

CURRICULUM VITAE

SUSIE T. HARRIS, PhD, MBA, RHIA, CCS, FAHIMA

Office

Department of Health Services and Information
Management
College of Allied Health Sciences
EAST CAROLINA UNIVERSITY
4340 Health Sciences Building
Greenville, North Carolina 27858-4353
(252) 744-6173
FAX: (252) 744-6179

Email

harrissus@ecu.edu

Department Web Page

<http://www.ecu.edu/hsim>

Residence

2906 NC 33 West
Greenville, North Carolina 27834

EDUCATION

- Ph. D. EAST CAROLINA UNIVERSITY**, Greenville, North Carolina
College of Allied Health Sciences
Dissertation: "The Impact of Spirituality on Health Conditions of Persons with Diabetes in Eastern North Carolina."
Doctor of Philosophy in Rehabilitation Studies Administration 2008.
- M.B.A. EAST CAROLINA UNIVERSITY**, Greenville, North Carolina
College of Business: Graduate Program in Business Administration with a Healthcare Management Concentration
Master of Business Administration with a Healthcare Management Concentration 1997
- B. S. EAST CAROLINA UNIVERSITY**, Greenville, North Carolina
College of Allied Health Sciences
Bachelor of Science in Health Information Management 1989

RESEARCH AND TEACHING EMPHASIS

Health industry education, coding, health informatics, electronic exchange of health information, managed health care, diabetes, and spirituality.

ACADEMIC EXPERIENCE

EAST CAROLINA UNIVERSITY (2004-Present)

College of Allied Health Sciences

Department of Health Services and Information Management

Director, Bachelor of Science in Health Information Management Program, Department of Health Services and Information Management (2016-present)

Full Professor (2018-present)

Associate Professor (2013 to 2018)

Assistant Professor (2008-2013)

Clinical Instructor (2004-2008)

Teaching

HIMA 3000	Medical Terminology
HIMA 3032	Record Documentation Systems
HIMA 3142	Diagnostic and Procedural Coding
HIMA 3148	Health Services Coding
HIMA 4138	Health Data Structure
HIMA 4145	Classification Systems in Health Care
HIMA 4153	Management of a Health Information Services Department
HSMA 2000	Professional Roles and Environments in Health Care
HSMA 3045	Health Data Management
HSMA 4050	Personnel Management and Supervision in Health Care
HSMA 4075	Managed Care in Health Systems
HSMA 4905	Allied Health Management Experience

COHE 6000	Health Care Systems and Problems
COHE 6460	Classification Systems in Health Care
COHE 6470	Health Information Privacy and Security
COHE 6600	Management of Health Care Operations
COHE 6630	Quality Management in Health Care
COHE 6640	Management of Health Information Services
COHE 6803	Internship in Health Informatics and Information Management

Institutional Service

University-level

Chair, Graduate Appeal Committee, East Carolina University 2019
 Chair, Academic Resources Committee, Honors College, East Carolina University, 2014-2016
 Member, Chancellor's Strategic Enrollment Planning Committee, Undergraduate Academic Programs Work Group, East Carolina University, 2018
 Member, Faculty Search Committee, Department of Public Health, East Carolina University, 2017-present
 Member, Distinguished Graduate Faculty Mentor Award Committee, East Carolina University, 2017-present
 Member, Graduate Council GRE Subcommittee, East Carolina University, 2015-2016
 Member, Graduate Appeal Committee, East Carolina University 2014-2015
 Member, Administrative Canvassing & Soliciting Committee, East Carolina University 2009-2012
 Member, Administrative Scholarships Committee, East Carolina University 2009-2012
 Member, Administrative Women's Status Committee, East Carolina University 2009-2012
 Member, Student Convocation Committee, East Carolina University 2010-2013
 Member, Student Scholarships, Fellowships, and Financial Aid Committee, East Carolina University, 2009-2012
 Member, Graduate Council, East Carolina University, 2014-2017
 Member, Graduate Council Executive Committee, East Carolina University, 2014-2017
 Faculty Senate Alternate, East Carolina University, 2012-2016

Division-level

Member, Search Committee for Asso. Director of Pre-Professional Advising, East Carolina University, 2010-2011
 Member, Brody School of Medicine Spirituality and Health Care Committee, East Carolina University, 2008-2009

College-level

Chair, Physician Assistant Studies Personnel Committee, East Carolina University, 2015-present
 Chair (served in chairman's position), Diversity Committee, CAHS, East Carolina University, 2013-2014
 Chair, Honors and Awards Committee, CAHS, East Carolina University, 2010-2014; Member 2008-2009
 Member, Tenure & Promotion Committee, Communication Sciences and Disorders, East Carolina University 2016-present
 Member, Student Promotions Committee, Physician Assistant Studies, East Carolina University 2014-present
 Member, Project Working Recovery, Department of Rehabilitation Studies, East Carolina University, 2007-2008

Department-level

Director, Health Information Management program, East Carolina University, 2016-present
 Chair, Faculty Search Committee, 2015-2016
 Member, Faculty Search Committee, Department of HSIM, East Carolina University, 2016-present
 Member, Marketing Committee, HSIM, East Carolina University, 2004-present
 Director (served in director's position), Health Information Management program, East Carolina University, 2010
 Director, Master of Science in Health Informatics and Information Management Program, Department of Health Services and Information Management 2014-2016
 Assistant Director, Student Affairs, Master of Science in Health Informatics and Information Management Program, Department of Health Services and Information Management, 2012-2013 and 2016-2020

Professional Service

National

Member, Pillar 2.1 Sub-Committee, AUPHA, Strategic Plan Committee, 2020-
 Board Member, Council on Excellence in Education, 2016-2019
 Co-chair, Workforce Workgroup, Council on Excellence in Education, 2016-2019
 Member, PhD Curriculum Workgroup, Council on Excellence in Education 2014-2016

Member, Graduate Resource Alliance, Council on Excellence in Education 2014-2016
 Member, Curriculum Workgroup, Council on Excellence in Education 2014-2106
 Mentor, American Health Information Management Association, 2014-2015
 Member, CourseShare, American Health Information Management Association, 2010-2011

State

Member, North Carolina State Employees Credit Union, Greenville Branch #292, Advisory Board, 2020-present
 Member, Awards and Nominations Committee, NC Health Information Management Association, 2020-present
 Member, Advisory Board, Health Information Technology Program, Pitt Community College, 2014-present
 Member, Advisory Board, Health Information Technology Program, Edgecombe Community College, 2016-present
 Board Member, CAHNC Liaison, NC Health Information Management Association Executive Board, 2010-2014
 Chair, ICD-10 Coding Task Force Committee, NC Health Information Management Association, 2011-2012
 Member, North Carolina Healthcare Information and Communications Alliance, Inc. 2015-present
 Member, Awards and Nominations Committee, NC Health Information Management Association, 2008-2009

Local

Representative, FACES of Health – Pitt County Boys and Girls Club, 2017-2018
 Member, Pitt Community College HITECH WORKFORCE Development Advisory Committee, 2012-2014

Reviewer of Scholarly Manuscripts for Publication in Journals:

Care Management Journals 2014-2015
Journal of Case Studies 2012-2014
Hawaii International Conference on System Sciences 2013-present
AHIMA Approval Committee for Certificate Programs 2008-2013
Health Care Manager Journal 2012 to present

Awards

American Health Information Management Association's Triumph Educator Award, 2020
 Fellow, American Health Information Management Association 2017-present
 Fellowship is recognition of sustained and significant contributions to the field of health information management. There are 196 AHIMA fellows nationally.
 NCHIMA Distinguished Member Award, 2017
 Dean's Service Award, College of Allied Health Sciences, 2016

ADMINISTRATIVE EXPERIENCE

EASTERN NEUROSURGICAL AND SPINE ASSOCIATES, INC., Greenville, NC (1998-2004)

Administrator

Directed administration of office within authority of governing board of 5-physician and 23-employee group practice, including administers fiscal operations such as accounting and establishing fees for medical services, negotiates managed care fee schedules, prepares monthly physician call schedule, directs hiring and training of personnel, develops and maintains policies and procedures for office, instructs and supervises directed practice for Pitt Community College Health Information Technology Students, represents office at community meetings and promotes services, calculates and distributes payroll, calculates physicians' bonuses and works closely with corporate accountant to ensure accurate and reliable numbers, distributes expense spreadsheet, prepares and distributes month end summary reports to physicians, processes accounts payable bi-monthly, analyze and review monthly income statement and balance sheet, distributes monthly income statement and balance sheet to physicians, obtains annual quotes on malpractice, group health, dental and employee disability premiums, provides direction for web site updates, ensures office brochure updates, and meets with physicians monthly.

EASTERN NEUROSURGICAL AND SPINE ASSOCIATES, INC., Greenville, NC

(1990-2004)

Director, Health Information Management

Responsible for operations and management of a 5-employee medical record, insurance and transcription departments in a 5-physician group, including accounts payments, quarterly profit allocations, full revision of policies and procedures, conversion from numerical/alphabetical to terminal digit and revision of chart order for

50,000+ records, assist physicians in maintaining fee schedule and proper code usage, code and key punch providers' services and charges, ensure maximum reimbursement from insurance companies (negotiations/prior payment verifications), ensure maximum reimbursement from patients (monthly payments/collection agencies), assist patients with questions, random audits for accurate record documentation, and ensure transcription is completed daily.

R.E. HARRIS, MASON CONTRACTOR, INC., Greenville, NC

(1991-1998)

B.T. HARRIS, MASON CONTRACTOR

Comptroller

Responsible for the accounting for two businesses, including weekly payroll for 10-12 employees in each business, monthly, quarterly and yearly taxes, and accounts payable and receivable.

PITT COMMUNITY COLLEGE

(1992-1993)

Instructor, medical insurance class two nights per week

EAST CAROLINA CARE, Greenville, NC

(1991)

Medical Record Consultant

Consulted on medical record issues in a 60 bed nursing home, including weekly audits for accurate record documentation according to state and federal regulations, and assisted in revision of chart order

WILMINGTON HEALTH ASSOCIATES, P.A.

(1989-1990)

Medical Record Director

Responsible for operations and management of a 30-employee Medical Record Department in a 32-physician group, including full revision of department policies and procedures, conversion from numerical to terminal digit and revision of chart order for 150,000+ records, and departmental budget analysis.

PAPERS AND PRESENTATIONS

Journal Articles:

Kapoor, A., **Harris, S.** Heart and Soul: How a 69-year-old woman survived a massive heart attack. (submitted Spring 2022). *Journal of Religion and Health. Journal of Religion and Health.*

Asagbra, O.E., & **Harris, S.** Passing the Baton: The Role of Healthcare Organizations in Leading Continuing Education Programs in Quality Improvement and Safety. (submitted Summer 2022). *Journal of Organizational Psychology.*

Asagbra, O. E., & Harris, S. T. (2022). The Importance of Teaching Quality Management to Emerging Healthcare Leaders: Case Study. *Journal of Health Administration Education*, 38(4), 1011-1024.

Kapoor, A., Kim, J., Zeng, X., **Harris, S. T.**, & Anderson, A. (2020). Weighing the odds: Identifying factors associated with obesity underdiagnosis using problem list omissions in Electronic Medical Records (EMR). *Digital Health*. <https://doi.org/10.1177%2F2055207620918715>

Harris, S.T., Sasnett, B., Baker, E., Sanders, A. (2019). PCMH Graduate Internship, Benefits to a Practice Manager: Case Study. *Health Care Manager*, 38:50-60.

Sasnett, B, **Harris, S.T.**, White, Shelly. (2018). PCMH Undergraduate Internship, Benefits to a Practice Manager: A Case Study. *Health Care Manager*, 37:2.

Kapoor, A., **Harris, S. T.**, & Baker, E. A. (2018). Fear vs. faith: how a 46 year old woman beat breast cancer. *Spiritual Care*, 7(2), 191-196.

Hylock, R., Bell, P., **Harris, S.**, & Woodward, J. (2017). Optimizing the Master of Science Degree in Health Informatics and Information Management - Part 2, *Educational Perspectives in Health Information Management*.

Harris, S., Bell, P., & Baker, E. (2017). E-Scripts and Cell Phones - A Blessing or Curse? *Health Care Manager*, 36(4)1-6.

Hylock, R., **Harris, S.T.**, (Summer, 2017). Healthcare Database Management and HIIM Students: Challenges and Instruction Techniques—Part 2. *Educational Perspectives in Health Information Management*.

Harris, S. & Hylock, R. (2017). Was the hyperglycemia due to a bottle of bad insulin? *Journal of Case Studies*, 35(1)91-101.

Harris, S.T., Bell, P.D., Woodward, J.A. (Winter, 2016). First Steps in Starting a Master of Science Program in Health Informatics and Information Management. *Educational Perspectives in Health Information Management*.

Hylock, R., **Harris, S.T.**, (Winter, 2016). Healthcare Database Management for Health Informatics and Information Management Students: Challenges and Instruction Strategies—Part 1. *Educational Perspectives in Health Information Management*.

Harris, S. T. & Koenig, H. G. (2015). An 81-year-old woman with chronic illnesses and a strong faith. *Journal of Complementary and Integrative Medicine*, 13(1):83-89.

Harris, S. T. & Kennedy, M. H. (2015). Instructional design, curricular content and students' perceptions of a new health data management course. *International Journal of Instructional Technology & Distance Learning*, 12(4)69-81.

Harris, S., Zeng, X, Ross, T, & Ford, L. (2013). ICD-10 Training: What Coders are Saying. *Health Care Manager*, 32(4).

Harris, S., & Pokorny, M. (2012). Living with diabetes: What patients are saying. *Care Management Journals*, 13(2)46-50.

Harris, S., & Zeng, X. (2012). How to set up an ICD-10 training workshop: Case study. *Health Care Manager*, 31(4), 323-331.

Harris, S., Zeng, X., & Ford, L. (2011). International Classification of Diseases, 10th revision: It's coming, ready or not. *Health Care Manager*, 30(3), 227-235.

Harris, S., Wong, D., Musick, D. & Wong L. (2010). Spirituality and well-being among persons with diabetes and other chronic disabling conditions: A comprehensive review. *Journal of Complementary and Integrative Medicine*.

Harris, S. & Zeng, X. (Winter, 2010). Using an Audience Response System (ARS) in a Face-to-Face and Distance Education CPT/HCPCS Coding Course. *Perspectives in Health Information Management*. Winter 2010.

Teslow, M. & **Harris, S.**, Wilfong, D. (2009). Street Smart: Understanding the Context of Emergency Medical Services Communication and Documentation. *Journal of the American Health Information Management Association*. 80:3 (March).

Harris, S. & Pokorny, M. (2009). The Experience of Teaching in a Diabetes Program. *Health Care Manager*. 28:1 (January-March). **Harris, S.** & Kulesher, R. (2009). The Importance of Encounter Form Design. *Health Care Manager*. 28:1 (January-March).

Harris, S. & Zeng, X. (2008). Using Wiki in an Online Record Documentation Systems Course. *Perspectives in Health Information Management*, 5:1.

Bell, P., Brown, M. & **Harris, S.** (2008). The Profession of Health Information Management. *Chinese Journal of Rehabilitation Theory and Practice*. 14:1 (February).

Culbertson, D. & **Harris, S.** (2007). Are We Coming Back to AR? *Perspectives on Administration and Supervision American Speech-Language-Hearing Association Division 11 Newsletter* June 2007 publication date

Harris, S. & Kulesher, R.R. (2006). Managed Care and the Bottom Line of Your Practice. *Health Care Manager*. Issue 25:3 (July-September 2006).

Zeng, X., & **Harris, S.** (Fall, 2005). Blogging in an Online Health Information Technology Class [Electronic Journal]. *Perspectives in Health Information Management*, 2:6.

Bell, P. D., Zeng, X., & **Harris, S. T.** (2011). "blogs and wikis: ICT tools to facilitate critical thinking and learning in a web-based health services and information management curriculum", In Antonio Méndez-Vilas (Ed.) *Education in a Technological World: Communicating Current and Emerging Research and Technological Efforts*, (pp. 77-82). Formatex Research Center. <http://www.formatex.info/ict/book/77-82.pdf>

Book Chapters:

Harris, S. (2011). Lawsuit: So you Have to go to Court. In C. McConnell (Ed.), *The health care manager's legal guide* (p. 153-162). Sudbury, MA: Jones & Bartlett Learning.

Monograph

Harris, S. T. (2009). *The Impact of Spirituality on Persons with Diabetes: The Impact of Spirituality on Health Conditions of Persons with Diabetes in Eastern North Carolina*, Köln, Germany: Lambert Academic Publishing.

Editor

Harris, S.T. (2017) *Health Care Manager*. Lippincott Williams & Wilkins.

Guest Editor

Harris, S.T. (2010) *Perspectives in Health Information Management*, ICD-10 Special Issue.

Presentations:

International

Harris, S.T. (May 2010). Diabetes: A Hidden Disability. Pacific Rim 25th Annual Conference on Disabilities, Honolulu, HI.

National

Harris, S.T. (July 2016). Open Dialogue Session on Developing and Implementing HIM and HI Graduate Level Programs. AHIMA AOE, Denver, CO.

Harris, S.T. and Cellucci, L. (July 2016). Health Services Management: A Solid Foundation to a Master of Science in Informatics and Information Management Degree. AHIMA AOE, Denver, CO.

Harris, S.T. (July 2014). Steps in Starting the Master of Science degree in Health Informatics and Information Management at East Carolina University. AHIMA AOE, Chicago, IL.

Cellucci, L. and **Harris, S.T.** (2013). Health Care Leadership 2.0: Using Social Media for Leadership Development. Association of University Programs in Health Administration Annual Meeting, Monterey, CA.

Harris, S.T. (July 2012). The Importance of Concurrent Teaching of ICD-9-CM and ICD-10-CM/PCS. AHIMA AOE, Orlando, FL.

Smith, G., **Harris, S.**, Glenn, R., and Donahue, L. (July 2011). The Bridge Year for Coding Courses: Strategies to Get More ICD-10 Content Into Courses. AHIMA AOE, San Antonio, TX.

Harris, S.T. and Zeng, X. (July 2009). Using an Audience Response System (ARS) in a Face-to-Face and Distance Education CPT/HCPCS Coding Course. AHIMA AOE, Las Vegas, NV.

Harris, S.T. (July 2008). Perspectives in Health Information Management Panelist. AHIMA AOE, Louisville, KY.

Harris, S.T. (July 2008). Web 2.0 for Online Education. AHIMA AOE, Louisville, KY.

Harris, S.T. (July 2007). Web 2.0: Technologies and Applications for Online Education. AHIMA AOE, Chicago, IL.

Regional

Harris, S.T. (2009) ICD-10-CM and ICD-10-PCS. NCHIMA Regional Meeting, Southeastern, Fayetteville, NC.

Harris, S.T. and Kulesher, R. (2009). Managed Care and the Medical Office. NCHIMA Regional Meeting, Coastal Carolina, Greenville, NC.

State

Entzminger, P., **Harris, S. T.**, & Bitner, C. E. (May, 2021). Still admissible: HIPAA violations & the exclusionary rule inherent in the fourth amendment of the united states constitution. North Georgia Health Information Management Association: Quarterly Meeting. Health law and compliance training.

Harris, S.T. and Rouse, K. (March 2020). East Carolina University has the Degree Program for You!. NCHIMA Annual Meeting, Concord, NC. (virtual presentation due to COVID-19)

Harris, S.T. and Rouse, K. (May 2019). Future of HIM Workforce in the Southeastern United States. Quad-State Annual Meeting, Myrtle Beach, SC.

Harris, S.T. and Rouse, K. (May 2019). East Carolina University has the Degree Program for You! Quad-State Annual Meeting, Myrtle Beach, SC.

Harris, S.T. (May 2018). HIM Reimagined (HIMR). NCHIMA Annual Meeting, Durham, NC.

Harris, S.T. and Hylock, R. (May 2016). Diabetes and ICD-10, Improving Data Capture. NCHIMA Annual Meeting, Asheville, NC.

Harris, S.T. (May 2015). Master of Science in Health Informatics and Information Management. NCHIMA Annual Meeting, Greensboro, NC.

Harris, S.T. (June 2015). Master of Science in Health Informatics and Information Management. NYHIMA Annual Meeting, Syracuse, NY.

Zeng, X. and **Harris, S.T.** (2014). Advanced Education in Health Informatics and Information Management. NCHIMA Annual Meeting, Greensboro, NC.

Harris, S.T. (2011). ICD 10 CM: Training & Implementation Issues for The Provider Office. NCHIMA Regional Meeting, Raleigh, NC and Rocky Mount, NC.

Harris, S.T. (2011). ICD-10-CM & PCS TRAINING. NCHIMA Annual Meeting, Concord, NC

Harris, S.T. (2010). Korean ICD-10 and our ICD-10-CM and ICD-10-PCS. NCHIMA Coding Roundtable, Rutherford, NC.

Harris, S.T. and Kulesher, R. (May 2009). The Importance of Encounter Form Design. NCHIMA Annual Meeting, Greenville, NC.

Harris, S.T. (2007). Analysis of NCVR Client Satisfaction Survey Data. NC Vocational Rehabilitation Office, Raleigh, NC.

Local

Harris, S.T. (2017). Reviving of the Bachelor of Science in Health Information Management Program. NCHIMA Regional Coastal Carolina Meeting, Greenville, NC.

Harris, S.T. and Gay, L. (2012). It's Official: ICD-10 October 1, 2014. Eastern AHEC, Elizabeth City, NC.

Harris, S.T. (2011). CPT Updates. Eastern AHEC, Elizabeth City, NC.

Harris, S.T. (2011). ICD-10-CM and ICD-10-PCS: A good thing! NCHIMA Regional Meeting, Western Foothills, Hickory, NC.

Harris, S.T. (2010). ICD-10-CM and ICD-10-PCS: A good thing! NCHIMA Regional Meeting, Coastal Carolina, Greenville, NC.

Harris, S.T. and Hylock, R. (2016). Uncaptured Diabetes Data, until ICD-10. Duke Informatics Research Seminar Series, Greenville, NC.

Harris, S.T. and Hylock, R. (2015). Uncaptured Diabetes Data, until ICD-10. AHIMA Data Summit Beyond ICD-10, Greenville, NC.

Harris, S.T. (2011 and 2010). Blogging for Beginners Using Word Press. ECU Office for Faculty Excellence and Curriculum Development. Greenville, NC.

Harris, S.T. (2010). Gearing Up for ICD-10-CM/PCS. NCHIMA Coding Roundtable, Greenville, NC.

Harris, S.T. (2010). Engaging Students Through Blogging. ECU Think In, Greenville, NC.

Harris, S.T. (2008). Using Visio to Create a Health Information Management Floor Plan. ECU Think In, Greenville, NC.

Harris, S.T. (2008). Using Turning Point in the Classroom. ECU Think In, Greenville, NC.

Harris, S.T. (2008). Analysis of a county educative program for persons with diabetes. Rehabilitation and Allied Health Research Day, and Mills Symposium, both in Greenville, NC.

Harris, S.T. (2007). Does the health condition of people who have diabetes significantly improve when spirituality is applied as a coping mechanism? Rehabilitation and Allied Health Research Day, and Mills Symposium, both in Greenville, NC.

Harris, S.T. (2006). Confluence Wiki and Open Journal System Demonstration. ECU Academic Outreach, Greenville, NC.

FUNDED RESEARCH AND GRANTS

Cellucci, L.W. (PI), **Harris, S.**, Sasnett, B., and Zeng, X. (2013) Health Care Leadership 2.0: Using Social Media for Leadership Development. Awarded \$10,000.

CERTIFICATIONS

Registered Health Information Administrator 1990-present

Certified Coding Specialist 2006-present

American Health Information Management Association ICD-10 Trained Trainer 2010-2016

Fellow of the American Health Information Management Association 2016-present

PROFESSIONAL PARTICIPATION

American Health Information Management Association 1990-present

North Carolina Health Information Management Association 1990-present
