Donna Bishop, RHIT HIMANNY**

Donna was working in the Business Office (BO) at the Highland Nursing Home in Massena, New York as a Receptionist/Clerk, after attending college. The Business Office was located next door to the Health Information Management Department (back then known as the Medical Record Department). While working in the BO, she learned what the Medical Record Department was and it intrigued her. In 1978 she was asked by the Medical Record Department Director, if she wanted to take the position as a Records Clerk and that started her career in Health Information Management (HIM).

In 1987 Donna went back to school taking the prerequisite courses at SUNY Canton (formally Canton ATC) while taking the Independent Study Program Course through the American Medical Record Association (AMRA), now AHIMA (American Health Information Management Association). Back then credentialing exams were only offered once a year in October and you found out in late December if you passed. Everything was done on paper through the mail and Donna received her ART (Accredited Record Technician), now the RHIT (Registered Health Information Technician) in 1990.

Donna was introduced to HIMANNY (Health Information Management Association Northern New York) through her mentor Rose Rush, ART who was the Medical Records Director/Assistant Administrator at Highland Nursing Home and Donna has been a member of HIMANNY since the 1970s. Donna has been a member of NYHIMA and AHIMA since 1990 and remembers the first NYHIMA Annual Conference she attended in Syracuse. Since joining HIMANNY and NYHIMA, Donna has been active on both Boards. She held the Secretary position twice for HIMANNY and has been the President-elect and President three times. She has been a member of the NYHIMA Awards Committee three times and has held the position of Finance Director for NYHIMA. Donna has also been the Chairperson of former NYHIMA Long Term Care Section.

Donna's career has taken her to various health care settings over the years. She worked in Long Term Care at both Highland Nursing Home and St. Regis Nursing Home for 21 years where she went from a Clerk position to the Director position. She then headed over to the Acute Care setting at Massena Memorial Hospital as a Transcriptionist for a brief period. She spent several months working in the Psychiatric Center HIM Department at St. Lawrence Psychiatric Center, Ogdensburg, NY. Donna then had the opportunity to go back into the Acute Care setting as a Coder at Alice Hyde Medical Center, Malone, NY. Shortly after this Donna became the Assistant Director and then took the Director's position. Throughout these years she has also been an Adjunct Instructor for medical coding and medical terminology at three area colleges as well as for adult education. Donna's current position is working part-time at a large health services clinic - St. Regis Mohawk Health Center in Akwesasne, NY. She is the facilitator for both the Compliance and the Quality Assurance Committees and is still involved in the HIM Department as well. Throughout her career she has also been an Independent Consultant for Nursing Homes and is also currently consulting at Dialysis Centers.

Throughout 2016 and 2017, HIMANNY was at risk of being disbanded for low membership and inactivity. Having been a long-time member of this group and knowing the values of having a local association for networking and education, Donna rallied with several other HIMANNY members to work together to save the Northern Local Component Association. Donna has always believed it is important to be able

to “pick up the phone and call one of our local peers at anytime for advice, questions, etc.” NYHIMA gave HIMANNY their approval to continue operating in 2018.

Donna has spent over 40 years in Health Information Management and health care and she cannot imagine being happier in any other professional field. She has met some amazing people over the years and has established great long-term friendships within the NYHIMA organization. She has enjoyed the work, her co-workers, and peers within NYHIMA. She has seen so many changes in our HIM world and that is just another reason why this has been a great journey!!