



## **Melissa Steele**

Manager, Strategic Alignment  
Optum Growth Team

### *Former position:*

Executive Assistant to the Senior  
Vice President, Chief Information  
Officer



*My role has expanded even more to support additional clients outside of John Muir Health within the Strategic Alignment group in the Market Performance Partnerships organization. We focus on people and engagement through culture alignment, social responsibility and change management.”*

When John Muir Health contracted with Optum to manage its nonclinical services, including information technology, revenue cycle, and purchasing and analytics, some changes were inevitable. Change can be challenging, but it can also be good. Here is one person’s story.

## **Anticipation**

At the time of the transition, I was the executive assistant supporting the chief information officer of John Muir Health.

My role included a range of administrative duties, including calendar management, coordinating and facilitating meetings and events, and developing and distributing the monthly John Muir Health Information Technology newsletter.

I was really looking forward to the change and the opportunities that it might offer. I was naturally nervous, but very excited. Change is great, but doing that can be a challenge sometimes because of uncertainty about just what is on the other side of it all. However, I was ready to “embrace change.”

## **Reality**

The best part of my role at Optum is that it is really based on my strengths and interests, especially around project management, change management, communications and social responsibility. It’s an ideal job for me. I really feel that I am contributing to the success of the client we serve and its communities, as well as working to provide positive experiences for transferring employees of clients we are partnering with. My role started with supporting the John Muir Health account after transitioning to Optum, primarily focused on keeping my co-workers engaged and informed through communications and newsletters and managing a social responsibility pro bono program in partnership with JMH. Since then, my role has expanded to support additional clients outside of John Muir Health within the Strategic Alignment group in the Market Performance Partnerships Growth organization. We focus on people and engagement through culture alignment, social responsibility and change management.



## **Why I value working for Optum**

- Culture and values
- Opportunities for growth
- Supportive and engaged leadership
- Great workplace camaraderie
- Robust social responsibility programs

## Transition

We were definitely not left to navigate the transition on our own. Communication during the transition was great. It was transparent and very practical in terms of providing step-by-step information and details on what the process would be and how onboarding would work.

The welcome website served as a hub for that information and for a lot of the resources we needed. I have to say, the transition was really pretty seamless. I was personally involved with some aspects, which made me really excited to take part in. Since the transition, I've been promoted and have even expanded my role.

## Employee engagement and personal growth

My career has definitely taken some positive turns when it comes to engagement and personal growth. I've been engaged in multiple projects and initiatives, which really align to my ideal job. For one major initiative, I program manage a social responsibility pro bono program for the John Muir Health account that helps support health equity, access to care, behavioral health and economic security in their community. I also helped stand up the John Muir Health Employee Community Councils for their two locations to promote health and wellness and social responsibility efforts. I also became a culture ambassador as soon as I transitioned to Optum, as I truly believe in the values and principles of Our United Culture. About two years ago, I became a Prosci® certified change practitioner through the amazing learning development opportunities offered by Optum.

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*I started this journey very excited about the changes that were about to come. Now, I am even more excited about what the future holds for me and my career, and for what the future holds for my teammates, too. I've learned so much with just the short time I've worked at Optum. I'm constantly engaged and challenged in my new role, and am motivated to continue to learn and grow.”*

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