

Mandy Burns, CEO IHRIM (UK), Head of Informatics Patient Services Manchester Foundation Trust.

Education related to HIM:-

IHRIM Foundation Qualification, IHRIM Certificate Qualification, IHRIM Diploma Qualification, IHRIM CTC Assessor Certificate.

Certificate in Post 16 Education (Cert Ed.)

Variety of training and courses including NVQ's, City & Guilds, local courses eg Anatomy & Physiology, attended numerous Conferences and Congresses.

Started as **Secretary for a Therapy Service** small District General Hospital, which involved taking minutes, organising appointments, typing and other general administration work.

Next a large teaching hospital **Secretary/Reception Manager, District Therapy Services**. Undertook similar duties but also managed reception team and started training therapy/admin staff on hospital PAS.

Moved to **Training Co-Ordinator, Medical Records**. Trained new staff on all areas within the department including Library, Reception, Booking, Referrals, Templates, Call Centre, Bed Bureau, Clinical Coding, Ward Clerks, Secretaries, Waiting List and Pre Op. Delivered mandatory training undertook NVQ training and assessments.

Appointed as **Medical Records Manager** managing staff across 2 sites delivering all the services above. This was a large teaching hospital. Also became Master Trainer for new PAS that was implemented and delivered train the trainer sessions and direct teaching sessions. Co-ordinated the clinic template and outpatient appointment migration across systems and also staffed Trust Go Live helpline for a month. I had key responsibility for sections on Information Governance Toolkit, a mandatory national requirement for all NHS organisations to complete and reach acceptable levels.

Next, **Admin, Records, Child Health, DQ and IG Manager for Community Trust**. I was responsible for supporting all community services within these functions over large and diverse population. No Records or Data Quality services had previously existed in this organisation and I established and delivered them ensuring compliance with all legal requirements. Had key responsibility for significant sections on the IG Toolkit. The Trust went through various merges and transformations as part of National Transforming Community Services work which involved many changes in Records, IG and DQ.

Next to a **Paediatric Hospital as Patient Services Manager**. With responsibility for Records, Transcription, Booking, Admissions & Reception as well as becoming lead for Outpatient Global Digital Exemplar (GDE) work within the Trust. Making decisions and informing direction for the Trust as it moved towards HIMSS Level 7.

Currently **Informatics Head of Patient Services** for a **large Trust** (2nd in England). Managing Records and Coding Services. Working with both teams to support daily management as well as the Trusts Single EPR programme i.e. merging 9 hospital systems and records. During COVID I worked alongside the Director of Technology in establishing the local Nightingale Hospital and was responsible for establishing and agreeing the documentation for the unit as well as all administration services.

I have been **CEO of IHRM** (Institute of Health Records & Information Management) for 6 years and am on the Board of FEDIP (Federation of Informatics Professionals) and am the UK IFHIMA Representative. I also set and mark papers within IHRIM's Informatics suite of exams and am part of the Education Board for the Institute.