



# Continuous Improvement



01

### Define

Continuous improvement (CI) and explain its core principles



02

### Recognize

the importance and relevance of CI in the context of a Third-Party Administrator (TPA) healthcare organization



03

### Identify

key benefits of CI for leadership and operations, including efficiency, quality, and customer satisfaction



04

### Apply

actionable strategies to foster a use of continuous improvement within your teams

# | Learning Objectives



# What does Continuous Improvement mean to you?



# Why is Continuous Improvement important to Luminare Health in 2026?



Operational Efficiency

Quality Assurance  
and Control

Service Excellence





# | Agenda:

- What is Continuous Improvement?
- Why it Matters
- Action Learning: Process Mapping
- Wrap-Up and Q&A



# What is Continuous Improvement?





**Continuous Improvement** is an ongoing pursuit of small, incremental changes to enhance processes, products, or services, aiming for increased efficiency, quality, and customer satisfaction by involving everyone and focusing on waste elimination through cycles.



**Customer Focus**



**Incremental Change**



**Data-Driven Decisions**



# Process Improvement Methodologies



- Six Sigma
- Lean Design
- Root Cause Analysis
- Kaizen
- Agile
- Plan-Do-Check-Act

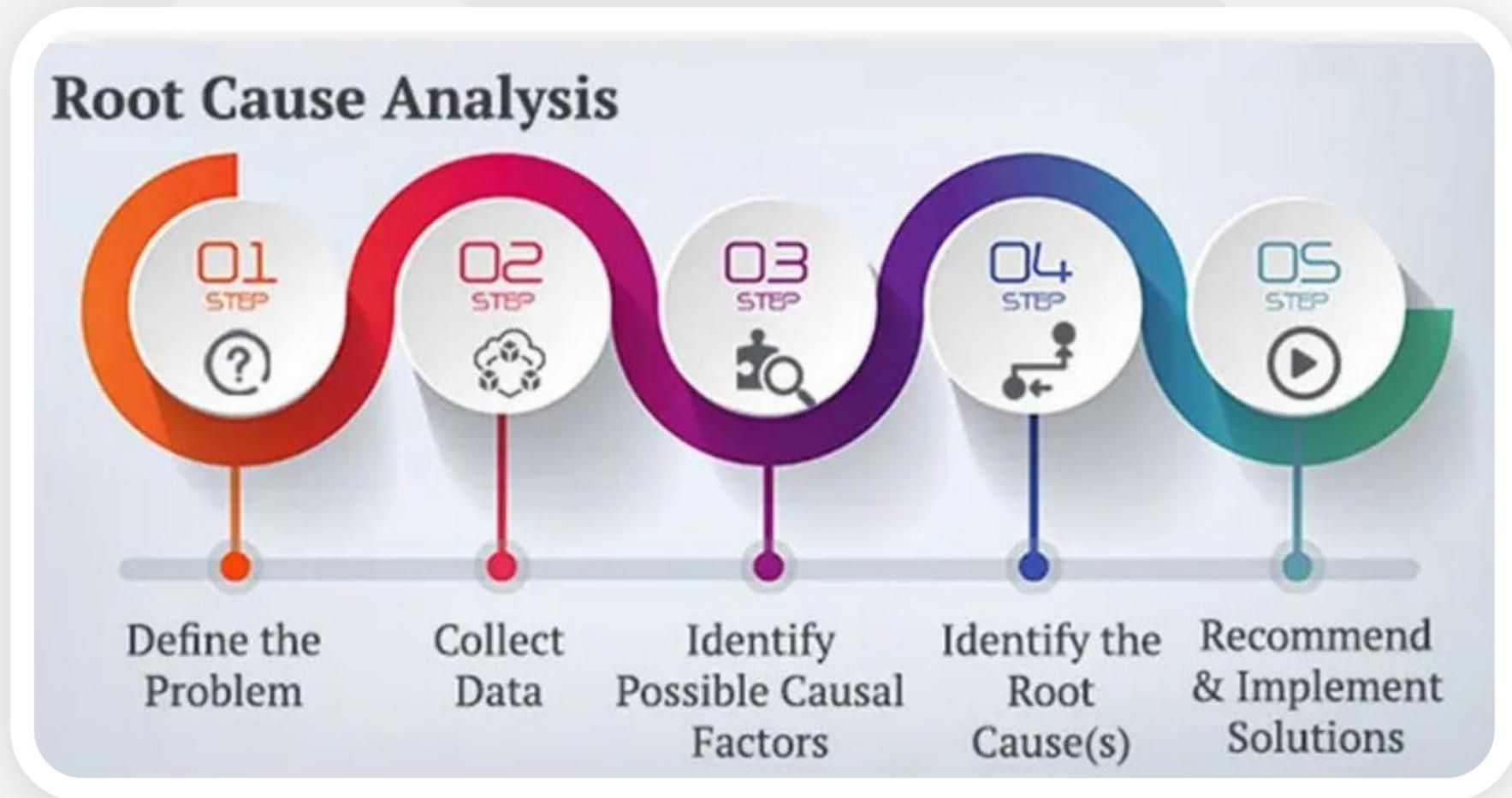
# Six Sigma



| **Lean**



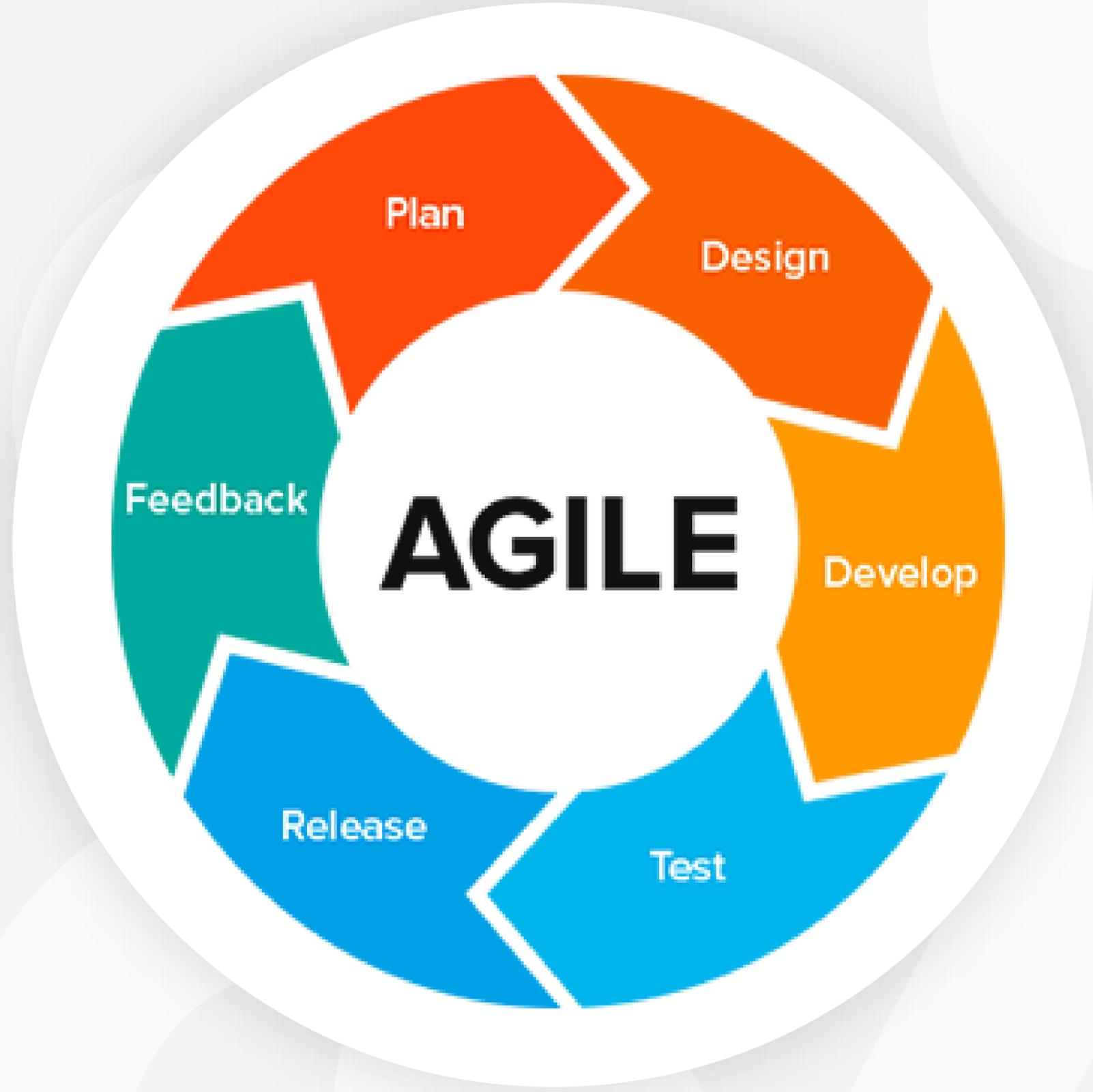
# Root Cause Analysis



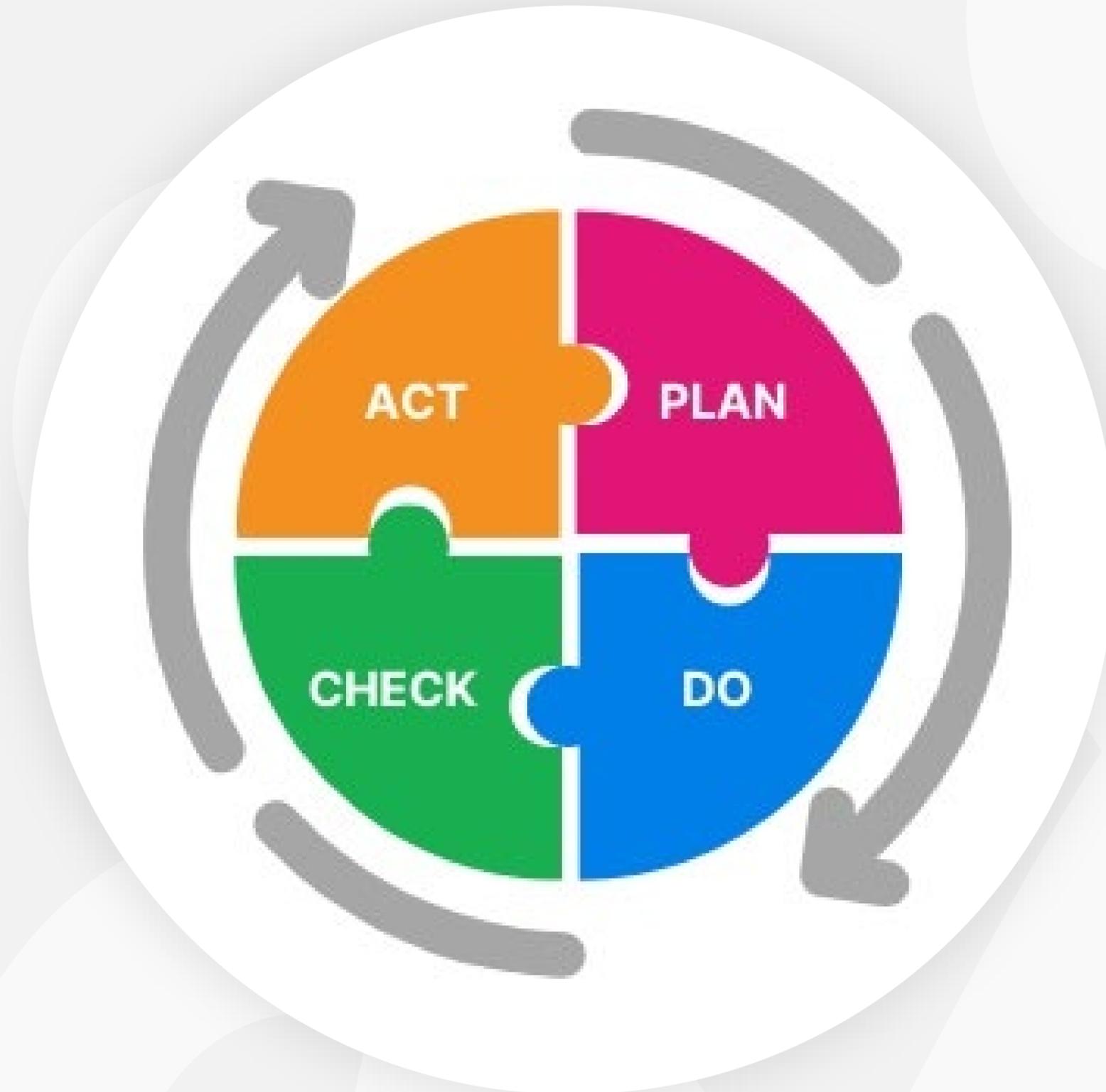
# Kaizen



| **Agile**



# Plan-Do- Check-Act (PDCA)



# Common Misconceptions of Continuous Improvement



- Only for Big Projects
- One-time Fix
- Only for Problem-Fixing
- Too Time-Consuming





## Streamlining Claims Processing

- Automation
- Data Accuracy
- Faster Turnaround Times



## Operational Efficiency

- Workflow Optimization
- Employee Empowerment
- Regular Monitoring



## Optimizing Client Plan Performance

- Data Analytics for Cost Control
- Care Management Programs
- Proactive Regulatory Compliance



## Enhancing Member Experience

- Self-Service Options
- Proactive Communication
- Feedback Integration



# Why it Matters

# Third-Party Industry Challenges



- Benefit Plan Variation
- Cost Control
- Customer Experience



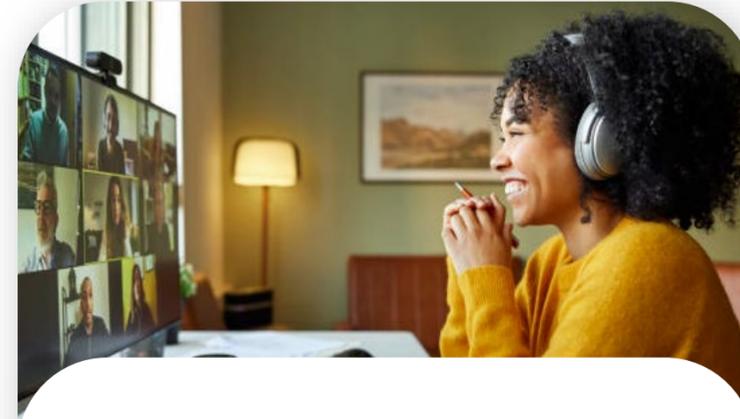
# Continuous Improvement Supports



**Operational  
Efficiency**



**Quality  
Assurance  
and Control**



**Service  
Excellence**



# Continuous Improvement Success Story

- Ensuring we don't lean on "this is how we have always done it"
- Incorporate different perspectives – especially honoring and recognizing the perspectives and experiences of people coming from diverse experiences and backgrounds
- Innovate and improve by coming together



# Action Learning- Process Mapping



**Have you ever wondered...**

**Why is checking into a hotel more difficult than checking in at the airport?**

1. As a table discuss the process of checking into a hotel.
  - What are the steps in this process?
  - How much time does it take?
2. Identify the areas of the process that can be improved.
3. How would you improve this process?

## Think about the following tips:



**Start small:** Identify one continuous improvement opportunity.



**Engage your team:** Encourage feedback and ideas.



**Measure impact:** Use simple metrics (time saved).



**Create a CI habit:** Daily huddles, visual boards, etc.



**01**

## Continuous Improvement

An ongoing culture of small, incremental changes to enhance processes, products, or services

**02**

## Continuous Improvement Supports

- Operational Efficiency
- Quality Assurance and Control
- Employee Engagement

**03**

## Continuous Improvement Tips

- **Start Small:** Identify one continuous improvement opportunity.
- **Engage Your Team:** Encourage feedback and ideas.
- **Measure Impact:** Use simple metrics (time saved, error reduction).
- **Create a CI Habit:** Daily huddles, visual boards, or monthly reviews.



Service Excellence in Everything We Do

**luminare health**



**TEAM OF  
TEAMS**

# Thank You.