

FAYE A. SISK, Ph.D.

Office Address:

Mercer University
SSBE 240
3001 Mercer University Drive
Atlanta, GA 30341
Voice: (678) 547-6127 Fax: (678) 547-6667
E-mail: sisk_fa@mercer.edu

CAREER BACKGROUND

- 2006-present *Graduate Program Director*
Associate Professor of Management
Graduate Program Assessment
Stetson School of Business and Economics
Mercer University, Atlanta, Georgia
- 1994-present *Associate Professor & Discipline Coordinator*
Assistant Professor
Stetson School of Business and Economics
Mercer University, Atlanta, Georgia.
- 1997-2001 *Program Director, Master of Science*
Health Care Management
- 1982-1993 *Executive Director, Research and Development*
Director, Industry Marketing; Product Manager
HBO & Company (McKesson HBOC)
Health Care Information Systems & Services, Atlanta, Georgia.
- 1980-1982 *Consultant, Public Health IMS America International, Ltd (IMS Health).*, Ambler Pennsylvania
Clients: CDC, HHS, NIDA
Project DAWN
- 1978-1980 *Instructor, Allied Health and Nursing, Santa Fe Community College, Gainesville, Florida*
Adjunct Professor, School of Nursing, University of Florida, Gainesville, Florida
- 1976-1978 *Professor, School of Medical Technology, Florida Community College, Jacksonville, Florida*
- 1974-1976 *Clinical Chemist and Instructor, Shands Teaching Hospital, University of Florida, School of Medicine, Gainesville, Florida*

OTHER ACADEMIC ACTIVITIES

Reviewer International Journal of Management and Innovation
Reviewer The American Journal of Managed Care
Reviewer Techniques and Learning in Medicine
Southern Management Association Annual Conference Paper Review

ADDITIONAL ACADEMIC APPOINTMENTS

Adjunct Assistant Professor, Rollins School of Public Health
Department of Health Policy & Management
Emory University
Atlanta, Georgia

SELECTED CONSULTING ENGAGEMENTS

Alcan Corporation
Atlanta, Georgia
Strategic Planning Program
Corporate strategy development

Ardent Health Systems
Albuquerque, New Mexico
Operations & workflow assessment
Personnel reorganization & leadership development plan
Training Program & Curriculum Development for multi-hospital & Reference laboratory Information System Implementation
400 employees in 6 locations

Tanner Health System
Carrollton, Georgia
Feasibility study for development urgent /ambulatory care center

Faculty Practice Assessment
Macon, Georgia
Review of operations, managed care contracts, data systems & profitability

Susan B. Komer Foundation
Atlanta, Georgia
Board of Directors Leadership Training Program

Southern Regional Education Board
Atlanta, Georgia
Leadership Training Institute

State of Georgia Department of Public Health
Atlanta, Georgia
Manpower development and training planning

Northeast Georgia Medical Center
Gainesville, Georgia
Readiness Review & Operational Plan
Laurelwood Psychiatric Facility

University Hospital of Arkansas
Little Rock, Arkansas
Automation Assessment

University Hospital Jacksonville, Florida
Frick Community Hospital
Northeast Georgia Medical Center Gainesville, Georgia
Illini Community Hospital, Silvis, Illinois
Benefits realization study
Departmental workflow & operations optimization
Clinical information system feasibility & justification
Patient Care information analysis

GRADUATE COURSES TAUGHT

Human Resource Management
Seminar in Advanced Management
Strategic Management (Capstone)
Organizational Behavior
Operations Management
Leadership
Information Systems Management
Quality Management

Marketing and Strategic Management
Introduction to Management
Concepts and Issues in Health Care Management/Capstone
Statistics in Health Care
Managed Care
Health Care Policy
Alternative Delivery Models of Care
Elements & International Health Care
Health Care Ethics

UNDERGRADUATE/ ASSOCIATE COURSES TAUGHT

Labor Relations
Operations & Systems Management
Leadership
Organizational Behavior
Quality Management
Anatomy & Physiology
Medical Microbiology
Clinical Chemistry
Medical Terminology

COURSES DELIVERED USING WEBCT or BLACKBOARD

Operations Management
Seminar in Advanced Management
Strategic Management
Quality Management

CURRENT RESEARCH INTERESTS

Corporate Responsibility & Employee Safety
Sarbanes- Oxley Compliance
Electronic Health Records/EMR
Quality Improvement

WORKING PAPERS

“Developing Sustainable Company Partnerships for Community Viability” accepted for presentation at the Sixth International Conference on Environmental, Cultural, Economic and Social Sustainability. The 2010 Conference is to be held at the University of Cuenca, Cuenca, Ecuador January 2010.

“What is Good Business for Small Business?” target publication to be determined.

“Social Diversity for Strategic Management” target publication to be determined

“The Continual Evolution of Corporate Responsibility and Global Workplace Safety” target publication Journal of Human Resource Management.

“Forecasting as an Interdisciplinary Topic for Business Education” target publication Journal of Education for Business

JOURNAL PUBLICATIONS

Sisk, Faye A. and Rutledge Arthur L. “Strategies for Managing Organizational Politics to Optimize the Quality Chain through Total Quality Management” Ethics & Critical Thinking Journal September 2008.

Sisk, Faye A. and Rutledge, Arthur L. “Increasing Small Business Strategic Speed through Technology Enhanced Teams” Business Journal for Entrepreneurs, March 2008.

Sisk, Faye A. and Hampton, Betsy “Reporting the Outcomes of Care: Transitioning from Caring to Comparing”

Quality Management, Fall 2000.

Litton, Leslie M., Sisk, Faye A. and Akins, Michael E. *Managing Drug Costs: A Perception of Managed Care Pharmacy Directors* The American Journal of Managed Care, July 2000.

Rust, Cynthia and Sisk, Faye A. et al. *Impact of Resident Feedback on Immunization Outcomes* Archives of Pediatrics and Adolescent Medicine, November, 1999.

Jackson, Elizabeth, Brook, Judith & Sisk, and Faye A. *Full Text: Convenience or Quality?* The Georgia Library Quarterly, Summer, 1999. (Blackwell Best Paper Award)

Sisk, Faye A. *Computer-Based Patient Record: An Essential Technology for Health Care*, Focus on Health Care, HIMSS of Georgia, June, 1991.

Sisk, Faye A. *Redefining Physician Bonding* Southern Hospitals, May/June, 1991.

Sisk, Faye A. and Rappoport, Arthur. *Moving the Electronic Chart to the Community Hospital*, Health Care Information Management, Fall, 1990.

Sisk, Faye A. *Trends in Regulation and Reimbursement*, Medical Laboratory Observer, July, 1989.

Sisk, Faye A. *Agenda for Change: The Hospital Information System Challenge of the Decade*, Health Care Information Management, Summer, 1989.

Sisk, Faye A. *How to Manage Under Prospective Payment*, Medical Laboratory Observer, April, 1987.

Sisk, Faye A. *Lab Work for HMOs: Negotiation for Profit, Avoiding Traps* Medical Laboratory Observer, November 1987.

Sisk, Faye A. and May, John. *Moving Forward Toward Value: A New Era in Health care*, Health Care Financial Management, and November 1986

Sisk, Faye A. *Laboratory Computer Systems: Advances in Technology*, American Clinical Products Review, September 1985.

PUBLISHED PROCEEDINGS

Sarbanes-Oxley and Its Impact on Non-Profit Health Care Organizations. Proceedings from the International Academy of Business and Public Administration Disciplines, New Orleans, Louisiana, January 2005.

The Risk vs. The Reward: Beating the Odds of An Epidemic. Proceedings from the Association of Global Business Conference, Atlanta, Georgia. November 2003, Atlanta, Georgia.

Technology and the Adult Learner: Actual Expectations vs. Academic Assumptions. Proceedings from the 1997 National Conference on the Adult Learner, University of South Carolina, Myrtle Beach, South Carolina, May 1997.

Co-presenters: Saunders, Mary and Wilson, Donald.

Report Cards: Are You Ready for Data Driven Competition? Proceedings from the Health Care Information Management System Society Annual Conference, March 1996.

Co-presenter: Hampton, Betsy

Quality Assurance and Information Systems: A Physician's Perspective, Proceedings from the Health Care Information Management System Society Annual Conference, February 1991.

INVITED LECTURES, SEMINARS, PRESENTATIONS

Sisk, Faye A. and Rutledge, Arthur L. *"Rethinking Forecasting: An Imperative Whose Idea Has Come"* Production and Operations Management Society, May, 2008.

Sisk, Faye A. and Rutledge, Arthur L. . *"The OODA Loop: Comparing John Boyd's military strategy to the SWOT Analysis for*

Strategic Decision Making” presented to the Decisions Science Institute, November, 2007.

From Spillover to Waterfall: The Impact of Sarbanes-Oxley on Healthcare Organizations. Presented to the Voluntary Hospitals of America. Atlanta, Georgia, September 29, 2005.

Sarbanes-Oxley and Its Impact on Non-Profit Healthcare Organizations. Presented to the International Academy of Business and Public Administration Disciplines. New Orleans, Louisiana, January 7, 2005.

The Risk vs. The Reward: Beating the Odds of an Epidemic. Presented to the Academy of Global Business. Atlanta, Georgia, January 2003.

Program Integration: Reflecting an Executive’s Professional Experience presented to the Executive MBA Conference, Orlando, Florida, October 25, 1999.

Collaborative Decision Making: Greater Job Satisfaction for Health Care Professionals presented to the American Society of Business and Behavioral Science Annual Meeting, Las Vegas, Nevada, February 19, 1999.

State Initiatives in Health Care Reform The Southern Regional Education Board Kellogg Fellows Seminar, Atlanta, Georgia, December 10, 1998.

Full Text: Convenience or Quality? Paper presentation to the Georgia Library Association Conference, Academic Library Division, October 7, 1998.

Health Care: A Risky Business Presented to the North Fulton Chamber of Commerce, Atlanta, Georgia, March 24, 1999.

Impact of Feedback to Residents on Missed Opportunities for Immunization and Immunization Rates: A Randomized Controlled Trial. Presented to the Ambulatory Pediatric Association, New Orleans, La., May 1, 1998.

The Adult Learner. Linking Pedagogy and Technology in Adult Education. The New American College, Washington, D.C., January 1998.

Using Information Technology to Lead in Data-Driven Competition. The Alliance for Health care Strategy and Marketing, Las Vegas, Nevada, November 1996.

Health Care Quality. The Deming Group. Atlanta, Georgia, October 18, 1996.

The Computer Based Patient Record: Introduction, Rationale, and the Role of Technology. Health Care Financial Management Association, Indiana Chapter, Indianapolis, Indiana, December 1992.

Strategic Information: View of Administrative Clinical Decision Making in Health Care. Voluntary Hospital Association, Atlanta, Georgia, November 1992.

Buzzwords and New Technologies in Clinical Information Systems, Georgia Society of Medical Technology, Atlanta, Georgia, May 1992.

New Technology and Information Systems, Clinical Laboratory Management Association, Technology Institute, May, 1992.

Information Technology and the Future of Nursing Practice, University of Maryland Nursing Informatics Institute, July, 1991.

Profitability thru Partnership, Health Care Financial Management Association Annual National Institute, June, 1991.

Quality Assurance and Information Systems: Health care Information and Management Systems, Society of the American Hospital Association, February 1991.

Clinical Decision Support: Quality Measurement, Health Care Information Management System Society, Gatlinburg, Tennessee, April 1990.

Clinical Information Systems Management: The Crucial Differences, Health Care Information Management System Society,

New Orleans, Louisiana, February, 1991.

Radiology Information Systems: Past, Present and Future, Radiology Society of North America, Fort Myers, Florida, October, 1989.

Networking with Physicians and Other Health care Entities, Health Care Financial Management Association, Charleston, West Virginia, November 1988.

The Electronic Medical Record, Horizon Financial Group, Orlando, Florida, November, 1988.

HMO/PPO Update, American Health Consultants, New Orleans, Louisiana, May, 1988.

Weathering the Regulatory Firestorm: Surviving and Prospering in the Post-DRG Era, Medical Laboratory Management, Atlanta, Georgia, April 1988.

Clinical Computerization, Evolving Role in Health Care Delivery, American Society of Medical Technology, Atlanta, Georgia, May, 1988.

How to Manage Under Prospective Payment, American Health Consultants Laboratory Management Conference, Chicago, Illinois, May 1986.

EDUCATION

<i>Doctor of Philosophy</i>	University of Florida, Gainesville, Florida Kellogg Fellow, Center For Health Care Leadership Health Care Professions and Administration
<i>Master of Business Administration</i>	Kennesaw State University, Kennesaw, Georgia
<i>Master of Education</i>	University of North Florida, Jacksonville, Florida Health Sciences/Education
<i>MT (ASCP) Registered</i>	Emory University Hospital and Clinic, Atlanta, Georgia Medical Technology
<i>Bachelor of Arts</i>	Agnes Scott College, Decatur, Georgia Biology

PROFESSIONAL AFFILIATIONS AND OFFICES

American College of Health Care Executives
Georgia Chapter, American College of Health Care Executives
Women Health Care Executives (President 1994-1995)
American Association for Medical Systems and Informatics
Health Care Information Management Systems Society (Senior Fellow; Past Vice President)
American Management Association
National Association for Health Care Quality
Clinical Laboratory Management Association (Past President, National Board of Directors)

HONORS AND DISTINCTIONS

Apex Award for Professional Achievement, Women Health Care Executives, 1998
Best Paper Award, Georgia Library Association & Blackwell Publishers, 1998
Phi Kappa Phi Honor Society
Beta Gamma Sigma Business Honor Society
Kappa Delta Pi

Pi Lambda Theta

Achievement Club 1984 & 1986, President's Award, 1989, Faculty of the Year, 1990; HBO & Company Dana Scholar, Agnes Scott College
Alumnae Board of Directors; Class President; Chair, Strategic Planning Committee; Agnes Scott College

SERVICE: Stetson School of Business and Economics & Mercer University

Director of Graduate Programs Summer 2007 to present

Strategic Planning Committee Fall 2007 to present

Dean Search Committee Fall 2007 to Spring 2009

Faculty Committee Spring 2005 to Fall 2007

University Sexual Harassment Committee Fall 2005 to -present

Executive Doctorate of Business Administration Committee Fall 2004-present

Discipline Coordinator Health Care Management 2002-2007

Instructional Resources and Responsibilities Committee 2001-2002, 2002-2003, 2003-2004, 2004-2005

Chair, Search Committee Health Care Management Faculty 2001-2002

Program Director, Master of Science in Health Care Management, 1997-2001

Student Academic Advisor, 1994 -2004.

Faculty Advisor for 3 Problem Solving Projects (Thesis) and 6 Independent Studies for Health Care Graduate Students 1994-1999. Chair, Health Care Orals. 1994-2003

Faculty Composition and Development Committee/Personnel Committee 1994-2000

Associate Dean Search Committee 1999-2000

Steering Committee, Stetson School of Business and Economics, Mercer University, Atlanta, Georgia 1998-1999, 1999-2000

Semester Transition Committee, Stetson School of Business and Economics, Mercer University, Atlanta, Georgia 1995-1996.

Chair, Self Study for Graduate Programs In Health Services Administration (ACHESA) Accreditation, 1994.