

CURRICULUM VITAE

# XIAOMU ZHOU, PH.D

Assistant Teaching Professor

Faculty Lead, Master of Professional Studies in Informatics Program  
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## Education

Ph.D., Information Science, University of Michigan, Ann Arbor, MI

Dissertation: “*Information in Healthcare: An Ethnographic Analysis of a Hospital Ward;*” Dissertation committee: Mark S. Ackerman (Chair), Michael D. Cohen, Lee A. Green, Kai Zheng.

M.S., Computer Science and Engineering, Beijing Institute of Technology, Beijing China

B.S., Information Science and Technology, Shandong University, Jinan, China

## Positions

- Assistant Teaching Professor, College of Professional Studies, Northeastern University, Boston, MA; July, 2016
- Assistant Professor, School of Communication and Information, Rutgers University, New Brunswick, NJ, July, 2011 – June, 2016
- Lecturer, School of Communication and Information, Rutgers University, New Brunswick, NJ, Sept., 2010 – June, 2011

## Honors & Awards

- Consortium for Science of Socio-Technical system selected participant, Summer Research Institute funded by NSF, NY, 2009
- Barbour Scholarship, University of Michigan Rackham Graduate School, 2008 - 2009
- IBM Research HCI Symposium selected guest speaker, IBM Watson Research Center, NY, 2008
- Distinguished Poster Award Nomination, with Mark S. Ackerman, Kai Zheng, American Medical Informatics Association 2009 Annual Symposium, San Francisco, CA, 2009
- Oliver Wendell Holmes Award, American Archivists Annual Meeting, Denver, Colorado, 2000
- Visiting Scholar at the Bentley Historical Library, University of Michigan, sponsored by Chinese Government Scholarship, 1999 - 2000

## Publications

### (a) Refereed Journal Articles and Conference Proceedings

Li G, **Zhou X**, Lu T, Yang J., Gu N. *SunForum*: Understanding Depression in a Chinese Online Community. In: (archival) *ACM Conference on Computer Supported Cooperative Work (CSCW'16)*, February, 2016. (acceptance rate 25%)

Morales M., **Zhou X**. Health Practices of Immigrant Women: Indigenous Knowledge in an Urban Environment. In: (archival) *Proceedings of the American Society for Information Science & Technology*. 2015, November; in press.

- Li G, Lu T, Yang J., **Zhou X**, Ding X., Gu N. Intelligently Creating Contextual Tutorials for GUI Applications. (accepted) In: *12th IEEE International Conference on Ubiquitous Intelligence and Computing (UIC 2015)*, August, 2015. (acceptance rate 30%)
- Zhou X**, Sun S, Yang J. *Sweet Home: Understanding Diabetes Management via a Chinese Online Community*. In: (archival) *Proceedings of the 32th ACM Conference on Human Factors in Computing Systems (CHI '14)*, 2014; 3997-4006. DOI:10.1145/2556288.2557344(acceptance rate 23%)
- Sun S, **Zhou X**, Denny JC, Rosenbloom T, Xu H. Messaging to Your Doctors: Understanding Patient-Provider Communication via Patient Portal System. In: (archival) *Proceedings of the 31th ACM Conference on Human Factors in Computing Systems (CHI '13)*, 2013; 1739-48. DOI: 10.1145/2470654.2466230 (acceptance rate 19.6%)
- Zhou X**, Zheng K, Ackerman MS, Hanauer DA. Cooperative documentation: The patient problem list as a nexus in electronic health records. In: (archival) *Proceedings of the ACM 2012 Conference on Computer Supported Cooperative Work (CSCW '12)*. 2012; 911-20. DOI: 10.1145/2145204.2145340 (accepted as top 20%).
- Sun S, **Zhou X**, Denny JC, Rosenbloom T, Xu H. Understanding patient-provider communication entered via a patient portal system. In: (archival) *Proceedings of the American Society for Information Science & Technology*. 2012; 49(1): 1-4. DOI:10.1002/meet.14504901387
- Zhou X**, Ackerman MS, Zheng K. CPOE workarounds, boundary objects, and assemblages. In: (archival) *Proceedings of the 29th ACM Conference on Human Factors in Computing Systems (CHI '11)*. 2011;3353-62. DOI: 10.1145/1978942.1979439 (acceptance rate: 26%)
- Zheng K, Hanauer DA, Padman R, Johnson MP, Hussain AA, Ye W, **Zhou X**, Diamond HS. Handling anticipated exceptions in clinical care: Investigating the benefits and consequences of providing 'exit strategies' in an electronic health records system. *J Am Med Inform Assoc.* 2011;18(6):883-9. PMID: 21676941
- Zhou X**, Ackerman MS, Zheng K. Computerization and information assembling process: Nursing work and CPOE adoption. In: (archival) *Proceedings of the First ACM International Health Informatics Symposium (IHI '10)*. 2010;36-45. DOI: 10.1145/1882992.1883000 (among top 17% selected for oral presentation)
- Zhou X**, Ackerman MS, Zheng K. Doctors and psychosocial information: Records and reuse in inpatient care. In: (archival) *Proceedings of the 28th ACM Conference on Human Factors in Computing Systems (CHI '10)*. 2010;1767-76. DOI: 10.1145/1753326.1753592 (acceptance rate: 22%)
- Zhou X**, Ackerman MS, **Zheng K**. *I just don't know why it's gone: Maintaining informal information use in inpatient care*. In: (archival) *Proceedings of the 27th ACM Conference on Human Factors in Computing Systems (CHI '09)*. 2009;2061-70. DOI: 10.1145/1518701.1519014 (acceptance rate: 25%)
- Zhou X**. Student Archival Research Activity: An Exploratory Study. *Journal of American Archivist.* 2008, 71(2): 476-98. ISSN: 0360-9081
- Batcheller A., Hilligoss B., Nam K., Rader E, Rey-Babarro M., **Zhou X**. Testing the Technology: Playing Games with Video Conferencing. In: (archival) *Proceedings of the 25th ACM Conference on Human Factors in Computing Systems (CHI-07)*, 2007; 849-52. DOI: 10.1145/1240624.1240751 (acceptance rate 24%)
- Zhou X**. Examining Search Functions of EAD Finding Aids Websites. *Journal of Archival Organization.* 2007; 3(3-4): 99-118. DOI: 10.1300/J201v04n03\_06
- Lee CY., **Zhou X**. Quality management and manufacturing strategies in China. *International Journal of Quality and Reliability Management.* 2000, 17(8): 876-98. DOI: 10.1108/02656710010325101
- Lee CY., Sha W., **Zhou X**. Total Quick Response System: A Flexible Management Approach for Global Operations. *International Journal of Management.*1999, 16(3): 299-310.
- (b) Book Chapters
- Zhou X**, Ackerman MS, Zheng K. The Recording and Reuse of Psychosocial Information in Care. in: Ackerman MS, Goggins SP, Herrmann T, Prilla M, Stary C, eds., *Designing Healthcare That Works: A Socio-technical*

*Approach*, Elsevier, Academic Press, 2018: 133-148. DOI: 10.1016/B978-0-12-812583-0.00008-0

Sellen K, Sarcevic A, Chen Y, Randell R, **Zhou X**, Chan D, Rajkomar A. Practicalities of data collection in healthcare fieldwork. In: Dominic Furniss D, O’Kane AA, eds., *Fieldwork for Healthcare: Case Studies Investigating Human Factors in Computing Systems* Morgan & Claypool Publishers, 2015: 57-72.

Lutters W., Ackerman, MS., **Zhou X**. Group Information System. In: Jones WP, Teevan J, eds., *Personal Information Management*. Seattle, WA: University of Washington Press. 2007: 236-48. ISBN: 0295987375

(c) Refereed Workshop and Panel Papers

**Zhou X**, Chen Y, Zheng K, Hanauer DA. Training and Customization in a Large-Scale EHR Implementation: Lessons Learned from Physician Champions: Submit to the *Journal of American Medical Informatics Associations*. Podium presentation paper submitted to the *American Medical Informatics Associations Annual Symposium*. November, 2015.

Morales M, **Zhou X**, Musanti R. Understanding the effects of interpersonal communication and enacted support on exercise motivation for high risk breast cancer survivors. Workshop paper accepted at the Workshop on Interactive System in Healthcare (WISH’ 2014) collocated with American Medical Informatics Association (AMIA) Annual Symposium, Washington DC, November, 2014.

Chen Y, Tang C, **Zhou X**, Sakervic A., Lee S. Beyond Formality: Informal Communication in Health Practices. Workshop at *ACM Conference on Computer-Supported Cooperative Work (CSCW ’13)*, February, May, 2013.

**Zhou X**, Chen Y, Tang C, Wilcox L. Opportunities and Challenges in Designing Interactive Systems for Patient-Provider Communication Accepted panel at the Workshop on Interactive System in Healthcare (WISH’ 2012) collocated with American Medical Informatics Association (AMIA) Annual Symposium, Chicago, IL, November, 2012.

Chen Y., Xie B., Yuan, X., **Zhou X**. Challenges and Opportunities in Consumer Health Informatics for Older Adults: Interdisciplinary Viewpoints. (moderator Zheng, K) Accepted panel at American Medical Informatics Association (AMIA) Annual Symposium, Chicago, IL, November, 2012.

**Zhou X.**, Appel, L., Gerhardstein, B., Razvi, S., Wagner, M. Getting Clinicians Involved: Testing Smartphone Applications to Promote Behavior Change in Health Care. Workshop on Bridging Clinical and Non-clinical Health Practices: Opportunities and Challenges. The 30th ACM Conference on Human Factors in Computing Systems (CHI ’12). May, 2012.

**Zhou X**. Renegotiation of Medical Work: A Socio-Technical Analysis of CPOE Workarounds. CHOP 5th Annual Healthcare Informatics Symposium, The Children’s Hospital of Philadelphia, Pennsylvania. April, 2012.

**Zhou X**. Computerization of Medical Work: Socio-Technical Gain or Loss. College of Nursing 30th Annual International Interprofessional Technology Conference. April, 2012.

**Zhou X**, Ackerman MS, Zheng K. Clinician workarounds in use of computerized prescriber order entry. Workshop on Interactive Systems in Healthcare (WISH), The 28th ACM Conference on Human Factors in Computing Systems (CHI ’10). April, 2010.

**Zhou X**, Ackerman MS, Zheng K. Collaborative making: Working documents as information assemblage. CSCW Research in Healthcare: Past, Present, and Future. The ACM 2010 Conference on Computer Supported Cooperative Work (CSCW ’10). February, 2010.

**Zhou X**. Social-Technical Issues of Healthcare Information Generation, Use and Documentation, Doctoral Consortium, American Medical Informatics Association (AMIA) Annual Symposium, Washington, D.C., 2008.

**Zhou X**. A Comparison of Users’ Response to Digital Versus Physical Archival Materials. Society of American Archivist Annual Meeting, New Orleans, United State. August, 2004.

(d) Refereed Posters

Morales M, **Zhou X**. Everyday Practice of Health for Mexican Immigration Women: Barriers and Opportunities.

In review, American Medical Informatics Association (AMIA) Annual Symposium, November, 2015.

Sun S., **Zhou X**, Denny JC, Xu H. Investigating Patient-Physician Communication via Patient Portal. American Medical Informatics Association (AMIA) Annual Symposium, Chicago, IL, November, 2012.

**Zhou X**, Hanauer DA, Ackerman MS, Zheng K. Problem List: Exploring a navigation mechanism to access long-term medical information. AMIA Annu Symp Proc. 2011; 2024.

**Zhou X**. Computerization of Medical Records: A Psychosocial Analysis of Medical Practice and Its Implications for Patients, Human Computer Interaction Consortium (HCIC), Fresco, Colorado, February, 2010.

**Zhou X**, Ackerman MS, Zheng K. Issues in Documentation and Use of Psychosocial Information: The Socio-Technical Perspective. AMIA Annu Symp Proc. 2009. (**distinguished poster award nomination**, [link to poster](#))

**Zhou X**, Ackerman MS, Zheng K. Re-formation of healthcare information: An opportunity for health IT. AMIA Annu Symp Proc. 2008:1194. PMID: 18999256

**Zhou X**, Ackerman, MS, Zheng K, Schoville R. A case study of CPOE adoption and use: Work-arounds and their social-technical implications. AMIA Annu Symp Proc. 2008:1195. PMID: 18999266 ([link to poster](#))

**Zhou X**. Examining Search Functions of EAD Finding Aids Websites, Society of American Archivist Annual Meeting, Boston, 2004.

(e) Other Publications (selected translations)

*Hidden Order: How Adaptation Builds Complexity*, John Holland, Addison Wesley Publishing Company, 1996; Chinese version published by Shanghai Science and Technology Publishing House, 2000.

*Archive, Mediation and Social Memory*, Fran Blouin, 2000; Chinese version published in Chinese Archives, 2001.

*Softwares Chronic Crisis*, W. Wayt Gibbs, Scientific American, September, 1994, Chinese version published in Scientific and Technological Information, China National Defense, 1997.

### Talks & Presentations

*Conference presentations are not listed in this section. Conference presentations of archived proceeding papers/abstracts are not listed in this section.*

“*Renegotiation of Medical Work: A Socio-technical Analysis of CPOE Workarounds*,” 5th Annual Healthcare Informatics Symposium, The Center for Biomedical Informatics, The Children’s Hospital of Philadelphia, April 27, 2012, Philadelphia, PA.

“*Computerization of Medical Work: Social-technical Gain or Loss*,” 30th Annual International Interprofessional Technology Conference, April 15 18, 2012, New Brunswick, NJ.

“*Information Assemblage: Local Knowledge Use in Clinical Practice*,” Summer Institute for the Consortium for the Science of Socio-technical Systems (CSST) funded by NSF, Minnowbrook Lodge, NY, June, 2009.

“*Social Construction of Medical Information*,” IBM Research Human-Computer Interaction Symposium, November, 2008, Watson, New York.

### Professional Activities and Services

Northeastern University CPS Internal Services

- Informatics program curriculum development, July, 2016 – May, 2017
- CPS Communication Taskforce, October, 2016 – February, 2017

Rutgers Internal Services

- Curriculum Committee, Department of Library and Information Science, School of Communication and Information, Rutgers University, 2010 – 2013, 2015

- Ph.D Curriculum Committee, Department of Library and Information Science, School of Communication and Information, Rutgers University, 2011 – present
- LIS Search Committee, 2012, 2014
- SCI Health and Safety committee, 2014 - present
- LIS Curriculum Committee - subcommittee on Development of Informatics and Design Specialization, 2014 – 2016
- LIS Ph.D Taskforce, 2014

#### Academic Community Services

- Program Committee, ACM Conference on Computer Supported Cooperative Work (CSCW), 2016
- Guest editor, Special Issue of Journal of American Medical Informatics Association on patient engagement, 2015
- Executive Committee, The Collaborative for Knowledge, Innovation, and Design (CKID), SC&I, Rutgers, 2014 – present
- Program Committee, ACM Conference on Computer Supported Cooperative Work (CSCW), 2015
- Co-chair of Workshop of Interactive System in Healthcare (WISH), 2014, collocated with American Medical Informatics Association (AMIA) annual symposium
- Steering Committee, Workshop of Interactive System in Healthcare (WISH), 2013
- Program Committee, ACM Conference on Human Factors in Computing Systems (SIG'CHI), 2013, 2014
- Student volunteer chair, ACM Conference on Supporting Groups 2012
- Student volunteer, ACM Conference on Human Factors in Computing Systems (SIG'CHI), 2007, 2009

#### Reviewers and Referees

- Journal of American Medical Informatics Association, 2015
- Scandinavia Journal of Information Systems, 2013, 2014
- American Medical Information Association Annual Symposium, 2009 – present
- ACM Conference on Human Factors in Computing Systems, 2009 – present
- ACM Conference on Computer-Supported Cooperative Work, 2010 – present
- Journal of Computer Supported Cooperative Work, 2011, 2013, 2014, 2015
- iConference, 2011
- ACM Conference on Supporting Groups, 2009
- Journal of Archival Science, 2008

#### Student Advising

- Guo Li, doctoral student, School of Computer Science, Fudan University, Shanghai, 2014-2015 (guest advising)
- Miraida Morales, doctoral student, School of Communication and Information, Rutgers University, 2013-present
- Carla Harwood, MLIS student, School of Communication and Information, Rutgers University, 2014 - present
- Si Sun, doctoral student, School of Communication and Information, Rutgers University, 2010–2013
- Lora Appel, doctoral student, School of Communication and Information, Rutgers University, 2011–2012
- Monique T. Reuben, MCIS student, School of Communication and Information, Rutgers University, 2012
- Jie Liu, MCIS student, School of Communication and Information, Rutgers University, 2011
- Sara Alloy, MLIS student, School of Communication and Information, Rutgers University, 2011

#### Teaching (winter, fall, spring, summer)

Instructor, Northeastern CPS, July, 2016 - present

- ITC 6040 – Informatics Capstone, (3 credits), f16, w17, s17, f17
- ITC 6400 – Foundations of Informatics, (3 credits), f17
- ITC 6410 – Fundamentals of Human Behaviors in Interactive Systems, (3 credits), f17

- ITC 7120 – Healthcare Information System, (3 credits), f16
- ITC 6045 – Information Technology Policy, Ethics, and Social Responsibility, (3 credits), w17

Instructor, Rutgers, September, 2010 - June, 2016

- ITI (04:547:200) – Social Informatics (3 credits), f10, s11, f11, s12, f12, f13, f14, s15
- ITI (04:547:300) – Database technology (3 credits), s12
- ITI (04:547:474) – Health Informatics (3 credits), f14, s15, f15
- MLIS (17:610:597) – Health Informatics (3 credits), f11, f14
- MLIS (17:610:510) – Human Information Behavior (3 credits), f13
- MLIS (17:610:510) (online) – Human Information Behavior (3 credits), f15
- MCIS (17:194:585) – Health Informatics (3 credits), f11, f14
- Ph.D (16:194:675) – Health Informatics (3 credits), f11

New course development, Rutgers

- Introduction to Health Informatics (ITI, MLIS, Ph.D) at SC&I, Rutgers
- Foundational course for Informatics and Design for Masters of Information students at SC&I, Rutgers
- Data analytics for healthcare information

Teaching Assistant, University of Michigan, Ann Arbor, MI, 2005 – 2009

- SI 500 Master Foundations: Information in Social systems: Collections, Flows , and Processing, f09, Professor: Michael Cohen, Paul Edwards, Beth Yakel
- SI 701 Doctoral Foundations, w07, Professor: George Furnas
- SI 684/884 Analysis of eCommunities, w06, Professor: Paul Resnick
- SI 580 Introduction to ARchive Theory and Practice, f05, Professor: Beth Yakel

Instructor, Renmin University of China, Beijing, 1989 - 2003

- Introduction to computer science and technology
- Programming (Pascal, C)
- Data structure and algorithm
- Relational databases management
- Principles of operation systems
- Management of Information System

### **Industry Consulting**

- Jin Cang Software Inc., Beijing, China, 2002 - 2003

### **Professional Membership**

- American Medical Informatics Association (AMIA)
- Association for Computing Machinery (ACM)