

# Quarterly SOUs help keep staff in the loop

Oncology leader proactively shares updates and addresses questions

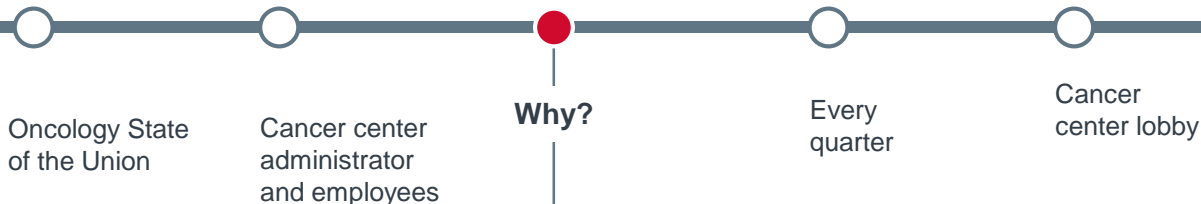
## Lannister Health's Oncology State of the Union

What?

Who?

When?

Where?



- Provide organizational updates
- Answer questions from employees (e.g., will we be getting raises this year?)
- Address rumors (e.g., I heard we're extending infusion center hours)



## CASE EXAMPLE

# Lannister Health<sup>1</sup>

- 233-bed hospital located in the South
  - Independent oncologists
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- ▶ In an effort to increase transparency into cancer center leadership and hospital executive actions, cancer center administrator holds quarterly State of the Union addresses for oncology employees
  - ▶ Cancer center administrator gathers employees in lobby of the cancer center to share organizational updates, answer questions, and address rumors
  - ▶ These forums give staff a better understanding of what oncology and hospital leadership is doing and why and contributes to culture in which employees feel comfortable asking questions

1) Pseudonym.