



COPE for Organizational Excellence: A Framework for Success



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Introduction

CMatt Consulting is a management consulting firm that helps healthcare organizations improve their organizational effectiveness and employee experience. We believe in the power of empathy and human connection, and we use our expertise to provide customized solutions that empower healthcare organizations and drive transformative cultural change.

We have a proven track record of success in helping healthcare organizations improve their organizational effectiveness. We have worked with a variety of organizations, including hospitals, clinics, and medical groups. We have helped our clients to:

- Reduce turnover
- Increase employee engagement
- Improve patient satisfaction
- Increase productivity
- Enhance innovation

If you are a healthcare organization that is looking to improve your organizational effectiveness, contact us today to schedule a free consultation to discuss your needs and how we can help you achieve your goals.

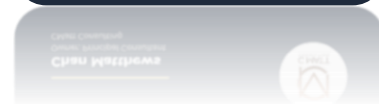
Mission Statement

We are committed to empowering healthcare organizations and creating environments where people feel supported, safe, and can thrive. We also collaborate with organizations in the manufacturing, finance, and technology industries.

We bring our expertise in organizational effectiveness, cultural transformation, and employee engagement to these sectors, helping businesses across various industries unlock their full potential.

We are passionate about making a difference in the world, and we believe that by working together, we can create a better future for everyone.

Our Values



We are committed to the following values:

- **Excellence:** We strive to provide our clients with the highest quality services and solutions.
- **Integrity:** We are honest and transparent in our dealings with our clients and partners.
- **Collaboration:** We believe that the best solutions are created through collaboration.
- **Respect:** We value the diversity of our clients, partners, and employees.
- **Empathy:** We are committed to leading with empathy and human connection.

Our Value Proposition

- **Comprehensive and Holistic Approach:** We use our COPE For Organizational Excellence Framework to create fully integrated solutions that address the interconnected nature of your business operations and culture. COPE stands for Culture, Operations, People, and Employee Experience. Our framework guides our holistic approach to assessing and enhancing organizations.
- **Tailored Solutions:** We work closely with our clients to develop customized solutions that align with their specific goals and challenges.
- **Boutique Experience:** We provide personalized attention and a dedicated team focused on your business.
- **Expertise and Innovation:** Our experienced team has extensive healthcare expertise and has worked at some of the largest healthcare systems in the greater St. Louis metropolitan area.



We stay current with industry trends and best practices to deliver innovative solutions that drive results.

- **Commitment to Diversity, Equity, and Inclusion and Belonging (DIEB):** We are proud to be a diverse and inclusive firm that values the unique perspectives and experiences of our team members. Our commitment to DE&IB is reflected in the way we approach our work and engage with our clients, fostering a culture of collaboration and understanding.

Our Team

CMatt Consulting is led by Chanda Adams Matthews, MAOL, SHRM-SCP, a seasoned professional with over 20 years of experience in operational leadership, organizational

development, human resources, and employee engagement. Our team has over 20 years of experience in healthcare, and we have a deep understanding of the challenges that organizations face in this field.

We are a team of experienced professionals who are passionate about helping organizations succeed. We have a proven track record of success, and we are confident that we can help you achieve your goals.

Industries

We specialize in helping healthcare organizations improve performance. We also have expertise in other industries, such as manufacturing, finance, and technology. Our mission is to optimize operations, transform company culture, and enhance employee experience, fostering success and creating supportive, thriving workplaces.

Target Audience

We work with small to medium-sized organizations in a variety of settings, including orthopedic and specialty care practices, community health centers, outpatient infusion centers, and skilled nursing facilities.

Our Tailored Solutions

CMatt Consulting's tailored solutions are scalable and can be customized to meet the unique needs of organizations of any size.



We have developed the COPE for Organizational Excellence Framework, a comprehensive assessment that evaluates four crucial areas: **Culture, Operations, People, and Employee Experience**. This framework guides our work, enabling us to take a holistic approach to organizational assessment and enhancement.

If you are a healthcare organization looking to improve performance, the COPE Framework is an ideal starting point. It has been successfully implemented by organizations of all sizes and industries, delivering significant results.

The COPE For Organizational Excellence Framework

Our flagship assessment program, the COPE Framework, is a proven way to enhance organizational effectiveness and employee experience. It is suitable for organizations of

all sizes and industries, allowing improvement in culture, operations, people, and employee experience. Delivered by CMatt Consulting Firm, the COPE Framework offers a structured approach to improving organizational effectiveness and overall employee experience. It provides a comprehensive program designed to help organizations achieve excellence in all aspects.

The COPE Framework is based on the following four pillars:

- **Culture:** Creating a positive and productive work environment where employees feel valued and respected.
- **Operations:** Streamlining processes and improving efficiency to ensure that the organization is running smoothly.
- **People:** Enhancing skills, engagement, and well-being through engagement initiatives, skill assessments, leadership development programs, comprehensive training initiatives, performance management systems, and ongoing progress monitoring and evaluation.
- **Employee Experience:** Assessing the employee journey across all touchpoints, from recruitment to exit, to identify opportunities for improvement and create a positive, supportive, and productive work environment where all employees can thrive.

Rationale and Benefits

Organizations that focus on four key areas—culture, operations, people, and employee experience—are more likely to be successful. Strong culture leads to a 22% increase in employee engagement and a 21% boost in productivity (SHRM, 2022, p. 12). Efficient and effective operations result in a 12% rise in profit margins.¹

Benefits of Using the COPE Framework

- Increased employee engagement and satisfaction
- Improved employee productivity and performance
- Reduced employee turnover
- Increased customer satisfaction and profitability

¹ Gallup. State of the American Workplace 2021.
Harvard Business Review. The High-Velocity Edge: How Market Leaders Leverage Operational Excellence to Beat the Competition.
Society for Human Resource Management. The State of the Employee Engagement Report 2022.
World Economic Forum. The Future of Jobs Report 2020.

- Holistic approach to organizational improvement.

Price

The price of the COPE Framework varies depending on the size and needs of the organization. For more information, please contact CMatt Consulting Firm.

Timeline

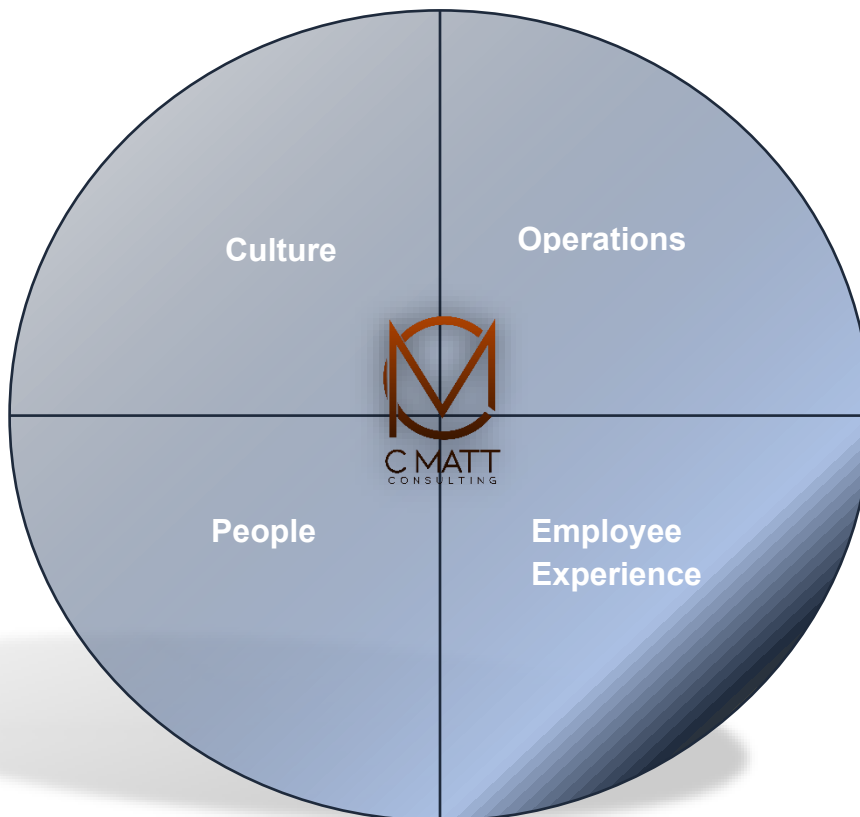
The COPE Framework is a flexible program that can be customized to meet the needs of the organization. The typical timeline for the program is 3-6 months.

Contact Us

To learn more about how the COPE Framework can help your organization, please contact us today. We would be happy to discuss your specific needs and how we can help you achieve your organizational goals.

The COPE Framework in More Detail

In the next section, we will break down each component of the COPE Framework in more detail.



Module: Culture

Objective: Improve the organizational culture to drive employee engagement, retention, and productivity. At CMatt, we describe organizational culture as "what employees see, hear, and feel" within the organization.

Key Steps

1. Conduct a culture assessment:
 - Use surveys, interviews, or focus groups to identify strengths and weaknesses of the current culture.
2. Develop a culture improvement plan:
 - Analyze the results of the assessment to determine areas for improvement.
 - Define the desired culture based on organizational values and principles.
3. Implement the culture improvement plan:
 - Introduce new initiatives, policies, or training programs aligned with the desired culture.
 - Foster open communication, collaboration, and diversity, equity, inclusion, and belonging (DEIB).
4. Evaluate progress:
 - Regularly monitor and assess the impact of the culture improvement plan.
 - Make adjustments as necessary to ensure alignment with the desired culture.

Cultural Assessment

A cultural assessment is a valuable tool to understand the organization's current culture. It involves surveys, interviews, or focus groups to gain insights into factors such as core values, employee engagement, satisfaction, communication, collaboration, customer satisfaction, and DEIB. This assessment informs the development of the culture improvement plan.

Critical Questions

1. What are the strengths and weaknesses of our organization's culture?
2. What is our vision for the desired organizational culture?
3. What specific steps can we take to improve our organization's culture?

Notes

- Reflect on the answers to the critical questions and consider the impact of culture on your organization.
- Explore the benefits of a positive workplace culture and the costs of a negative workplace culture.
- Brainstorm ideas to create a positive workplace culture.
- Identify specific actions to improve the organization's culture.

Anticipate challenges and strategize ways to overcome them.



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“Organizational Culture is about what we see, hear, and feel in our work environments. As Leaders, we need to ensure that we are modeling behavior and practices that reflect the culture that we are promoting.”

Chan Matthews, MOAL, SHRM-SCP
Founder, CEO



Module: Operations

Objective: Improve operational efficiency and effectiveness. This can be achieved by streamlining processes, automating tasks, and eliminating waste.

Key Steps

1. Conduct a process assessment:
 - Review current processes and workflows.
 - Identify areas for streamlining, automation, or elimination.
2. Create a list of identified inefficiencies and opportunities for improvement:
 - Document specific areas in need of optimization.
 - Prioritize improvements based on potential impact on efficiency, cost, and customer satisfaction.
3. Prioritize and implement improvements:
 - Determine which improvements to prioritize based on the assessment and desired outcomes.
 - Implement changes to processes, procedures, and technology to optimize operations.

Conducting a Process Assessment

To optimize operational efficiency, begin with a process assessment. Involve relevant stakeholders, including employees, managers, and customers, to gain insights and diverse perspectives. Identify areas for improvement, such as existing processes, weaknesses, and potential solutions.



Factors to consider during the process assessment:

- Goals and objectives: Align operations with the organization's overall goals.
- Current operations: Evaluate strengths and weaknesses of existing processes.
- Areas for improvement: Identify specific areas where operations can be improved.
- Solutions: Develop and implement solutions, including process changes or technology upgrades.
- Results: Measure and monitor the outcomes of implemented solutions.

Additional Tips

- Seek input from employees: Employees provide valuable insights into operational challenges and improvement opportunities.
- Embrace data-driven decision-making: Base decisions on data to identify improvement areas and track effectiveness.
- Practice patience: Improving operational efficiency is an ongoing process that requires time and effort.

Critical Questions

1. What are our organization's goals for optimizing operations?
2. What are the current strengths and weaknesses of our operations?
3. What specific steps can we take to improve our operations?

Notes

- Capture thoughts and ideas related to critical questions.
 - Consider the impact of proposed changes on the organization.
 - Brainstorm actionable ideas to enhance operational efficiency.
 - Remember that operational optimization is an ongoing endeavor that requires periodic reviews and adjustments.
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Module: People

We help organizations develop their people through career development, leadership training, and skill assessments. This empowers individuals to reach their full potential and contribute to the overall success of their organization.

Key Steps

1. Assess skills and capabilities:
 - Conduct comprehensive assessments to identify gaps and training needs.
 - Evaluate core competencies, skills gaps, and training requirements.
2. Develop a leadership program:
 - Design a comprehensive program with coaching, mentoring, and training.
 - Tailor it to meet organizational needs and align with career development goals.
3. Create training initiatives:
 - Develop targeted programs that address identified gaps.
 - Align initiatives with organizational objectives for skill enhancement.
4. Implement performance management:
 - Establish a system that supports employee development and growth.
 - Integrate career development discussions into performance conversations at all levels.
5. Monitor and evaluate progress:
 - Use analytics tools to assess the effectiveness of initiatives.
 - Make adjustments for continuous improvement.

Development, Skills, Capabilities Assessment:

Assessing the current skills and capabilities of your organization's people is the initial step. Consider core competencies, skills gaps, training needs, employee engagement and satisfaction, retention, and development, as well as organizational culture and career growth.

Factors to Assess

- Core competencies: Essential skills and knowledge for success.
- Skills gaps: Discrepancies between required and existing skills.
- Training needs: Specific requirements to address gaps.
- Employee engagement and satisfaction: Level of engagement and satisfaction.
- Employee retention and development: Strategies for retaining and developing high performers.

- Organizational culture and career growth: Culture, environment, and career development opportunities.

Critical Questions

1. Are career pathways clearly defined and communicated?
2. How does the organization encourage ongoing education and skill development?
3. Does leadership prioritize and exemplify career development and continuous learning?
4. Are career development discussions integrated into performance conversations at all levels?
5. What essential skills and capabilities are needed for success in our industry?
6. How do these align with organizational goals and individual career aspirations?
7. Is there a plan to identify and develop potential successors for key positions?

Additional Tips

- Foster a safe and supportive environment for discussing career aspirations.
- Clearly communicate and promote career pathways.
- Provide support for ongoing education and skill acquisition.
- Demonstrate leadership's commitment to career development.
- Integrate career development into performance conversations.
- Ensure transparency and accessibility of advancement opportunities.
- Identify essential industry-specific skills and capabilities.
- Align skills with organizational and individual goals.
- Develop a succession plan for key positions.

Notes

- Capture thoughts and ideas related to critical questions.
 - Consider the impact of proposed changes on career development, skills gaps, and succession planning.
 - Brainstorm actionable ideas for improvement.
 - Remember that developing skills and capabilities is an ongoing effort requiring continuous evaluation and adaptation.
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Module: Employee Experience (EX)

The Employee Experience component of the COPE framework is used to assess the employee experience at all touchpoints, from recruitment and onboarding to performance evaluation and exit interviews. By understanding the employee experience at each touchpoint, organizations can identify areas where they can improve the employee experience and create a more positive, supportive, and productive work environment, where all employee can thrive.

Key Steps

1. Identify key touchpoints:
 - Identify the key touchpoints in an employee's journey with the organization, such as recruitment, onboarding, daily work, career development, performance evaluation, and exit interviews.
2. Develop assessment tools:
 - Create assessment tools, including surveys, interviews, focus groups, and performance evaluations, to gather data on the employee experience at each touchpoint.
3. Collect and analyze employee data:
 - Collect reliable and measurable data from employees using the assessment tools.
 - Analyze the data to identify areas where employees are dissatisfied with their experience.

Conducting an Employee Experience Assessment:

To improve the employee experience, start by identifying the key touchpoints in an employee's journey with the organization. Then, develop assessment tools to gather data on the employee experience at each touchpoint. This can include surveys, interviews, focus groups, and performance evaluations. After collecting the data, analyze it to identify areas of dissatisfaction and develop solutions for improvement.

Factors to consider during the assessment

- Increased employee satisfaction.
- Increased productivity.
- Increased retention.

Critical Questions

1. What are our organization's goals for the employee experience?
2. What are the key touchpoints in our employees' journey with the organization?
3. What data do we need to collect to assess the employee experience at each touchpoint?


Notes

- Record your thoughts and ideas about the questions.
 - Consider the impact of the proposed changes on your organization's employee experience.
 - Brainstorm ideas for improving employee experiences at each touchpoint and determine the starting point for implementing improvements.
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COPE Strategies: Putting COPE Into Action





In this section, we will guide you through the process of turning the principles of the COPE (Culture, Operations, People, Employee Experience) Framework into actionable strategies for your organization. By following this step-by-step action plan, you will be able to implement tangible changes that align with the **COPE For Organizational Excellence Framework**, driving positive outcomes and fostering a thriving organizational culture.

 Let's get started on developing your COPE strategies and taking your organization to the next level of success.

Action Plan: Culture Assessment

Step	Action	Suggested Timeline	Notes
1	Collect Employee Feedback via a Culture Survey	1-4 weeks	This can be done through a survey, focus groups, or one-on-one interviews.
2	Analyze Feedback	1-2 weeks	Look for patterns and trends in the feedback. Identify areas where the employee culture can be improved.
3	Take Action	1-2 months	Implement changes that will improve the employee culture.

Here are some additional tips for conducting an employee culture survey:

-  Select a diverse group of employees to participate in focus group discussions to get a variety of perspectives.
-  Use a structured guide to facilitate discussions on culture-related topics to ensure that all of the important topics are covered.
-  Encourage open and honest conversations to gain deeper insights into employee perceptions.
-  Implement changes that will improve the employee culture based on the feedback you receive.

User Notes:

Action Plan: Organizational Effectiveness Assessment

Step	Action	Suggested Timeline	Notes
1	Identify Key Processes and Areas for Assessment	1-2 weeks	<ul style="list-style-type: none"> Review and map out key processes. Identify areas for improvement. Prioritize areas based on impact.
2	Design and Implement Assessment Tools	2-4 weeks	<ul style="list-style-type: none"> Develop simple assessment tools. Consider low-cost or free options. Capture both qualitative and quantitative data
3	Analyze Data and Implement Improvements	2-4 weeks	<ul style="list-style-type: none"> Collect and analyze data. Identify patterns and trends. Brainstorm potential solutions. Develop an action plan. Implement improvements. Regularly monitor and evaluate improvements and adjust as needed

Here are some additional tips for conducting an organizational effectiveness assessment:

- ✚ Use a variety of assessment tools to get a comprehensive understanding of the organization's effectiveness. This may include surveys, interviews, focus groups, and document reviews.
- ✚ Engage all levels of the organization in the process. The assessment should be a collaborative effort. Get buy-in from senior leadership, the success of the assessment will depend on the support of senior leadership.
- ✚ Be transparent about the assessment process and its findings.
- ✚ Use the assessment findings to develop a plan for improvement.

User Notes:

Action Plan: Employee Development and Skills Assessment

Step	Action	Suggested Timeline	Notes
1	Identify Development Needs and Goals	1-2 months	<ul style="list-style-type: none"> • Conduct one-on-one conversations with employees. • Review performance evaluations and feedback. • Identify common themes and areas of focus.
2	Design and Implement Self-Assessment Tools	1-2 months	<ul style="list-style-type: none"> • Develop a simple self-assessment tool. • Make the tool accessible to employees.
3	Review Assessments and Create Individual Development Plan	3-6 months	<ul style="list-style-type: none"> • Collect and analyze self-assessments. • Identify common development needs. • Create individual development plans. • Implement development plans.

Here are some additional tips for implementing an effective employee development and skills assessment program:

- ✚ Get buy-in from senior leadership.
- ✚ Communicate the program to employees and explain how it will benefit them.
- ✚ Make the program accessible to all employees, regardless of their level or position.
- ✚ Employees complete self-assessments to identify their strengths, weaknesses, and areas for improvement. These assessments can be used to identify common development needs across the organization.
- ✚ Once self-assessments have been collected, they can be analyzed to identify common development needs. This information can be used to create individual development plans for employees.
- ✚ Track progress of the IDP's and make adjustments as needed.

User Notes:

Action Plan: Employee Experience Assessment

Step	Action	Suggested Timeline	Notes
1	Define the Purpose and Scope of the Assessment	1-2 months	<ul style="list-style-type: none"> Clarify the specific goals and objectives you want to achieve. Determine the scope of the assessment, whether it will focus on the entire organization, specific departments, or certain touchpoints. Clearly define the metrics or areas you want to measure, such as employee satisfaction, engagement, communication effectiveness.
2	Design and Deploy an Employee Experience Survey	1-2 months	<ul style="list-style-type: none"> Create a comprehensive yet concise employee experience survey. Use a variety of question types to get a well-rounded view of the employee experience. Keep the survey anonymous to encourage honest feedback. Communicate the purpose and importance of the survey to all employees.
3	Analyze Results and Implement Actionable Improvements	1-2 months	<ul style="list-style-type: none"> Analyze survey responses to identify strengths, weaknesses, and areas for improvement. Develop an action plan with SMART goals to address the identified areas for improvement. Communicate the action plan to employees and engage them in the improvement process. Implement the agreed-upon improvements and track their impact.

Here are some additional metrics and tips to consider when implementing an effective employee development and skills assessment program:

- ✚ Employee satisfaction and engagement
- ✚ Communication effectiveness
- ✚ Career development opportunities
- ✚ Work-life balance and employee well-being
- ✚ Diversity and inclusion and Organizational culture
- ✚ Leadership effectiveness
- ✚ Be transparent with employees and keep employees updated on progress.
- ✚ Involve employees in the improvement process and celebrate successes.

User Notes: _____

GET IN TOUCH:

client TESTIMONIALS

Working with Chanda has been an absolute pleasure! Her dedication and commitment to our project have been outstanding. She brings a wealth of experience, knowledge, and creativity to the table, which has truly elevated the work we do. Her ability to connect with people and build relationships is remarkable, and she always goes above and beyond to ensure that our needs are met.

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THANK YOU!

For more information about our services and to discuss how CMatt Consulting can support your organization, please contact us.

We look forward to partnering with you on your journey to creating a high-performing workplace.

