**Rhonda L. Watson, BMSc, MSLIS, RHIA**

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## EDUCATION

Bachelor of Medical Science, Health Record Administration, Emory University, Atlanta, GA, August 1978.

Master of Science, Library and Information Science, Florida State University, Tallahassee, FL, December 2003.

Library Media Specialist Endorsement, Trevecca Nazarene University, Nashville, TN, June, 2005.

**RELEVANT EXPERIENCE**

**Nashville State Community College** August 2020 – Current

Instructor, Temporary from August – December, 2020, Healthcare Management Program

* Instructor of Healthcare Delivery Systems, Medical Legal Issues, Survey of Healthcare Systems
* Participating in Curriculum Based Education (CBE) Training through TBR; developing Electronic Healthcare Apps Course for the Spring 2021 utilizing CBE techniques
* Attended Transparency in Learning and Teaching (TILT) online training through UCLA for use in constructing syllabus using the TILT method as a means of meeting BMH Divisional requirement to aid in successful student achievement
* Participated in review of Grade Distribution Reports and Course Comparison Analysis for determining achievement of course objectives and identification of deficiencies in content, objectives, and instructional strategies for student success
* Participated in Business Management and Hospitality Division Meeting
* Participated in the Tennessee Open Education Initiative Zoom Meeting regarding the Tennessee Textbook Affordability Task Force initiative to select a statewide repository for OER with discussion of context, opportunity, deliverables, and current projects.
* Maintain open communications with students in our online/hybrid courses to assist in student understanding and achievement and to encourage participation and learning
* Currently serving as 2020-2021 Education Officer in AAPC-Nashville Chapter and Coding/Data Analytics Committee Member for THIMA

**Daymar College Nashville** April 2019 – August 2020

### Academic Program Director, Medical Billing and Coding Diploma and Associates Program; Health

### Care Administration Bachelors Program with Billing and Coding Specialization

* Direct the Billing and Coding Programs with 30 students and 3 instructors
* All classes utilize Canvas Learning Management System
* Focus on student success, monitoring attendance, participation, and academic status.
* Develop and assess faculty performance
* Ensure strategies are in place for academic excellence to pass AAPC CPC Exam
* Professor of medical terminology, electronic health records, and all billing and coding classes
* SME for development of new curriculum for Billing and Coding Specialization Program
* Student advisement and class scheduling

**Remington College Nashville** July 2016 – April 2019

### Learning Resource Systems Manager / Medical Billing and Coding Instructor

* Managed technical school Learning Resource Center providing instruction in information literacy, research assistance, citation assistance, reading groups, management
* Provided instruction for medical coding, billing, insurance, reimbursement, Microsoft Office products, and substituting as necessary for colleagues in other subjects
* National Technical Honor Society Advisor
* CCMA Certified Proctor; Wonderlic ATB Independent Testing Agent
* Tutoring for students with online classes
* Assisted instructors /students with use of Learning Management Systems: Moodle, then Canvas

**Coast to Coast Innovative Solutions LLC** January 1984 – October 2019

### Senior HIM/RCM/EHR Consultant

Provided 30+ years of excellent services to medical practices in the Southeast. Accomplishments include:

* Developed and implemented ICD-10-CM crosswalk for conversion; annual updates; NCDs/LCDs
* Conducted expert diagnostic, service, and procedural coding (ICD-10-CM, CPT, HCPCS) audits and training utilization of advanced tools and techniques in medical practices for many years
* Credentialing services for 9 providers for 4 years; 1- 3 providers for 18 years
* Provided consultative services to nursing homes to ensure compliance with health information regulations, as well as revenue cycle management in 14 long term care facilities for 5 years
* Assisted physicians and practice administrators with employee evaluations and training
* Provided expert evaluation and advice regarding revenue cycle management, reviewing coding, data collection methodologies, insurance company contracts, and set up successful reimbursement procedures for 25+ years
* Negotiated contracts on behalf of providers with insurance companies
* Conducted billing audits to determine RCM deficiencies and proposed corrective action that manifested in marked increase in collections
* Assisted with the development of MPS Remedy EPM/EMR software
* Beta-tested multiple software developments for Wismer-Martin SM\*RT Practice, including AutoPost for the State of Tennessee in 1991
* As an Interim Practice Administrator in 2009, utilized and trained staff in the use of eClinical Works. utilized and trained billing staff in the use of McKesson due to our integration with Middle Tennessee Medical Center, Murfreesboro, TN
* Special Projects with EHRsolutions, Charleston, WV; West Virginia School of Medicine MetiMan Conference. Scribe for Greenway PrimeSuite donated to the medical school by Greenway Medical Technologies.

**Global Medical Partners** December 2009 - February 2013

### Senior Implementation Coordinator; Independent Greenway Certified Implementation Manager

### Contracted through Coast to Coast Innovative Solutions, LLC

* Provided expert PM/EMR implementations as well as post implementation training and support in 67 physician practices varying from single provider to multiple locations, regular to enterprise implementations of multiple specialties across the U.S.
* Project Manager for GIC / MedSym oncology software project
* Trained resources to become Greenway Certified Resources
* Trained providers, superusers, administrators, and staff 1-1 and in the classroom to proficiently and successfully utilize Greenway PrimeSuite practice management and clinical software in the practice and assisted with their transition
* Provided expert support for providers, staff, and administrators to GoLive utilizing PrimeSuite
* Followed up with clients to ensure an excellent experience with Greenway
* Determined needs and provided expert post implementation training and support
* Developed professional training materials to assist with teaching methodologies
* Assisted clients with understanding of Meaningful Use and changes in upgraded software

**Innovative Consulting Group**  September 2011 - November 2011

### Analyst

* Assisted Project Manager with developing project schedules, sales materials, training materials.
* Coordinated collection of data from sites for data builds
* Coordinated Greenway training schedules with Project Manager and Greenway Project Director
* Assisted with server problems arising from Cerner/Greenway incompatibility
* Met with practice administrators, staff, and physicians to do project kick-off
* Met with Greenway Salesman, Project Manager, and physicians to promote adoption of Greenway PrimeSuite

**The Lung Center PC**  November 1983 - January 2001

### Practice Administrator

Managed subspecialty internal medicine, pulmonary, critical care, and sleep medicine practice

* Led profitable non-surgical practice in the area (collection ratio above 65%)
* Responsible for $1.6M budget, including receivables, payables, and payroll
* Managed revenue cycle, including coding and billing
* Medical transcription for providers
* Managed office with 1 -2 provider(s) and 5 staff members
* Successfully implemented Wismer-Martin SM\*RT Practice PM software in 1986
* Authored unique contract utilized by the practice for physician recruitment
* Designed a unique employee evaluation methodology which was widely utilized

**Volunteer State Community College** 1996 - 1997

### Instructor / Health Information Management Program

* 95% pass rate on the AHIMA certification exam for RHITs
* Instructor for the following classes on Main Campus and Distant Campuses: Medical record administration, Health statistics, CPT-4 and HCPCS Coding, Pathophysiology

**National Health Corporation** 1984 – 1986

Medical Record Consultant

* Traveled to 10 Skilled Nursing Facilities performing quality reviews for compliance with industry standards, accreditation, and licensure
* Provided corporate-wide ICD/HCPCS/CPT coding seminars and workshops

**Kuwait University** 1982 – 1983

### Assistant Director/Professor, Health Information Management Program

* Developed classroom instructional materials and selected books
* Prepared students to successfully attain certification through AHIMA (rate unknown, verified through pre-test)
* Advised students regarding career direction
* Taught the following classes: Medical record administration, Health statistics, Medical transcription, student internships/audits in hospitals

**St. Louis University & Health Center**, St. Louis, Missouri 1980 - 1981

### Medical Record Director / Adjunct Faculty, Health Information Management Program

* Managed Medical Record Department with 17 FTEs and patient load of 500 patients/day
* Assisted in development of Practice Management Software with SLU IT personnel for use at the Doctor’s Office Building
* Provided practicums for HIM students from St. Louis University, HIM Department

**St. Louis Professional Standards Review Organization** 1979 - 1980

### Audit Coordinator

* Reviewed medical care evaluation studies in 27 hospitals and 36 nursing homes in St. Louis to ensure quality of care and proper utilization of services as mandated by PL 92-641
* Due to the huge success of this organization in saving government money for health care for Medicare/Medicaid patients, private business/industry contracts were obtained (the first in the country to operate privately).

**Chester Mental Health Center** 1978 – 1979

Medical Records Director

* Maintained complete and accurate patient medical and legal records for a 280 bed facility which is the only State of Illinois' maximum security forensic mental health facility for those committed via a court order, awaiting trial due to being Unfit to Stand Trial, found Not Guilty by Reason of Insanity, and those deemed to be an escape risk or violent offenders unable to be housed in jails and prisons
* Supervised transcription of medicolegal documents
* Quality Assurance – concurrent and retrospective record review
* Provided records as a legal document in court for fitness hearings

**Decatur Hospital** Summer 1977

Interim Medical Record Director

Provided the following services for a short-stay surgical hospital:

* Medical Care Evaluation Studies
* Medical Transcription
* Hospital Statistics

## OTHER EXPERIENCE

**Middle Tennessee State University** August 2015 – Present

### Adjunct Professor in MLS Program

• Distance Learning (D2L/LiveText) adjunct professor for online master’s program in Library Science (MLS); currently instructor of Supervised Field Experience (LIBS 6550), Reference

Services (LIBS 6015), School Library Management (LIBS 6105)

* Contracted to completely revise and update LIBS 6550

### Reference Librarian

• Provide excellent customer service, research assistance, information literacy instruction and reference services to university students, faculty, administration, and community patrons at the Reference Desk, through chat, email, and by phone. Extensive use of library databases, library research guides, catalog, and citations. Support education programs through assisting students with obtaining information for assignments and research in print, online, and through interlibrary loan.

**Sunset Middle Schoo**l May 2006 – May 2008

### Library Media Specialist / Network Assistant / Media Contact / Textbook Coordinator

* Established library services and provided maximum access to books, media, technology, and resources based on the needs of students, faculty, administration, and staff
* Maintained 125 laptops in a computer lab, the library, individual classrooms
* Centered on student mastery of information literacy, independent learning, and social
* Exceeded the demands of the curriculum, individual assignments, and developmental needs of our diverse student population
* Ordered and arranged new books in the new library
* Served on many state and local committees

## CERTIFICATIONS / AFFILIATIONS

American Health Information Management Association, Missouri and Tennessee Component

Associations; 1975 – present. Local and State CE Officer in Missouri, Currently Member

Coding/Data Analytics Committee (2020-2021); Registered Health Information Administrator

(RHIA) #0187071; RDIP and CCS eligible.

American Association of Professional Coders. Nashville Chapter Education Officer, 2020 – 2021. CPC

Training Course, expected completion September, 2020. Membership #01458014.

Certified Online Instructor (COI), LERN, expected completion August, 2020.

National Association of Medical Auditing Specialists, 2019 – present. Membership #14006. CEMA

eligible.

ICD-10-CM/PCS Instructor Training, AHIMA, Completed January, 2012

Project Management Institute, PMP Certification course, 2010

Greenway PrimeSuite Certified Senior Implementation Specialist, Practice and Clinical, Certified

Resource September, 2009

State of Tennessee Department of Education, Teacher License #000273944 Endorsement 473,

August, 2021

American Library Association, 2000 – present. Membership #1036837.

International Society for Technology in Education (ISTE), 2007 – present. Membership #274506.