

Turn inefficiency into resilience and growth.



Process Optimization



guntergroup.com



Studies show up to

30%

of healthcare
costs are tied to
inefficiency.

AVOID THE TRAPS

Inefficiency is Draining Your Business

Independent research estimates that mature process improvement programs deliver 20–40% faster execution and higher engagement. At the same time, many programs miss their targets, and large technology initiatives routinely overrun budgets and timelines. Leaders cannot treat process optimization as a side effort.

Process Optimization succeeds when it is leader led and part of the daily rhythm of the business.

Process Optimization fails when it is episodic. Compliance reviews and audits turn into fire drills. There's an inability to automate workflows and processes, since they are not documented or clearly understood. Acquisitions suffer from undocumented operations and unclear ownership. The issue is not effort. The issue is structure. Without clear ownership, visibility, and governance, gains fade and costs multiply.



PROOF IN ACTION

How TGG has Helped Healthcare



A health system expanding cancer treatment capacity

engaged TGG to design and operationalize an ambulatory oncology pharmacy. We led eight cross functional workstreams, built current state maps, and delivered resource models that enabled confident staffing and execution.



A healthcare insurer relied on TGG to run rapid planning events

and redesign provider directory and Medicare reconciliation workflows. The work improved compliance and STAR ratings, reduced revenue leakage, and unlocked material revenue opportunity. We then designed an enterprise improvement framework with training and change tools to scale the gains.



A large provider group engaged TGG to address low engagement and psychological safety.

Through discovery sessions and culture mapping we delivered an inclusive decision framework that increased leadership alignment and supported physician retention.

Each case points to the same truth. Process Optimization delivers when it creates visibility, alignment, and ownership across the enterprise.



A PRACTICAL FLOW

Build Momentum and Sustain Results

- **Assessment** – Surface the Current State through interviews, process mapping and data.
- **Design** – Build future workflows, automations, governance and metrics tied to strategy.
- **Implementation** – Pilot improvements, build automations and facilitate events.
- **Capability Building** – Create and foster a culture for continuous improvement across the organization.
- **Sustainability** – Establish rhythms of business and governance that last.



Why it matters

Independent sources show the scale of the opportunity and the execution risk.

1/4

Roughly one quarter of U.S. healthcare spending is waste. Prior studies place it near 30 percent.

70%

Nearly three-quarters of transformation initiatives fail as extended timelines dilute relevance, focus, and expected ROI.

Leaders who embrace Process Optimization protect margins, reduce risk, and build teams that know how to keep improving.

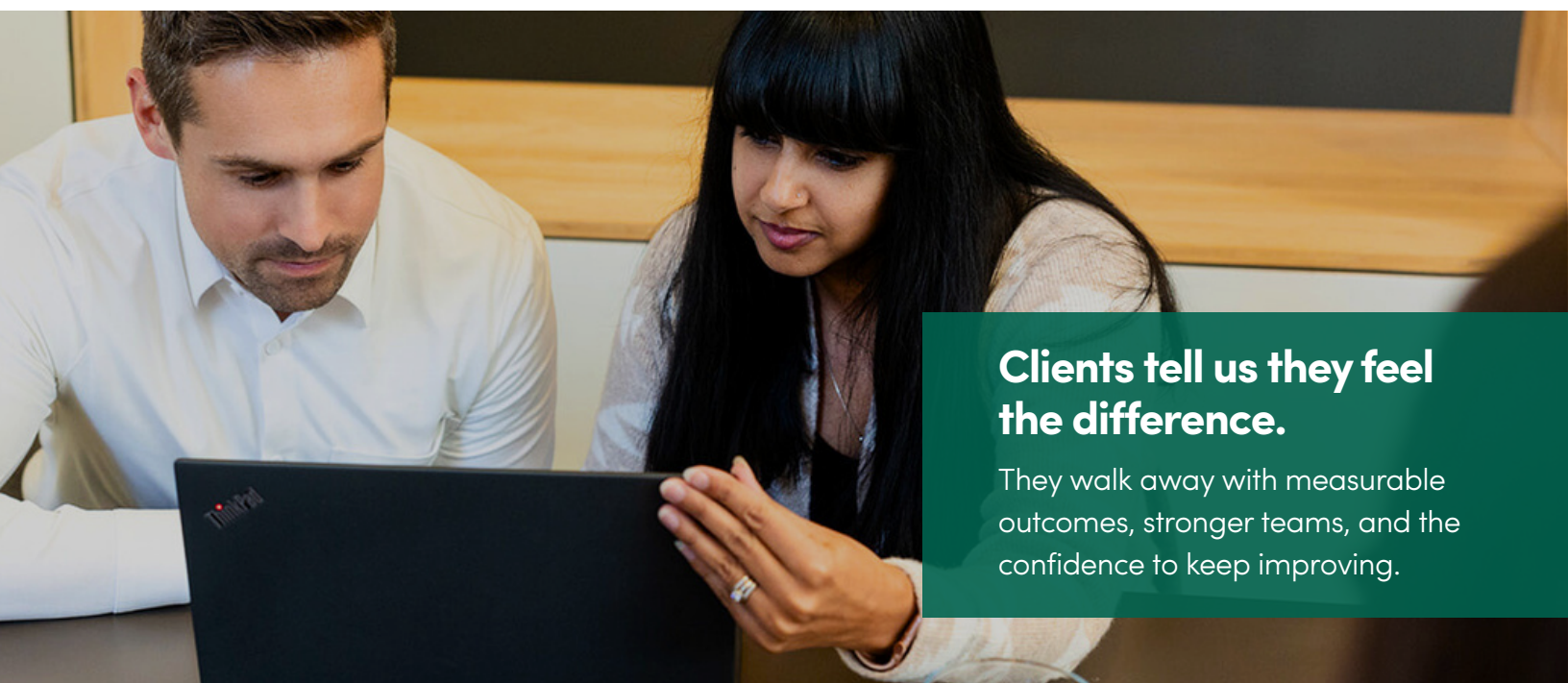


WHAT THEY MEAN FOR YOU

Our Non Negotiables

This is how TGG works on every engagement and why it matters for outcomes.

- **Emotional Intelligence.** We build trust quickly so teams surface the real process constraints. That accelerates mapping, reduces resistance, and shortens time to adoption.
- **Intellectual curiosity.** We ask the right why questions to find hidden exceptions and workarounds. That reduces variance and rework.
- **Thrive in ambiguity.** We bring structure to unclear problem spaces through explicit ownership and decision points. That creates faster, clearer execution.
- **Integrity.** We communicate tradeoffs and feasibility transparently so leaders can make informed calls. That prevents over engineered designs and surprise risk.
- **Grounded confidence.** We guide design and prioritization with practical experience. That keeps solutions lean and sustainable.
- **Collaboration.** We co create with cross functional teams. That ensures ownership and durability after the engagement.



Clients tell us they feel the difference.

They walk away with measurable outcomes, stronger teams, and the confidence to keep improving.



REAL RESULTS

Let's Start the Conversation

If you are ready to build a system of improvement that lasts, let's start the conversation.

We offer a complimentary Process Optimization assessment framework to surface opportunities and build your roadmap for action.



Jim Calko,
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Jim brings more than 18 years of experience leading teams across healthcare, retail, and financial services with a focus on digital transformation and continuous process improvement. Jim's expertise spans product development, process optimization, and communications strategy.

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Rebecca Whitehead is a strategic-minded healthcare operator, consulting executive, P&L owner, and board director with more than 20 years' experience creating, growing, and transforming innovative care and business models in a profitable way, scaling operations, partnering with payors, and delivering purpose-driven services.

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