

# Susan C. Harris, MSN, APRN, FNP-C, RN

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## Professional Summary

Dynamic and accomplished Nurse Practitioner, Nurse Educator, and DNP Candidate with extensive experience in clinical program development, staff education, informatics training, and leadership in both institutional and private practice settings. Proven success in securing and managing clinical placements, designing evidence-based training programs, and mentoring interdisciplinary healthcare teams. Adept at navigating operational challenges, fostering collaborative relationships, and ensuring high-quality patient outcomes.

## Education

Doctor of Nursing Practice (DNP) – In Progress, Expected February 2026  
Midwestern University, Glendale, AZ

Master of Science in Nursing – Family Nurse Practitioner  
Graceland University, Lamoni, IA – December 2011

Bachelor of Science in Nursing  
Metropolitan State University, St. Paul, MN – April 2007

Bachelor of Science in Marketing  
St. Cloud State University, St. Cloud, MN – November 1992

## Licensure & Certifications

- Family Nurse Practitioner – Arizona & Minnesota (Active)
- Registered Nurse – Arizona & Minnesota (Active)
- DEA License – Arizona & Minnesota (Active)
- BLS Certified

## Professional Experience

**Owner & Family Nurse Practitioner** – Aonward Clinic, Phoenix, AZ | January 2018-Present

- Founded and managed an independent NP-led clinic serving patients with chronic pain, addiction, and complex comorbidities, overseeing all clinical, operational, and financial functions.
- Developed and led staff training programs on pain management, addiction medicine, motivational interviewing, and compliance with prescribing regulations.
- Leveraged patient education seminars, referral programs, and targeted advertising to expand clinic visibility and patient engagement.
- Navigated complex risk management scenarios, implemented safety protocols, and advocated for patient insurance coverage to improve access and continuity of care.
- Created and managed marketing strategies, including clinic branding, digital campaigns, community workshops, and outreach events to attract new patients and maintain retention.
- Collaborated with specialists, behavioral health providers, and community organizations to provide comprehensive patient-centered care.
- Provide comprehensive primary care with a focus on chronic pain management, addiction medicine, and weight loss.
- Lead staff training on clinical protocols, patient safety, and evidence-based practices.
- Navigate complex insurance processes and coordinate care for high-risk patients.
- Develop and maintain operational policies to ensure compliance and quality standards.

**Nurse Practitioner** – Hennepin County Medical Center, Minneapolis, MN | 2014–2017

- Managed admissions and conducted medical exams in a 120-bed behavioral health facility.
- Developed safety protocols and care guidelines for psychiatric patients.
- Provided patient education on psychiatric medications, side effects, and adherence strategies.
- Delivered staff training on medication management, crisis intervention, and best practices in behavioral health care.
- Collaborated with multidisciplinary teams to optimize patient outcomes.

**Nurse Educator** – Fairview Wyoming Hospital, Wyoming, MN | 2013–2015

- Partnered with physicians, anesthesia teams, IT specialists, and leadership to align ICU workflows with best practices, improving patient safety, efficiency, and interdisciplinary collaboration.
- Designed, implemented, and evaluated a specialized ICU care program for post-cesarean birth patients, addressing the needs of a rural hospital with limited maternity

resources.

- Developed evidence-based protocols integrating critical care practices with obstetric recovery standards to ensure safe, high-quality care for both mothers and newborns.
- Provided hands-on education and simulation-based training to ICU nurses on maternal assessment, postoperative monitoring, pain management, breastfeeding support, and emergency response for obstetric complications.
- Led the hospital's pilot transition from paper charting to EPIC electronic health records, educating ICU and multidisciplinary staff in informatics, digital workflow optimization, and documentation compliance.
- Delivered structured classroom sessions, individualized bedside coaching, and simulation-based charting exercises to reinforce clinical and documentation competencies.
- Created and administered pre- and post-training assessments, skills checklists, and chart audits to validate competency and guide targeted remediation.
- Achieved full ICU staff competency in EPIC documentation before system go-live, resulting in measurable improvements in workflow efficiency, data accuracy, and communication.

**Nurse Practitioner** – Advanced Nursing Practice, St. Paul, MN | 2012–2015

- Delivered care at multiple rehabilitation facilities, including methadone clinics, women's outpatient programs, and men's inpatient centers.
- Performed comprehensive health assessments and collaborated with addiction specialists.
- Provided staff education and training on addiction medicine, withdrawal management protocols, and evidence-based interventions for substance use disorders, ensuring a multidisciplinary approach to patient care.

**Registered Nurse** – Fairview University of Minnesota Medical Center, Minneapolis, MN | 2003–2015

- Served in Surgical Critical Care ICU (SCICU), Cardiovascular ICU (CVICU), and Post-Anesthesia Care Unit (PACU).
- Functioned as Charge Nurse, Lead Nurse, and On-Call Nurse, overseeing patient flow, staffing, and crisis management.
- Conducted in-service learning sessions to train and mentor nursing staff on clinical best practices, safety protocols, and advanced procedures.
- Recognized consistently for excellence in patient care and teamwork.

**Business Owner** – Citgo Inc., Pine City, MN | 1993–2003

- Founded, owned, and operated a successful convenience store, managing all aspects of daily business operations.
- Directed marketing initiatives including seasonal promotions, loyalty programs, and community sponsorships to boost revenue.
- Implemented hiring, training, scheduling, and supervision of staff to ensure optimal customer service and operational efficiency.
- Oversaw inventory management, vendor relations, contract negotiations, and cost control strategies to maximize profitability.
- Managed budgets, payroll, and tax compliance for C-Corp operations, ensuring financial accuracy and regulatory adherence.
- Developed and executed marketing promotions and community outreach initiatives to increase customer engagement and revenue.
- Built community relationships through sponsorships, events, and partnerships to strengthen brand presence.
- Cultivated strong leadership, problem-solving, and customer relations skills applicable to healthcare management and academic program leadership.

**Academic & Teaching Experience**

- Delivered hospital-wide informatics training for implementation of EPIC EHR, educating all levels of staff from nursing to transport on system navigation, documentation standards, and workflow optimization.
- Clinical educator for ICU staff on obstetric recovery standards and EHR implementation.
- Precepted nurses and NP staff in various clinical settings.

**Research & Scholarly Projects**

**DNP Quality Improvement project** - *Improving Oral Health Care in the Underserved Population: A Quality Improvement Initiative* (Doctor of Nursing Practice Project, In Progress – Expected Completion Feb 2026)

Midwestern University, Glendale, AZ

- Designed and implemented an 8-week oral health intervention at Avant Recovery, an outpatient substance use disorder rehabilitation facility in Tucson, AZ.
- Developed and distributed customized oral health care kits and delivered targeted education to promote preventive oral hygiene in an underserved population.
- Utilized pre- and post-intervention self-report questionnaires (Oral Health Knowledge, Attitudes, and Behaviors [OHKAB] and Rosenberg Self-Esteem Scale) to measure

changes in oral health knowledge, hygiene practices, and self-esteem.

- Conducted statistical analysis using paired t-tests to evaluate the significance of observed changes.
- Presented preliminary findings via academic poster and oral presentation; will disseminate results for publication in a peer-reviewed journal.
- Collaborated with interprofessional teams and community partners to address oral health disparities and integrate preventive dental care into recovery programs.

### **Conference Presentation (tentative)**

Harris, S. (2025). Improving Oral Health Care in the Underserved Population: A Quality Improvement Initiative. Tentative poster presentation at the Southern Nursing Research Society (SNRS) 40th Annual Conference, Orlando, FL.

- Will share preliminary findings from an 8-week oral health intervention for individuals in substance use disorder recovery programs.
- Will highlight the integration of preventive oral health strategies into behavioral health care settings.

### **Academic Publication**

(Pending Publication)

Harris, S. C. (Expected 2026). Improving Oral Health Care in the Underserved Population: A Quality Improvement Initiative.

### **Professional Memberships**

- American Association of Nurse Practitioners (AANP)
- American Nurses Association (ANA)
- Sigma Theta Tau International Honor Society of Nursing

### **Awards & Honors**

- Graduated Magna Cum Laude – Bachelor of Science in Nursing
- Graduated With Honors – Master of Science in Nursing
- Dean's List – All Academic Terms

### **Core Competencies**

- Clinical Program Development
- Staff Education & Competency Validation
- Electronic Health Records Implementation (EPIC)

- Clinical Site Coordination & Affiliation Agreements
- Risk Management & Quality Improvement
- Interdisciplinary Collaboration
- Patient-Centered Care Models
- Curriculum Design & Simulation Training
- Marketing & Brand Development
- Community Engagement & Outreach