

Course Project: Change Analysis

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HRM587

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Change Analysis of OptumCare

Within United Healthcare Group, OptumCare serves California, specifically southern California. They provide quality healthcare for patients, and they strive for excellence. OptumCare has been providing high-quality care to all their communities both state-side and abroad. OptumCare is just one part of the healthcare group, but Optum is growing and has turned into a large organization.

Background

Optum has been providing care since 2011 and since its inception, Optum has grown through strategic partnerships. OptumCare, a part of the Optum subsidiary of UnitedHealth Group (UHG), provides data driven, integrated direct-to-patient care including physicians, home health, urgent care and surgical care. (UnitedHealth Group, 2025) Healthcare has several moving parts that work in unison. Optum has been one of the best companies to provided transparency with communication of changes.

Communication

The strategic vision for Optum is simple: To provide a high-quality inclusive healthcare system that is easy to navigate, easy to understand, and affordable for everyone. In achieving this vision, Optum will be able to provide healthcare for everyone regardless of age, economic status, religion, gender, or location, to name a few. The goal is to be transparent and honest in every aspect of healthcare. In keeping with a simple vision, in the past few years OptumCare, UHG and other departments have seen some major changes. One of which is the end of telehealth for patients. The announcement came after employees took to social media beginning April 18 regarding a reduction in