KY HUMBLE

HEALTHCARE DIGITAL TRANSFORMATION | AI & AUTOMATION | STRATEGIC INITIATIVES

[Phone] | [Email] | [LinkedIn URL] | Open to Remote & Relocation

EXECUTIVE PROFILE

Healthcare technology and operations leader with experience scaling multi-market care delivery, implementing enterprise CRM/EHR ecosystems, and designing AI-enabled workflows that improve throughput, revenue capture, and operational efficiency. Founder of Umble AI, with solutions spanning healthcare automation, rapid software delivery, and home health revenue integrity. Combines enterprise transformation leadership, hands-on systems implementation, commercial strategy, and measurable operational outcomes.

SELECTED IMPACT

81% referral automation • 99.7% touchless scheduling across 210,000+ appointments • 5.2× record-creation throughput • $500K+ annualized labor savings • 100+ enterprise users

CORE COMPETENCIES

Digital Transformation • AI Workflow Automation • Healthcare Operations • EHR/CRM Integration • Revenue Integrity • Enterprise Systems • Business Process Redesign • Product Strategy • Change Management • Vendor Management • Operational Analytics • Stakeholder Leadership • Market Expansion

PROFESSIONAL EXPERIENCE

UMBLE AI, LLC — Founder & Principal Consultant | *2026–Present*

- Founded a healthcare-focused AI workflow automation and implementation business focused on reducing administrative burden, improving data flow, and connecting clinical and operational systems.
- Lead discovery, workflow mapping, solution design, and implementation planning for healthcare organizations, including home health revenue operations and EHR-adjacent automation.
- Develop a portfolio of complementary solutions: Upheld for home health revenue integrity and 7 Day Build for rapid, fixed-scope software development.

UPHELD — Founder / Product Initiative | *2026–Present*

- Developing a home health revenue integrity platform focused on charge capture, coding validation, claim scrubbing, denial workflows, and reimbursement analytics.
- Position product to complement existing EHR and revenue-cycle tools by identifying missed billing opportunities and surfacing actionable exceptions.

7 DAY BUILD — Founder / Product Studio | *2026–Present*

- Established a rapid product-development offering that turns defined business problems into working software within a seven-day, fixed-scope sprint.
- Own solution scoping, workflow requirements, prototyping, implementation planning, and delivery model; offer optional ongoing support.

TOTAL WOUND CARE — Corporate Director of Strategic Initiatives & Digital Transformation | *Jul 2024–Oct 2026*

- Directed enterprise technology enablement and operational transformation across a multi-state mobile wound care organization, supporting 100+ users and clinical, intake, scheduling, and administrative teams.
- Increased automated referral processing from less than 1% to 81%; enabled 99.7% touchless scheduling across more than 210,000 appointments.
- Expanded patient-record creation capacity 5.2× without proportional data-entry staffing growth; delivered more than $500K in annualized labor savings.

- Led CRM/EHR integration, workflow governance, vendor coordination, analytics, and adoption for a $500K+ annual technology portfolio.

TOTAL WOUND CARE — Director of Business Development | *Apr 2023–Jul 2024*

- Led referral growth, market development, partner engagement, and operational planning across healthcare service territories.
- Used referral performance, territory analysis, and cross-functional coordination to support expansion and improved intake execution.

DISPATCHHEALTH — Business Development Manager | *May 2021–Apr 2023*

- Supported launch and implementation of Kansas City and Dallas–Fort Worth markets while managing partnership development in Oklahoma City.
- Built referral relationships with senior living communities and healthcare partners; achieved 56% community referral growth in one quarter.

ELARA CARING — Account Executive | *Feb 2020–May 2021*

- Developed referral partnerships and supported home-based care growth; contributed to 46% referral growth.

UNIVERSAL HEALTH SERVICES — Provider Relations Specialist | *Jan 2017–Jan 2020*

- Managed provider referral relationships and behavioral health access initiatives; contributed to 125% admissions growth.

EDUCATION & PROFESSIONAL DEVELOPMENT

University of Oklahoma | B.A., Journalism (Public Relations); B.A., Political Science

Google Data Analytics Certificate | Google, 2022

Six Sigma Black Belt | In progress

TECHNOLOGY & PLATFORMS

Healthcare EHR/CRM systems • Servis.ai • DrChrono • Epic • Ensocare • Patagonia Health • Workflow automation • AI-enabled application development • Data analytics and reporting