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Medical Lab Technician (MLT)

Epic Ancillary Manager

Former Position: Epic Supervisor,
Senior Consultant Advisory Services

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This transition changed my whole life. The opportunities it presented to me and others in our community is something that just never was. In fact, I have recently been promoted to Senior Consultant, Advisory Services. Our life is better due to this, and I couldn't be more thankful.

When Bassett Healthcare Network and Optum announced a long-term, strategic collaboration to further enhance Bassett's clinical and operational performance, changes were inevitable. This is one employee's story about her transition process and her journey to becoming an Optum employee.

Before the transition

When the partnership was announced, it was a shock, for sure. It was one of those announcements of, "We have a meeting tomorrow that everybody needs to go to." For some, I know that wasn't easy. Over 500 employees were going to transition. I had heard of UnitedHealth Group (parent company of Optum) but immediately went on Google and did my research. That really sold it, at least for me. I thought it seemed like a tremendous opportunity that was presented to us.

Transition: Simple and seamless

All our questions were answered quickly, multiple times and in different ways. We had numerous meetings. It seemed like Optum was always available to make this as simple and smooth as possible. We also talked to people who had gone through it, people who maybe weren't keen on the transition at first, and then went through the change and understood how great it was for them. I had a great experience with the transition, and I know that getting some of the answers for the rest of my team really helped them come to terms with it.



Why I value working for Optum

- Profound opportunities for professional development and promotions
- Effective employee-based engagement programs such as Employee Community Council, My Career Story and Culture Ambassador
- Opportunity to work on industry-leading EMR applications
- Foster healthy and diverse culture

Significant opportunities since the transition

A huge plus for me with Optum is how it focuses on the people. No matter how large it is, you don't feel like you're working for a corporation with hundreds of thousands of employees. You still feel like you're part of a close-knit community.

Effective employee engagement and personal growth

- **Cultural Ambassador Program** – Optum offers a relationship-based care program where employees can establish relationships internally and externally. It is all about using values and principles in fulfilling the Optum mission of helping people live healthier lives and helping make the system work better for everyone.
- **Employee Community Council** – the Optum transition team reached out to me, seeking my involvement in the Employee Community Council (ECC) Program. ECC is a structured group of Optum employee-volunteers who execute planned activities and events that align with our health and wellness business objectives and social responsibility goals.
- **Education assistance program and tuition reimbursement** – Optum provides many resources, such as its annual education assistance program, to help me learn new skills and progress in my career.

Provides us enough room to grow

With a giant company, there are more growth opportunities. There's an opportunity to branch out into something more specialized or something maybe you never thought you would do, whereas staying local didn't give you much room to move forward from where you were. Now, I feel like I have more tools and resources. One such example that crosses my mind is 'My Career Story,' an Optum online tool that allows you to showcase your professional background, achievements and interests. It lets your manager and recruiter understand your interests and where you want to take your career so Optum can support your development.

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I went to school for medical technology and worked in the lab. I came to Bassett to continue using that education and knowing that I could still use that globally was huge for me. Everything I've gotten through Optum has only supported and enriched my vision.

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