

The Optum logo is displayed in white text on an orange background. The letter 'O' is a solid white circle, while the letters 'ptum' are in a sans-serif font with a white outline. The logo is positioned on the left side of the slide, partially overlapping a large white circular shape that is cut off by the right edge of the frame.

**Optum**

# **Women in Medicine forum**

**Confronting imposter syndrome to  
cultivate inclusion**

**February 6, 2024**

# WIM Forum agenda

**5p – 5:10p CT:** Welcome from Dr. Ryan Jones

**5:10p – 5:40p CT:** Keynote: Addressing Imposter Syndrome to Foster Inclusion

**5:40p – 5:50p CT:** Embracing our new value of inclusion

**5:50p – 6:05p CT:** Q & A

**6:05p – 6:15p CT:** Closing remarks, survey, upcoming events

# Housekeeping items

- Submit questions via chat throughout the event for answer during the Q&A



# Ryan Jones, MD

*Regional Medical Director  
USMD/WellMed – TX*

# OPA recognizes and celebrates women in medicine



**Celebrating  
Women in  
Medicine**

**Optum**

The Office for Provider Advancement (OPA) celebrates the contributions of women in medicine, since these contributions help all of us provide better care for our patients.

To show our gratitude, we would like to provide you with small token of our appreciation.

If you would like to receive this appreciation gift, please fill out the opt-in [form](#) or scan the QR code with your phone.

With Gratitude,  
The Office of Provider Advancement



# The Optum landscape

What percentage of those in the following roles are women?



**31.1%**

**Physician**

(Optum Health Services)



**80%**

**APC**

(Optum Care Delivery and Solutions & Optum Health)

**31.1%**

**Executive leader**

(Optum Care Delivery and Solutions, ELT/SLT)

**52.9%**

**Senior leader**

(Optum Care Delivery and Solutions & Optum Health)

**20%**

**COO**

(Optum Care Delivery and Solutions & Optum Health)

**16%**

**CEO**

(Optum Care Delivery and Solutions & Optum Health)

# About me



# Purpose

## Vision

Create a forum for Optum physicians and advanced practice clinicians (APCs) to regularly share and discuss issues affecting women in medicine and establish meaningful relationships across Optum regions.

Goal: Develop content to enhance enterprise performance on the Quadruple Aim, advance health equity, diversity & inclusion, strengthen Optum's culture and brand recognition, create a sense of connection and cross team responsiveness.

## Forum objectives

- Provide a regular opportunity for women clinicians to network
- Develop opportunities for women in medicine in our local markets and business segments
- Create opportunities for professional leadership development
- Develop a sense of belonging across Optum and more broadly to Enterprise UHG



## Women in Medicine Forum

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2023

Defining the landscape

National WIM Forum developed

3 Forums, Service Event, Book Club

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2024

Regional WIM Forum development


One Optum Health

Virtual forum, Service Event, Book Club


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**National chair**  
Ryan Jones, MD




**Midwest chair**  
Paula Hall, MD




**East chair**  
Jill Brodsky, MD, MBA



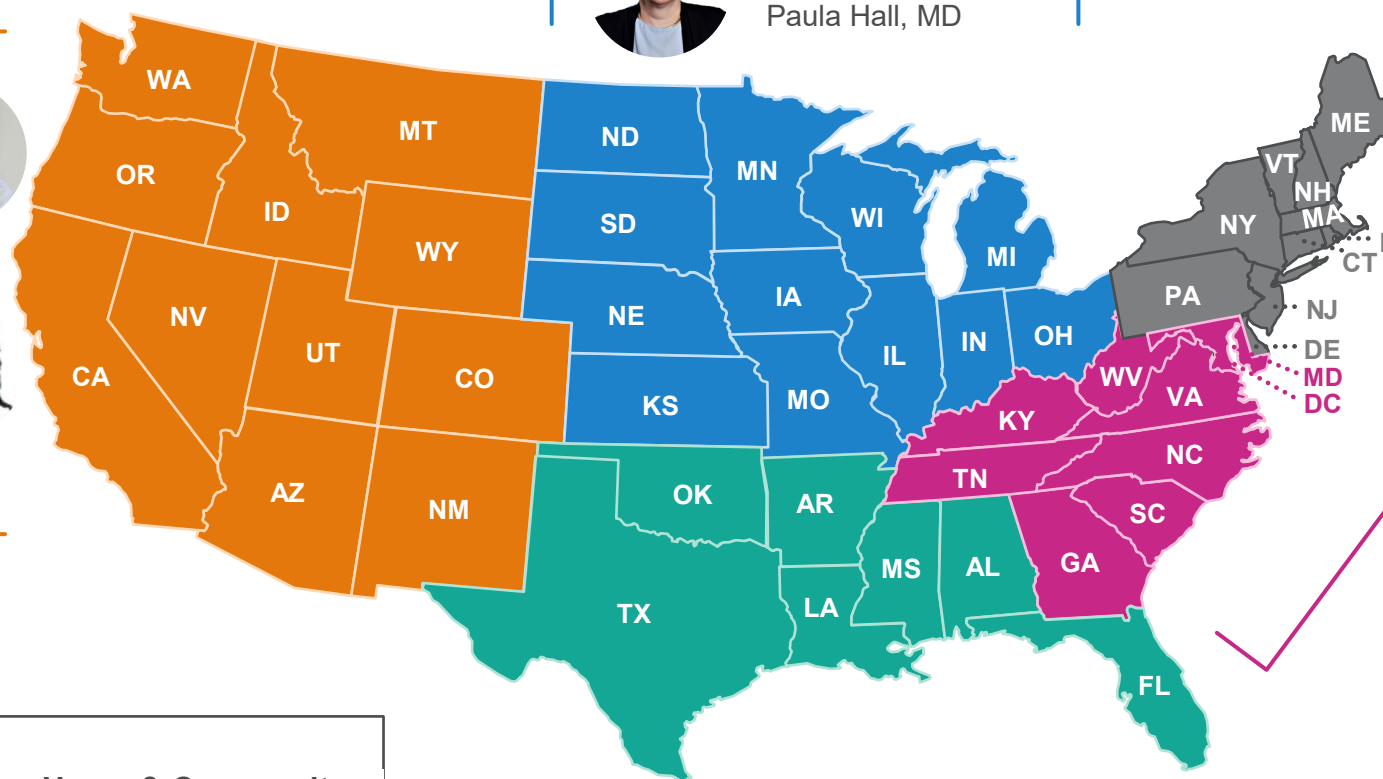
**East chair**  
Jennifer Donahue, MD



**West chair**  
Renee Poole, MD, MMM, FAAFP



**West chair**  
Tai Samuels, NP-BC, CNS









**Mid-Atlantic**  
Vacant



**South chair**  
Cindy Johnston, MD

**Optum National**

 <p><b>Home &amp; Community</b> Funmi Aiyegbo RN, DNP, FNP-BC</p>	 <p><b>Home &amp; Community</b> Karen Abrashkin, MD</p>
 <p><b>Optum Health Solutions</b> Lisa Latts MD, MSPH, MBA, FACP</p>	 <p><b>Optum Behavioral Care</b> Gina Negrette, MD</p>
 <p><b>MedExpress</b> Janene Klein, MD</p>	 <p><b>Optum Serve</b> Suzanne Fidler MD, JD, FACP, CPHRM</p>





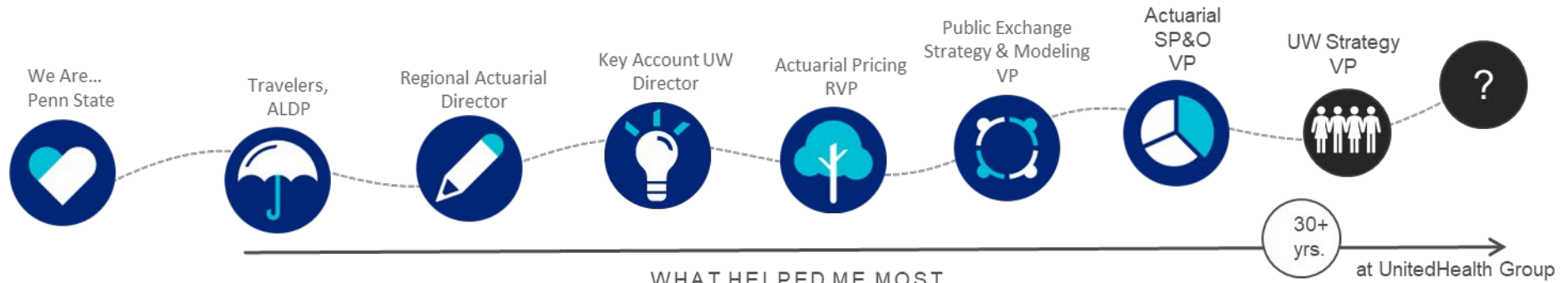
# Olga Jacobs, FSA, FAA

*Vice President, Underwriting Strategy  
United Health Care Employer & Individual*



## Check out Olga Jacobs

Vice President, Underwriting Strategy, Specialty Products



### WHAT HELPED ME MOST ALONG THE WAY IS

- Those around me: family, friends, mentors, sponsors, supportive managers, amazing team members!
- Defining the "balanced life" I wanted and setting boundaries to achieve it and not feeling guilty or bad about it

### MY WORDS OF WISDOM

"You have enemies? Good. That means you've stood up for something, sometime in your life" – Winston Churchill

"Things unsaid will never bring change" – Olga Jacobs

"If not you, who?" – Smokey The Bear



## Imposter Syndrome

- “Term coined back in 1970s by 2 clinical psychologists who observed that many high-achieving women believed that they were not competent despite all their accomplishments
  - “These women believed they were frauds and attributed their successes to luck”
  - Associated more with women because men are less likely to externalize their feelings
  - In 2020, a review of 62 studies showed prevalence rates as high as 56-82%
- “Surveys suggest that more than half the people you know have felt like an imposter at some point in their careers...it’s thought to be especially common among women and marginalized groups.
  - “Have we been misjudging imposter syndrome by seeing it only as a disorder?”

- Adam Grant, “Think Again”

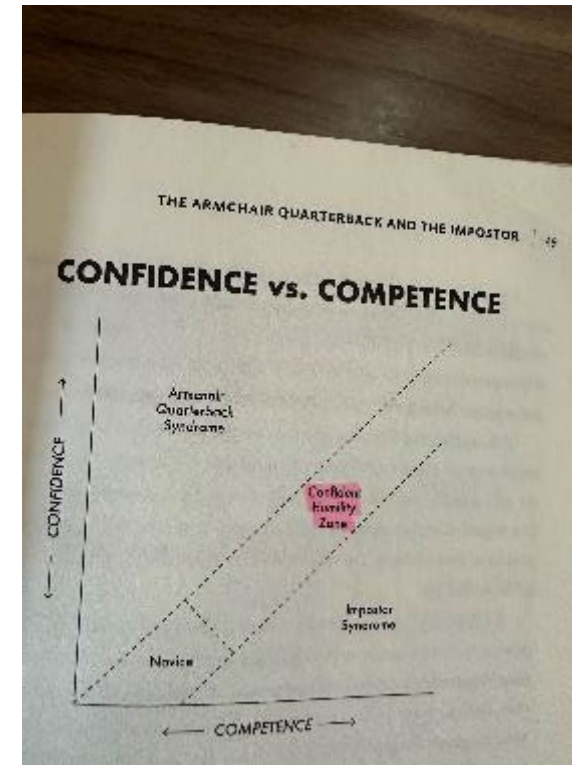
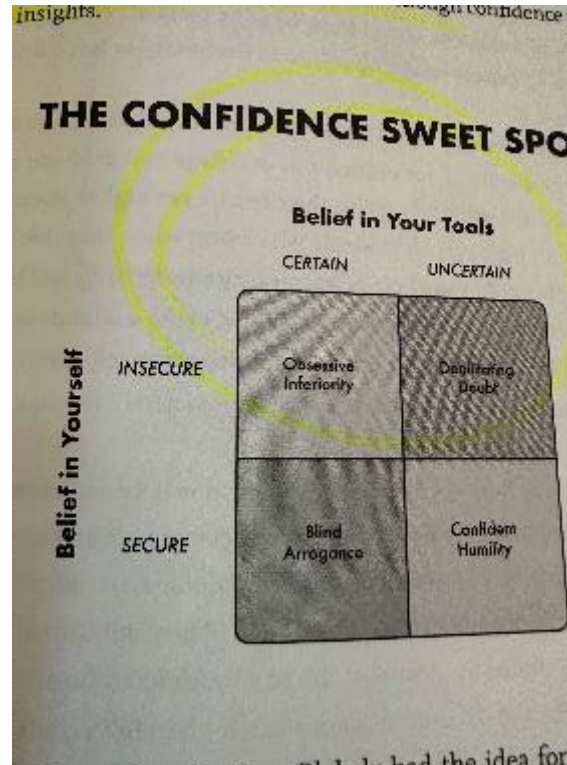
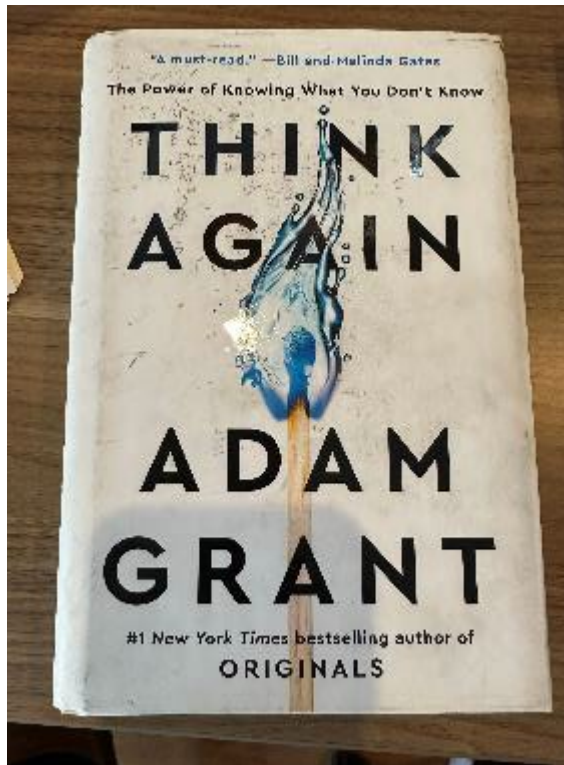


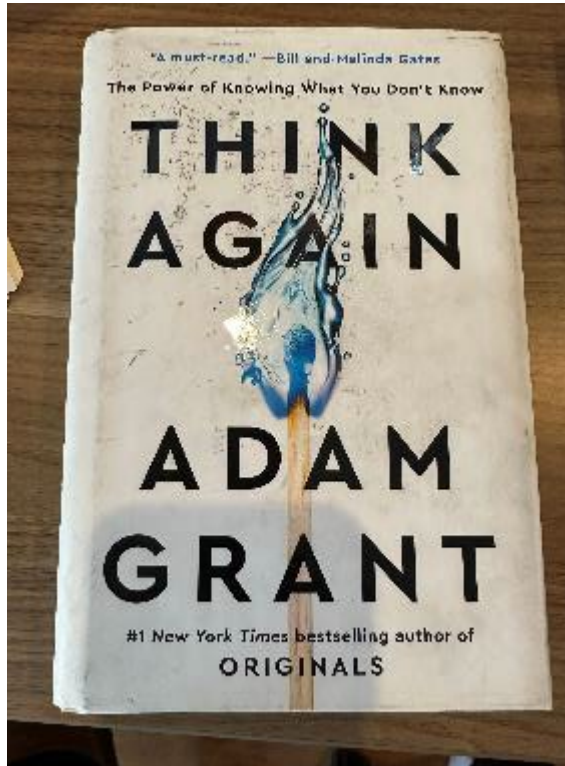
[Imposter Syndrome Quiz: Get Instant Results \(psycom.net\)](https://www.psycom.net)

[Imposter Syndrome: A Universal Struggle - NCI \(cancer.gov\)](https://www.cancer.gov)

Best Reading on  
Imposter Syndrome  
Ever (and it was only 1  
small chapter)

*“The sweet spot of confidence is being confident in your ability to achieve a goal in the future while maintaining humility to question whether you have the right tools at the present.”*





When Imposter Syndrome crops up, the advice is to ignore it...but we should embrace the fear because it gives us 3 benefits of doubt:

1. It can motivate us to work harder
2. It can motivate us to work smarter.
3. It makes us better learners.



## What Can I do if I Experience Imposter Syndrome?

1. **Talk to mentors or a trusted person:** Talking to your mentor or someone you can trust can help release the burden of carrying your feelings or experiences alone.
2. **Acknowledge your wins and capabilities:** Take time to acknowledge and celebrate your strengths, assets, and accomplishments. Admit you don't know everything with full awareness of your limitations.
3. **Replace your thinking:** With every negative thought, replace it with a positive one. Focus on the good in situations and think of all the positive outcomes that could happen.
4. **Seek additional help:** If you feel your struggle with imposter syndrome requires additional help, seek counseling, therapy, group sessions, or other available resources (e.g., NIH Employee Assistance Program).

[Source: Imposter Syndrome: A Universal Struggle - NCI \(cancer.gov\)](#)

### What else can I do?

1. Set up 1-1s with those who have knowledge in the area (where you do not) and get recommendations from them
2. Reflect (there are things I can now that I couldn't do before)
3. I may not be able to do it now - or feel like I can't do it now - and that's OK.
4. Learn. Find info. Find tools to get you comfortable.
5. Be an active listener.
6. Reframe that this is good, not bad.

## What Can I do if I witness someone with Imposter Syndrome?

1. **Pay attention to your words and actions:** When interacting with others, watch your tone and word usage. Avoid making the individual feel pressured or unworthy, rather push for affirmation!
2. **Encourage collaboration:** Reassure the person that despite lack of knowledge, working with others can benefit them by providing support and professional development.
3. **Help practice confidence:** Encourage the person to practice confidence exercises such as daily affirmations and acknowledgment of their accomplishments and strengths.
4. **Limit comparisons:** Don't compare the individual to others but focus on their abilities and strengths and the value they bring to the table.

[Source: Imposter Syndrome: A Universal Struggle - NCI \(cancer.gov\)](#)

What else can we do?

1. Empower them to try new things and challenges. Help them find small wins to gain confidence.
2. Nothing is rocket science. You can even learn rocket science. You are capable of learning and doing, even if you do not know it.
3. Surround yourself/hire people that you think are smarter than you. You have talents, too!! Think of success of team.
- 4.



# Alexa Hinds, MBA, CDP

*Associate Director, DEI  
Optum Talent Office*

**Optum**

# Inclusion

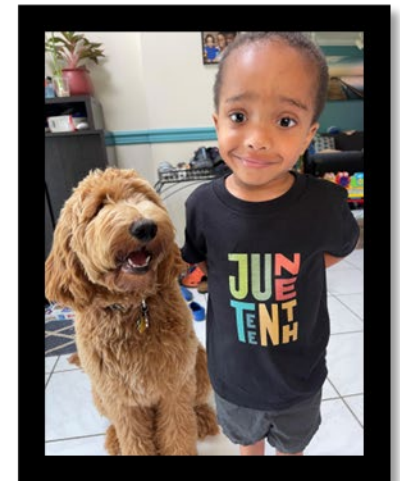
Published January 2024



# Your DEI business partner



**Alexa Hinds**  
(She, Her, Hers)  
Talent Office



# Our Values

## Integrity

We do the right thing and follow through on our shared commitment to Quality.

## Inclusion

We welcome, value, respect and hear all voices and diverse points of view.

## Innovation

We invent a better future by learning from the past.



## Compassion

We listen, advocate and act with urgency for those we serve and our colleagues.



## Relationships

We work together to deepen connections and collaboration for better outcomes.



## Performance

We strive for high Quality results in everything we do.



# Inclusive mindset (the dance of DEI)



# Guiding principles

**Guiding principles are a framework for aligning our everyday actions and mindsets with our Values.**

**We all belong**

**We aim for excellence**

**We show that we care**

**We connect and collaborate**





# Inclusive leadership shadow

The **behavior** you demonstrate and the actions you allow to happen around you have a big **impact** on our culture.

*What you do, and what you permit others to do, is what you promote.*

## Casting a positive shadow:

- Shapes positive behaviors in those you influence
- Builds integrity
- Influences the culture



# Take action



## Demonstrate self-awareness and vulnerability

Understand how your identity impacts your views of the world and of others

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*“How do I identify? Are those identities barriers to vulnerability?”*



## Create psychological safety for all

Celebrate and encourage courageous conversations

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*“Am I ready to champion courageous conversations and create space for others to share openly?”*



## Be Curious: understand and connect

Build time into meetings for people to share stories and listen compassionately

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*“What actions am I taking to create proximity to lived experiences different from my own?”*



## Value the uniqueness of others

Make 1:1's holistic, personal and professional combined with development

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*“In the moments that matter, how am I speaking to the value proposition and business impact of diverse representation?”*



## Be an advocate and an ally

Consider current events and social injustices and check-in and offer support, as appropriate to impacted colleagues

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*“Have I identified my own privilege(s) and considered where I can be an ally to those not afforded the same privilege?”*

# Take action

## Grow your knowledge:

Learn how you can help build a more inclusive workplace. Resources to help you include:

[Inclusion MyLearning Pathway](#)  
[Inclusive Leadership Guide](#)

## Be Intentional:

Hold an engagement check-in to help you build trust, and create meaningful connections

[Engagement Check-in](#)  
[Check-In Conversations](#)

Asians United



Black Experience  
(formerly African American Experience)



Disability Inclusion



Military, Veterans  
& Spouses



Women LEAD



Native Voices



PRIDE at UHG



Unidos  
(Hispanic and Latin descent)



# Q & A

# Participants



**Ryan Jones, MD**

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*Regional Medical Director  
USMD/WellMed – TX*



**Alexa Hinds, MBA, CDP**

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*Associate Director, DEI  
Optum Talent Office*



**Olga Jacobs, FSA, MAA**

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*VP, Underwriting Strategy  
Employer & Individual, UHC*

# Closing & survey

## 2024 Women in Medicine events

May

- Optum Partnership Forum
- WIM Breakout Session
- Coming together as ONE Optum Health

Oct 8

- Women in Medicine Virtual Forum

Coming Soon

- Regional Virtual Book Clubs
- National Service Project
- Local events with your Care Delivery Region or Business Segment

## Key takeaways

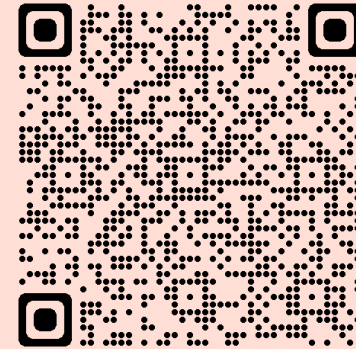
- We are all part of the national WIM community, and we are working to increase our presence in the local markets and business segments
- We can embrace our new value, inclusion, and address barriers related to gender inclusiveness when we encounter them
- Imposter syndrome is common among women and marginalized groups. We can support one another by recognizing this in ourselves and others and offering support and encouragement
- We will strengthen our relationships and connection across the organization through the WIM Forum



**Please complete the survey!  
Scan QR code below**



**Join us for the next forum on  
Oct 8, 2024  
5pm – 6:30pm CST**



# Optum

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