



Danielle Yenchik

Associate Director of Patient Access Services

Optum

Former position:

Patient Access Service (PAS) Training Coordinator



I was pulled out of my comfort zone (and) facing the unknown with the announcement ... (It has since) added skill and insight to my professional aptitudes."



Why I value working for Optum



- Supportive and engaged leadership
- Growth opportunities
- Career development programs
- Opportunities to lead
- Culture and values

When John Muir Health contracted with Optum to manage its non-clinical services, including information technology, revenue cycle, purchasing and analytics, some changes were inevitable. Having concerns and questions is expected, but finding the answers can be reassuring. Here is one employee's story about the process.

A new journey

After 13 great years in my position, I was confident and secure in my professional journey with the goal of retiring with John Muir Health. I was in my comfort zone. I worked as a coordinator for Patient Access Service (PAS) helping as an interim patient access manager for the WCMC. This is the first time I've experienced a transition like this. So when the change was announced, my first thoughts were anxious, honest questions. I felt unsettled. What would this mean for my job security and where would I be a year from now? I had no idea what to expect. Would this be a good thing? In fact, this transition has been the best thing that could have happened to my career.

Transition

The transition was actually very smooth – with great communication. The constant feedback loop provided by the transition team was such an amazing aide to keep me informed. The consistent meetings and communication from our leadership made all the difference. As the transition moved forward, we had frequent touch points with both Optum as a new employer and the John Muir Health team that was now our customer.

The developmental support provided upon transition has been top notch. We had change management workshops, people leader forums, along with the various programs for engagement that have been exceptional. open communication and support truly made the transition easy.

I learned firsthand that the core values of John Muir Health and Optum are aligned. Our core value, integrity – fostered by the transparency and openness in communication – was key for me. I feel that the support, guidance and feedback I've received from Optum has been outstanding, allowing for personal and professional growth. The experience has far surpassed what I could have envisioned, all from what was once unknown.

Employee engagement

I have been given amazing opportunities, which has helped me feel like such a valued member of the Optum team. Prior to the transition, I was a training coordinator for Patient Access Services. I was offered the manager role at the time of the transition. I was able to step in a leadership role and further my experience and career with Optum.

I've been a co-chair for our Employee Community Council and became a culture ambassador to help give back to our team and communities. I was also able to take part in the Emerging Leaders program, which has been a great way to help expand my knowledge base and ability to support my team.

Personal growth

Optum offers great educational support and training, including certifications. There are opportunities all around for those interested in growth and evolving their skills.

These amazing experiences all came within my first year with Optum. This transition has ended up being a blessing that I wasn't even aware I was looking for.

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Just breathe ... these two words have helped me many times throughout my life in many ways and were such a help in the days after the initial announcement. This transition has been the best thing that could have happened to help me evolve as a leader, as well as to my career as a whole.

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