Origami Risk

Elevating Peer Review and Risk Management

University Clinical Services (UCS) at the University of Southern California (USC) oversees various clinical programs, including dentistry, occupational therapy, physical therapy, pharmacy, mental health, and more. With over 550 practitioners and 50 sites of service, UCS is committed to providing safe and high-quality care to the USC community. The UCS team is responsible for peer review, compliance, credentialing, risk management, and quality improvement across these diverse areas.

SOLUTION SUITES

- Healthcare
- Risk Management Information System (RMIS)
- Patient Safety
- Quality

USAGE AT A GLANCE

- Peer Review
- Incident Management & Reporting
- Dashboards
- Configurable Forms
- Location Hierarchy for Reporting
- Automated Workflows, Emails & Notifications

Improving Risk & Compliance Reporting

CHALLENGE

The UCS team recognized an opportunity to enhance their risk management processes and promote a culture of quality and safety. They sought a SaaS solution to streamline incident reporting and compliance activities across all clinical programs.

SOLUTION

With USC's Office of Risk Management already successfully using Origami Risk, the UCS team decided to expand the platform's use for its clinical programs' incident reporting and peer review. The team engaged stakeholders from all clinical areas to ensure the system would meet their unique needs. Origami's flexibility allowed for customized forms — accessible via online portal and mobile device — and workflows without requiring complex configuration.

OUTCOME

The UCS team quickly implemented Origami Risk for incident reporting across all clinical programs. The platform's flexibility has been key to supporting the various clinical programs' diverse needs. The user-friendly interface and easily accessible forms have promoted widespread adoption. Origami now serves as a centralized repository for all risk data, and the automated workflows support timely reporting and follow-up, providing visibility throughout the incident lifecycle. UCS has been able to bridge several programs in the incident reporting process, such as Title IX, the Office of Professionalism and Ethics, Clery, Youth Protections, and many more to ensure transparency, accountability, and open communication.

Streamlining Peer Review, Increasing Transparency

CHALLENGE   UCS's provider peer review process involved manual tracking and emailed documents, which was time consuming, made it difficult to monitor progress and accountability, and lacked the desired level of security. The team needed a secure platform that could accommodate the specific needs of each clinical program while standardizing the overall process.

SOLUTION   The UCS team worked with Origami to configure the peer review solution to match their existing forms and workflows. After piloting the system in the dentistry department, they have now rolled it out across all clinical service programs. Origami's automation features ensure that reviews are assigned to the right individuals, that appropriate cases are pre-populated with incident information for review meetings, and reminders are sent regularly to ensure deadlines are met.

OUTCOME   Origami's ease of use is helping to build a strong safety culture by enabling the seamless integration of data into regular safety meetings. This allows for immediate action, such as sending cases to peer review directly from the meetings. A shared platform across clinical service areas has created a common language, fostering open communication and facilitating continuous improvement. Deadlines are more easily met, which is particularly crucial for sensitive reviews requiring timely attention. Authorized users can track each case's progress, submit reviews, and take approval actions in the system. Transparency with needed protection and security provided by the system has improved participation and accountability across stakeholder groups. This has generated reliable data for KPIs that can be reported to leadership with confidence.

About Origami Risk
Origami Risk provides integrated SaaS solutions that simplify risk, insurance, compliance, and safety management. Origami delivers its highly configurable RMIS, GRC, EHS, and Healthcare risk management solutions from a secure, scalable platform that includes tools for centralizing data, automating critical workflows, and providing insights into risk and safety initiatives. A singular focus on client success underlies Origami's approach to developing, implementing, and supporting our innovative, award-winning software.

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