



Sean Peleras

Director
IT Service Management

Former position:

Manager of Change, Release and Testing at John Muir Health



It's natural to feel nervous, scared and apprehensive about a new partnership like this, and you should make sure to voice any of those concerns to your leadership. However, I also encourage you to view it with an open mind and really listen to all the facts that are being presented. Continue to have open dialogue with your leadership and team.

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. Concerns and questions are natural, but the answers can be reassuring and inspiring. Here is one person's story about the process.

A new beginning

After over 17 great years with John Muir Health (JMH), I was confident and secure in my professional journey.

My career was on track and prior to the transition, I really had no impressions of Optum and was not aware that the company existed as part of UnitedHealth Group®.

While there is always going to be the uncertainty of job security and stability with a partnership like this, I was genuinely not concerned. I saw this as a tremendous growth opportunity for everyone. My outlook was confirmed as I listened to both Optum and JMH leaders talk about the partnership and why it was formed.

Transition

Overall, the transition went a lot smoother than I think many expected. I attribute this to the tremendous leadership involved to make the partnership happen, as well as the clear and open communication. Were there hiccups, sure, but as an entire process, it probably could not have gone smoother.

There was a lot of information available to the impacted staff that helped in the transition. The consistency with all the messaging and information was key to avoiding misinformation and eased any lingering concerns about the changes. That was important to me, and I felt that this open communication and support truly made the transition easy.



Why I value working for Optum

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

Employee career growth

Since joining Optum, I have experienced new opportunities for professional growth and development. Before transitioning, I was primarily focused on the change, release and testing management team. After the change, I have been promoted and expanded my role, and now I am the associate director of IT service management.

When I began the process to move to my new role, three words stood out for me: necessity, familiarity and the challenge. Familiarity, because I used to manage the service management teams up until a few years back, and it has always been the root or core of my career with JMH. The new role also represented a good challenge for me as a leader. Finally, necessity, because although the groups did have good managers, there was still a need to bring them together under one organizational structure to realize the synergetic capability and value they produce as one team. It proved to be a great opportunity for me to lead and grow my career.

Personal growth

Through all the changes, I see the potential for professional growth and development within Optum. It certainly helps to have supportive leadership in place to help take employees to the next level.

There are many employee engagement programs and opportunities to further career training, wellness and social responsibility. I plan on taking advantage of these in the future to grow my career further. I see a great future ahead.

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