ORIGAMI RISK

INTEGRATED HEALTHCARE RISK, SAFETY, & COMPLIANCE SOLUTIONS

Origami Risk is the industry-leading provider of integrated, software-as-a-service (SaaS) solutions for healthcare risk management, safety, insurance, quality, and compliance. Named 2022 Best in KLAS, Origami delivers a highly configurable and completely scalable suite of healthcare solutions from a single, secure, cloud-based platform:

- Risk Management Information System (RMIS) for insurance, claims, and Workers' Compensation management
- Patient safety to capture and review incidents, near misses, and unsafe conditions
- Patient experience and quality solutions for performance improvement
- Environment, Health and Safety (EHS) for employee health and workplace safety
- Governance, Risk, and Compliance for enterprise risk, corporate policies and vendor risk

With Origami Risk, all risk, safety, quality, and compliance data reside in a single system. This provides:

- Improved visibility into company-wide risks via a single source of truth
- Greater accuracy in measuring the total cost of risk
- Process efficiencies through automated, integrated workflows
- A simplified IT environment eliminating the need to maintain multiple applications
- Continuity of implementation and service from a single vendor

Policy & Renewals Management

Manage insurance policy and program details for all lines of coverage — medical malpractice, hospital professional liability, general liability, property, and more. Origami Risk tracks all policy details including policy, carrier, and broker information; terms; limits; named insureds; perils and exclusions; and any other client-defined data field required. Scanned policy documents and endorsements can be attached to the policy record, making it easy to access policy information at any time. Origami offers:

- Policy and Claim Integration
- Modeling and Policy Analysis (Policy Erosion, Gaps and Overlaps, Policy Modeling, Retention Calculator, Counterparty Exposure)
- Automated Renewals
- Certificate of Insurance (COI) Tracking
- Physician Administration (integration of Credentials, Specialty, License, and Education with Policies, Certificates, Peer Review, and National Practitioner Data Bank [NPDB])

TCOR, Exposures & Allocations

Origami Risk breaks down traditional silos of information by allowing you to easily collect and track exposures, calculate your organization's total cost of risk (TCOR), and manage cost allocations across the enterprise. The TCOR and allocations tools improve the tracking and analysis of costs, contribute to greater accuracy in measuring the cost of risk, and allow for cost allocation modeling that aligns with your risk management objectives. Origami offers:

- Automated and Centralized Exposure/Values Collection
- Total Cost of Risk (TCOR) Calculations (based upon Risk
- Transfer, Claims History, and Administrative Costs)
- Allocation Formulas (based upon unique business rules)

Location & Property Management

Hierarchy and location details are maintained in the locations module of the system. Origami Risk provides standard functionality to manage an unlimited number of different hierarchical models. Within each hierarchy, there is no limit to the levels of child records or number of locations. Take advantage of the multiple hierarchy capability to track separate financial vs. physical organizational structures, or reconcile point-in-time, as-of reporting to display the way locations were organized at that particular point in time. Clients can also queue reporting from various levels of their location structure. Within an established hierarchy, individual location details, including property/location details (COPE data, values and exposures, audits/inspections, recommendations, recent claims, associated policies, etc.) and associated records (assets, vehicles) are captured on location records. Origami Offers:

- Exposure Tracking and Enterprise Values Collection
- Fleet/Vehicle Management
- Asset Management
- Total Cost of Risk Calculations and Allocations

Dashboards & Reporting

Origami Risk makes data analysis straightforward and fast with tools to standardize data from disparate sources for like-comparisons; simplify data in a visual format so it is easy to understand; and automatically generate and distribute recurring or ad-hoc reports for varying stakeholders' unique preferences. Origami Risk's analytics tools are self-contained, meaningno third-party integrations or complicated designand query tools are required. Use dashboards, reports, and graphs to gain actionable insight and assess performance. Origami offers:

- Standard, Ad-hoc, and
- Custom Reporting
- Configurable Dashboards
- Data Visualization
- Report & Dashboards Schedules and Automated Distribution
- Claim Comparison Reports
- Adjuster & Program Performance Reports and Widgets

Origami Risk provides an end-to-end claims management solution for administering claims across all lines of coverage (including HPL, PPL, GL, and WC) and aggregating all of your claims data to drive visibility into trends. In a single record, track all parties involved — from legal, financial, compliance, and insurance perspectives — including policies and programs and provider administration. Origami offers:

- Claim Intake
- Automated Claim Workflows
- Centralized Communication (Notes, Tasks, Emails, File Attachments, Mail Merge)
- Financial Management
- Litigation Management
- Regulatory Reporting
- Third-Party System Integrations
- Data Tools and Services
- CMS Section 111 Reporting

Claim Intake & Administration

As the single source of claims data, Origami Risk provides customized views for legal, finance, insurance, and risk stakeholders while streamlining claim and litigation workflow processes for all stages of a claim. Analyze losses to identify and take strategic action to reduce costs using real-time dashboards and reports. As a multi-line solution, the claims module is highly configurable, allowing clients to define the look and feel of a claim record by line of coverage, determine what data is collected, and set up associated workflows.

Financial Management

Generate checks, integrate with AP systems, and streamline reserving practices. Automate routing for escalation, signatory, and approval.

Data Processing & Integration

Eliminate the need to log into multiple systems by scheduling uploads of your claims data from carriers and TPAs across all lines of coverage. Access data in real-time from third party sources including HR, Legal, and AP systems.

Origami Risk enables a more proactive and efficient approach to patient safety and quality activities. The easy-to-use system facilitates capturing incidents, near misses, and unsafe conditions using simple, intuitive forms that are accessible via web and mobile devices. Communication and transparency are enhanced with automated emails, tasks, and notifications to facilitate the investigation and review process while closing the loop by keeping the reporter informed of activities. Streamlined integrations with electronic medical record (EMR) or HR systems reduce the administrative burden of incident reporting for healthcare providers and staff. Origami Risk also allows for seamless integration with Patient Safety Organizations (PSOs) for patient safety reporting. Origami offers:

- Incident Reporting & Investigation
- Near Miss & Unsafe Conditions
- Root Cause Analysis (RCA) & Action Plans

- HFMEA
- PSO Integration
- Patient Experience

Incident Intake & Review

From initial collection of incident details to analysis of the effectiveness of change management initiatives, Origami Risk transforms the way incidents are reported, tracked, and investigated. Our Incidents module is highly configurable to allow clients to customize the look and feel of incident records, define what data is collected, and set up associated workflows. Report new incidents, review/edit existing incident details, initiate investigation, convert incidents to claims, and more. Origami offers:

- Incident Intake
- Incident Investigations
- Root Cause Analysis
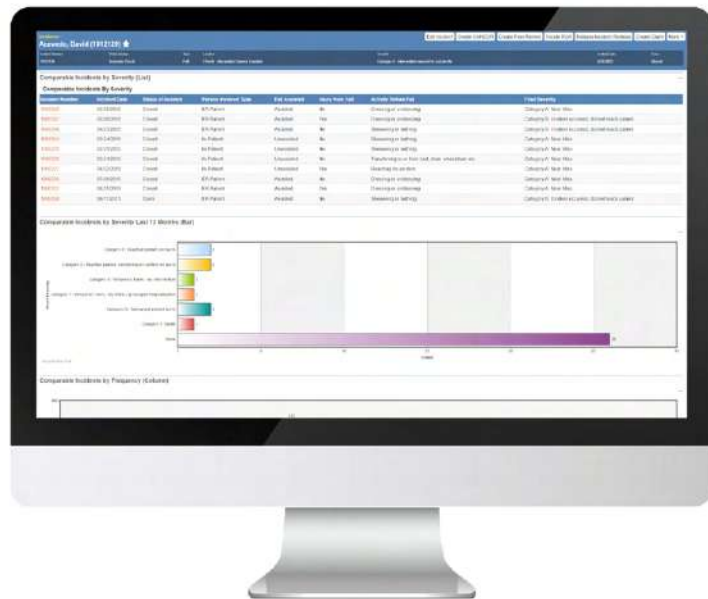- Corrective Actions Management

PSO Integration

Easily report relevant incident information to a Patient Safety Organization (PSO) using the streamlined external reporting and integration tools. Origami Risk includes standard PSO taxonomies as a starting point, or you can customize to fit any PSO's report requirements.

Near Miss & Unsafe Conditions Reporting

Anonymous, easy-to-use data entry supports a "Just Culture" practice of non-punitive event, near miss, and unsafe condition reporting. Increase and facilitate reporting with dynamic forms that reduce time and effort, accessible via web browser and mobile devices. Use AHRQ's Common Formats for each care setting — or configure your own taxonomies — to ensure you collect the right data.

Root Cause Analysis (RCA) & Action Plans

Enable staff to quickly and easily review incidents with meaningful, role based reviews — notifications and workflows ensure the right parties are informed. Take a deeper dive into the root cause of adverse events. 5-whys, fishbone diagrams, and other built-in tools help you to understand why incidents occurred and what might be done to prevent similar incidents in the future. Trackable action plans and assignments help you drive change and focus on continuous performance improvement.

Patient Experience

Streamline entry of complaints, grievances, requests, and compliments — enabling you to efficiently manage the entire case life cycle from inception to resolution to improve the patient experience. Track patient reimbursements and generate patient letters.
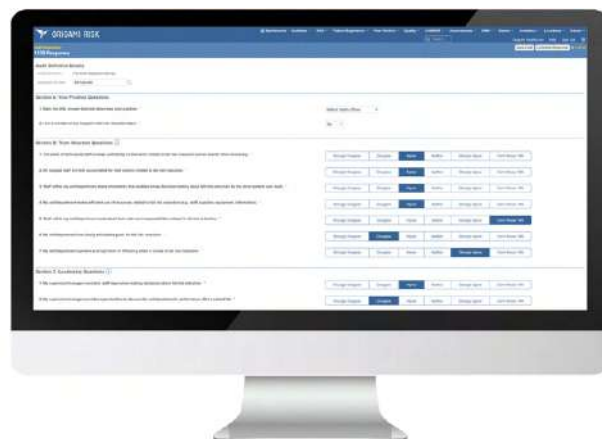
Improve the effectiveness of quality improvement initiatives with a single system for efficiently collecting data, managing documentation, and facilitating process improvement activities. Origami offers:

- Surveys & Assessments
- Policy & Procedure Management

- Rounding Tools
- Safety Huddles
- Peer Review

Surveys & Assessments

Leverage industry standards or build your own surveys to enable participation from staff and patients in quality initiatives. Real-time analytics tools ensure you can quickly identify areas for action and improvement.
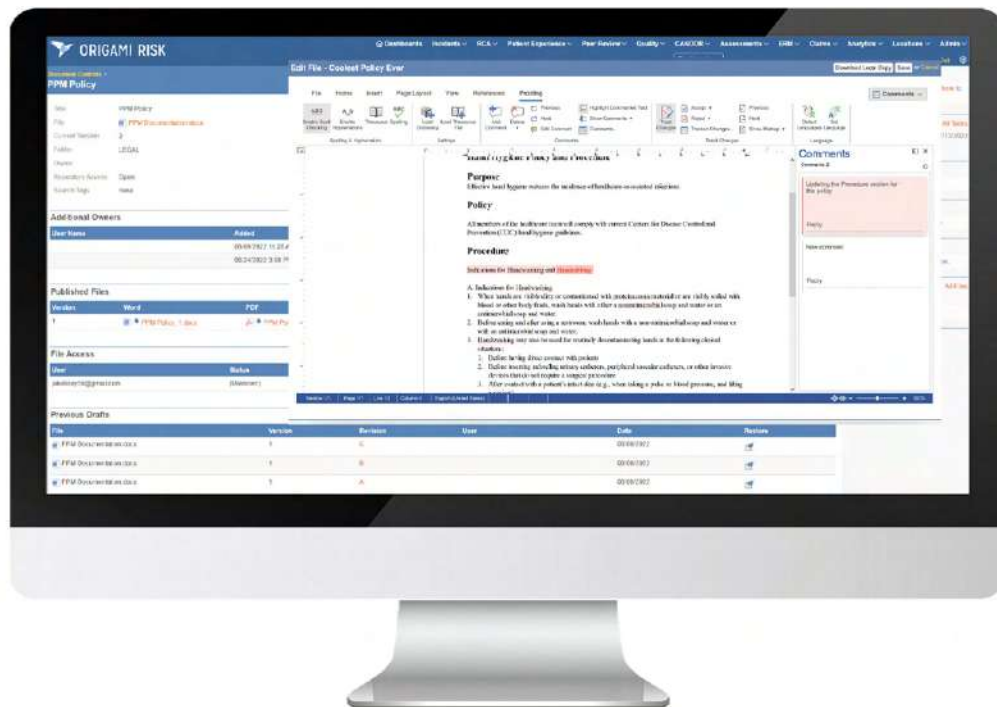

HFMEA

Proactively manage risk through the use of Origami's HFMEA tool. Leveraging best practices developed by the VA's National Center for Patient Safety (NCPS) and the Institue for Healthcare Improvement (IHI), Origami offers two models to support clients' risk identification and mitigation processes. Each model provides a clear step-by-step approach for teams to complete an HFMEA, including a decision matrix and auto-calculated hazard and risk scores.

Policy & Procedure Management

Origami Risk helps you effectively manage the lifecycle of corporate and departmental policies and procedures in a single system. Coordinate, update, review, deploy, and administer corporate policies in conjunction with your compliance activities; easily link policies to claims, incidents, RCAs, and other records; and automatically distribute updates throughout the organization.
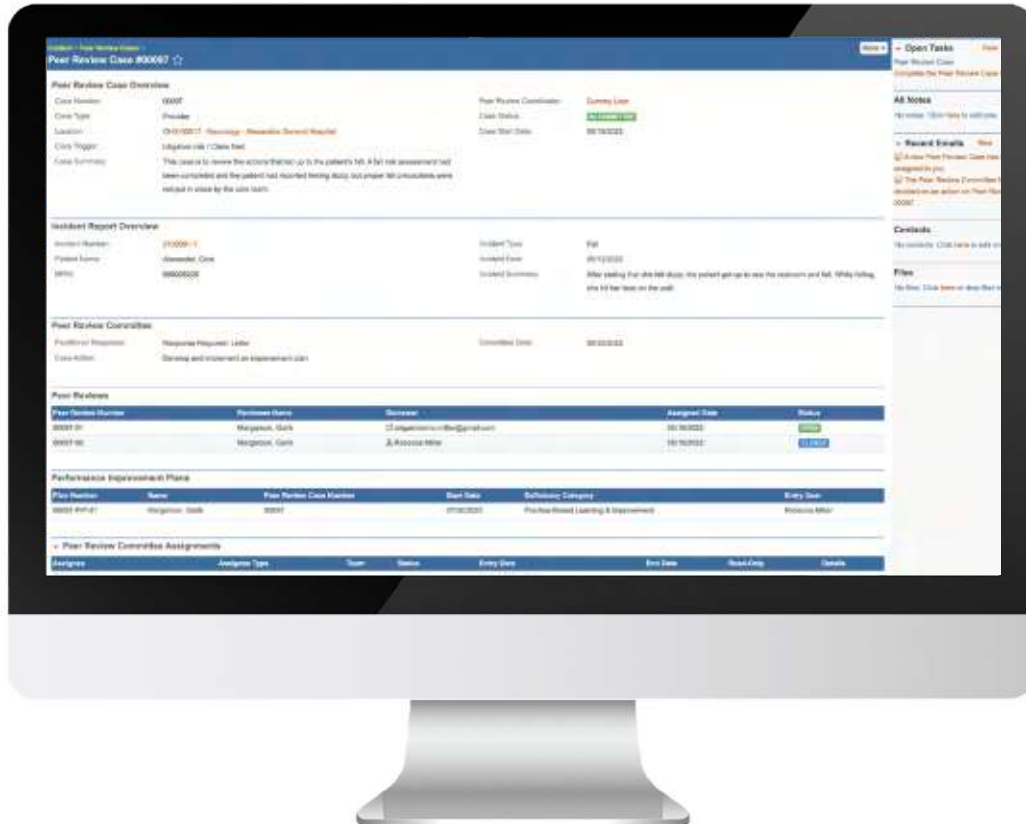

Rounding Tools

Automate rounding activities and scheduling with intuitive online/offline forms for environment of care (EOC), leadership, staff, and patient rounds.

Safety Huddles

Create safety huddle agendas, track meeting attendance, collect action items, and assign follow-up responsibilities. Web and mobile access improves communication and raises awareness of patient safety and quality concerns.

Peer Review

Origami's peer review solution supports organizational goals of improving patient safety and quality of care by providing standard, easy to use solutions for provider, nurse, and resident review processes. The solution's guided workflow for peer reviews can be further tailored to roles and specialties to allow for complete, efficient management of all peer review cases. Initiate peer review cases from scratch or through a reported incident. Whether it's your annual, mandated peer review or a peer review stemming from an error, incident, or negative outcome– Origami's solution can help.

Maintain employee health and safety data in a single system to allow for rapid communication and resolution. Improve efficiencies with configurable workflow automation and take advantage of comprehensive reporting to understand organization-wide safety trends and facilitate preventative action. Origami offers:

- Employee Health Case Management
- Employee Incident Intake and Tracking
- Workers' Compensation Claims Administration
- Return To Work and OSHA Reporting

Employee Health

Triage injuries and illnesses plus track training, certifications, immunizations and vaccines, treatment, fit testing, and monitor details — all in a single record. View employee health details and preventive and proactive measures to ensure employee health and compliance with all requirements.

Employee Safety

Drive efficiency and reduce future incidents with the help of an integrated system for intake and the management of employee incidents — from reports of injury or sickness to workers' compensation to return-to-work activities. Easy-to-use, accessible tools via web and mobile for reporting injuries and illnesses; real-time workflows and notifications alert managers and employee health professionals. Generate standard OSHA 300 and 301 logs for efficient reporting.

Workers' Compensation

Correlate employee details with incidents and claims -- whether you self-administer claims or import claims from your TPA. Report and identify injuries, track loss time, improve return to work timelines, and reduce claims cost to get a full view of safety incidents across the organization.
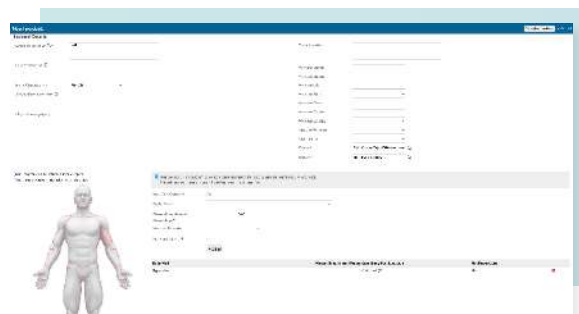
ENVIRONMENT, HEALTH & SAFETY (EHS)

Safety Management

Manage and track safety programs and data from a single system. Origami offers:

- Incident Management, Investigations, and Root Cause Analysis
- Corrective and Preventative Actions
- Audits and Inspections
- Safety Meetings
- Behavior-based Safety Management

Process Safety Management

Foster a culture of collaboration, communication, and transparency to identify and reduce hazards and prevent injuries and illnesses before they occur. Origami offers:

- Job Safety Analysis
- Lockout/Tagout
- Compliance Audits
- Training
- Safety Data Sheet Management
- Contractors
- Permit to Work
- Mechanical Integrity
- Operating Procedures
- Emergency Preparedness and Response

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Environmental & Regulatory Compliance

Reduce manual efforts of keeping track of environmental and compliance tasks and documents by managing your program electronically. Origami offers:
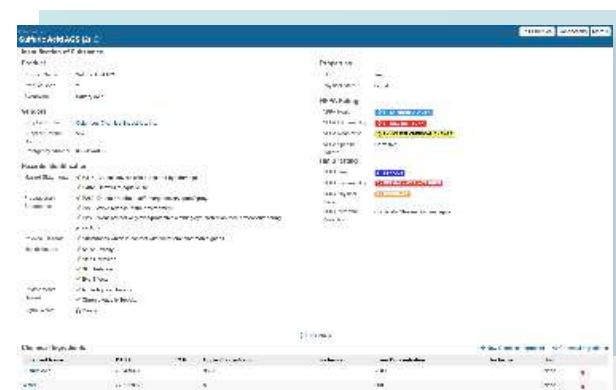
- Environmental Compliance Calendaring
- Permit Management
- Environmental Assessments
- Regulatory Content Integration with STP (including audit content from 100+ urisdictinos including all 50 states)

Chemical Management

Ensure proper tracking and communication around chemical management and hazards. Origami offers:

- SDS Management
- Chemical Profiles
- Chemical Inventory & Transactions
- Chemical Requests

Occupational Health

Help reduce chemical, biological, and physical exposures and risks, thereby protecting their employees and the environment. Origami offers:

- Industrial Hygiene
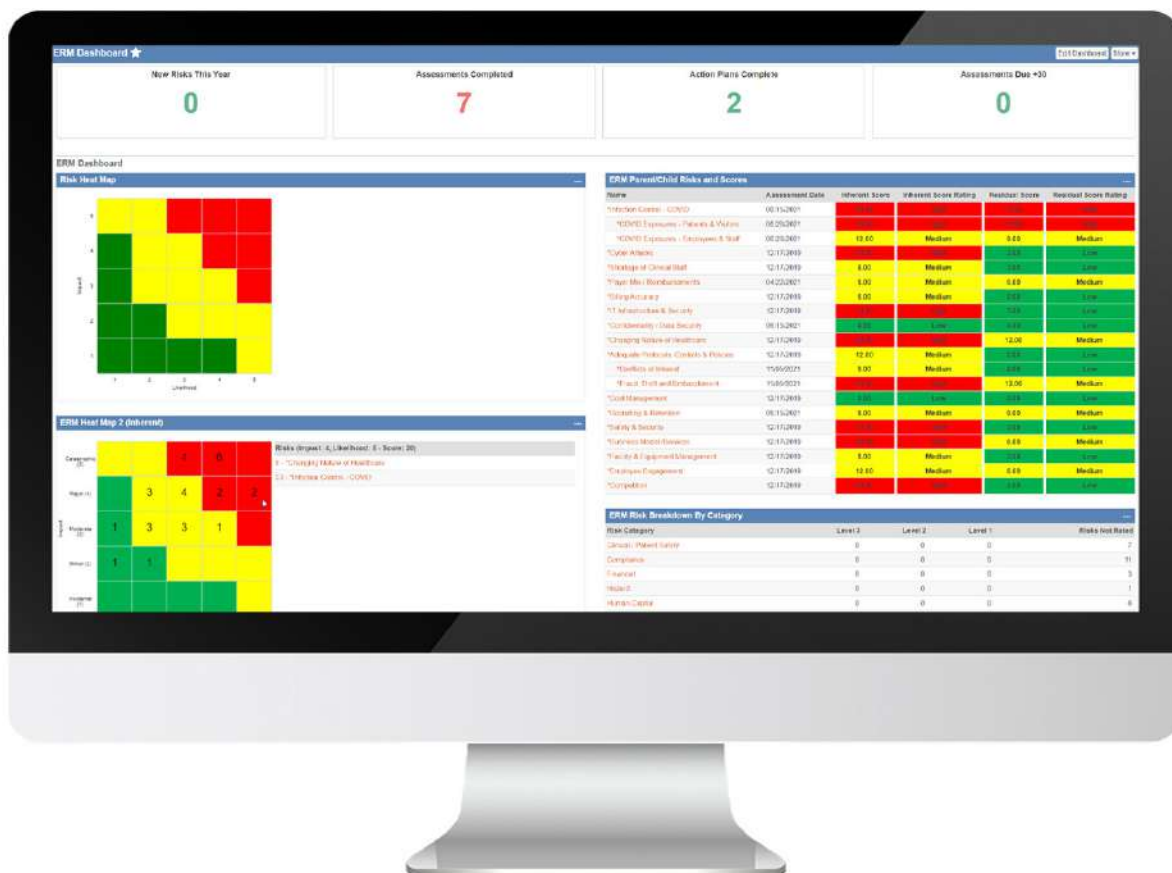- Ergonomics Assessments
- Reporting

ENTERPRISE RISK MANAGEMENT (ERM)

Origami Risk's adaptable ERM solution provides capabilities to proactively address the unique risks an organization faces. Our solution includes industry accepted, configurable ERM processes to align naturally with components of the COSO ERM Framework model or ISO31000. Origami Risk's workflows span objective, risk, and control identification; control testing; assessment scoring; action plans; risk object updates (ownership, category, opportunity/threat, etc.); and risk tolerance/ appetite tracking. Origami offers:

- Risk and Control Libraries
- Crowd-Sourced Risk Assessments
- Issues and Actions Plans Management
- Configurable Rating and Scoring
- Connect Risks to Controls, Processes, Regulations, and More

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GOVERNANCE, RISK, AND COMPLIANCE (GRC)

Vendor Risk Management (VRM)

The volume and complexity of third-party relationships (vendors, suppliers, and other providers) demands a systematic, organized process to reduce risk exposure and enable organizations to respond quickly to emerging issues and changes in compliance. Origami helps our clients effectively identify, mitigate, and reduce the occurrence and cost of vendor risk. Origami offers:

- Holistic View Of Third Parties, Vendors, and Suppliers
- Vendor Portal to Manage Assessments, Requested Documents, and More
- Configurable, Automated Workflows
- Industry-Standard SIG/SIG Lite Questionnaire or Custom Assessments
- Auto-Calculated, Configurable Scoring
- External Risk Content Integration for Cybersecurity Scores and Financial Ratings
- Vendor Record Connected to Insurance Information, Contracts, and Agreements
- Dashboard View of Vendors' Risk Posture

Compliance Management

Origami Risk enables a transparent, objective, and effective compliance process, allowing clients to communicate the importance of compliance management across their organization and ensure corrective actions are completed. Track compliance with external regulations and internal policies. Validate status against common frameworks, standards, and regulations such as NIST, COSO, COBIT, ISO 27001, ISO31000, SOX, Title IX, OSHA, HIPAA, GDPR, and more. Configure compliance rating and workflow to fit unique processes. Origami offers:

- Tracking Compliance with Regulations, Standards, and Policies
- Compliance Assessments
- Configurable Rating and Workflow Automated Processes
- Issues and Action Plans Management
- Collaborative Questionnaires
- Connect Regulations to Risks, Controls, and More

Policies & Procedure Management

Origami Risk helps you effectively manage the lifecycle of corporate and departmental policies and procedures. Coordinate, update, review, deploy, and administer corporate policies in conjunction with your other governance, risk and compliance activities. Origami offers:

- Centralized Storage of Records and Files
- Efficient Creation, Review, Approval, and Publishing
- Automated Document Review and Approval
- Attestation Management
- Version Control
- Enterprise Access to Final Versions

Internal Audit

With Origami Risk, clients can optimize audit efficiency and improve organizational collaboration, focusing on results, not the process. Configurable, repeatable processes reduce manual efforts and automate standard actions, such as the generation of audit workpapers and communication of findings and recommendations. Our internal audit functionality features audit templates, audit planning, action plans, configurable questionnaires, reporting and analytics, and full integration (links to risks, controls, plans, regulations, and more to better understand interconnections). Origami offers:

- Standard, Reusable Audit Templates
- Collaborative Questionnaires
- Monitor Audit Activity Status
- Connect Audits To Risks, Controls, Regulations, and More
- Manage Workpapers, Findings, and Recommendations
- Auto-Generate Audit Reports

ORIGAMI RISK

ABOUT ORIGAMI RISK

Origami Risk provides innovative risk, safety, and compliance solutions built on a single, highly-configurable cloud-based platform. Available as individual suites, our comprehensive RMIS, GRC, Healthcare risk management, and EHS solutions can also be combined to reduce redundant systems and data, lower administrative costs, and provide greater transparency and insight across an entire organization. Origami prioritizes service delivery. In addition to a focus on hiring and training exceptional people, we measure ourselves and set incentive compensation based on client satisfaction.

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