

Blake William Freeman, MHA

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Professional Experience

NORTON HEALTHCARE | LOUISVILLE, KY | MAY 2018 - CURRENT

Manager, Surgical Services Business Office, March 2021 - CURRENT

- Responsible for maintaining an annual \$350 million budget and capital planning for procedural areas with oversight of 4 FTEs across surgical supply coordination, charge revenue, and timekeeping for the surgical services department.
- Implement and maintain operational project management focusing on increasing service line volume growth, cost saving initiatives, and reimbursement opportunities.

Administrative Fellow, May 2019 – February 2021

- Respiratory Illness Testing Center, primary leadership team member of COVID-19 emergency preparedness clinic, oversight of 20+ FTES daily, facilitated 600+ daily patient tests driving acute care operations, redesigned operational workflow to improve access by 150%
- Established second location in West Louisville increasing patient access by 900 additional visits weekly
- Interim Practice Manager, February 2020 – February 2021
 - Immediate Care Center, oversight of 19 FTEs across 2 clinics, increased patient volume by 20%
 - Cardiothoracic Surgery, oversight of 12 providers and 5 FTEs, increased Patient Experience scores by 9%
- Implemented EHR-integrated maintenance medication refill program, healthfinch, across 34 Primary Care Clinics, decreasing provider electronic burden by 18% and increased patient refill turnaround time by 4%
- NMG Goal Performance Lead, responsible for quarterly goal management, monitoring, and deployment of system initiatives across access, quality, safety, and patient experience metrics

Intern, Clinical Effectiveness, May 2018 – May 2019

- Led the development and implementation of a standardized clinical roles process for 200+ practice locations, that resulted in improved efficiency and support for providers
- Reduced clinical registration forms by 40% across all service lines of outpatient practices; designed an implementation plan to integrate into the electronic medical record resulting in increased ease and access to care
- Designed implementation and communication plan for standardized roles and compensation model for advanced practice providers, resulting in a standardized compensation model across the system

LULULEMON ATHLETICA | LEXINGTON, KY | APRIL 2015 – MAY 2018

Assistant Manager, Key Leader

- Improved men's business by 3% growth through strategic team training and community engagement
- Established local community of 25+ entrepreneurs to build and develop management skills and connection in community
- Leadership Team; Men's Catalyst: coach and develop team, actively engage in community to promote living a healthy lifestyle; operations management

BAPTIST HEALTH LEXINGTON | LEXINGTON, KY | AUGUST 2017 – MAY 2018

Intern, Human Resources

- Content liaison during Workday and MyPTOTime implementation for the organization

Education

MASTER OF HEALTH ADMINISTRATION | UNIVERSITY OF KENTUCKY | MAY 2019

- Major: Health Administration
 - Norton Scholar Recipient – University of Kentucky College of Public Health - 2017

BACHELOR OF SCIENCE | UNIVERSITY OF KENTUCKY | MAY 2014

- Major: Biology, Magna Cum Laude
 - Student-Athlete, Varsity Team Member Swimming and Diving 2010-2014
 - Frank G. Ham Society of Character Award – University of Kentucky Athletic Department – 2014

CERTIFICATIONS

- DMAIC Performance Improvement, Norton Healthcare, June 2018
- University of Kentucky Student LEAN Certification, August 2018

Affiliations

- Healthcare Financial Management Association – Member
- Young Professional Association of Louisville – Member