



## Necia Doyon

HIM Director

*Former position:*

HIM Director



*The back-and-forth communication was well received, and it made me feel like my voice, and my team, mattered – that we were an integral part of the transition.*

Bassett Healthcare Network and Optum announced a long-term, strategic partnership to further enhance Bassett's clinical and operational processes, automation and applications management efficiency. This is one employee's story about her transition process and her journey to becoming an Optum employee.

### Before the partnership

Before the partnership, I was the HIM director for the Bassett Healthcare network. In this role, I was responsible for inpatient and outpatient coding regarding the patient record, including the release of information and document imaging and analysis. This meant scanning and analyzing documentation from inpatient charts and our outpatient clinics to ensure it was accurate, complete and available in the health record for our physicians.

### Transition

For me, the partnership announcement was actually very scary. I had been working as the HIM coding manager with Bassett Healthcare for a while, however, it was only a couple months prior to the announcement when I was promoted to HIM director. So when we were told we were entering into a partnership with Optum, it caused a lot of uncertainty for me. I had been working and aligning my career to a specific path to get this job and to work with a team that I've grown to really care about and enjoy working with. I didn't want the partnership to get in the way of what I had worked so hard for.

In addition, when you work for a small network, a small hospital, it feels like family. You always know exactly who to go to for the information you need. The idea of going to such a large organization was daunting because I didn't know even where to start. I also didn't want to lose the culture we built.



### Why I value working for Optum

- Access to talent in a competitive industry
- Growth opportunities within Optum
- Expanded resources

I am happy to say that leadership from Bassett and Optum worked well together to guide us through the transition and communication throughout the process was truly excellent. I was given many opportunities to contribute to the conversation, ask questions and provide insight.

## After the transition

As we conclude our first year with Optum, I am still managing the same team as HIM director but with more resources and much more support. With a larger team, we've been able to collaborate and find creative solutions to better use the resources we have.

I see a lot of opportunity as we move forward. I feel very strongly that we need to finish what we've started here in this partnership. So many doors have opened for me and for my team to use our expertise to help others, and to grow within the Optum family.

## Advice for employees going through the transition

Through my experience with the partnership, I believe many things were done right to get us here. The people who worked with us were welcoming and engaging – they did a great job bringing us on board, as employees as well as part of the team. I appreciated being able to actively engage in the meetings, not just for my own understanding, but to help others understand, too.

The best advice I can give anyone who finds themselves joining a partnership with Optum is to ask questions and be an active participant throughout the transition. That made the biggest difference for me. The partnership has been a good thing for us employees. And while it might take some time to get there, if you trust the process and embrace the changes, you might be surprised.

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*We get to hear many new and different perspectives as a part of the larger organization, and this really elevates our understanding and growth.*

**Necia Doyon**

**Optum**

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