Origami Risk

CASE STUDY | ATLAS HEALTHCARE PARTNERS®

Atlas Healthcare Partners is a rapidly growing developer and manager of Ambulatory Surgery Centers (ASCs), partnering with health systems across the U.S. to expand access to high-quality outpatient care. Founded in 2018 and headquartered in Phoenix, Arizona, Atlas operates more than 40 centers across multiple states, managing clinical, financial, and operational risk on behalf of its health system partners.

ATLAS® HEALTHCARE PARTNERS

Healthcare / ASC
INDUSTRY

RMIS
ORIGAMI RISK SOLUTIONS

At a glance

CHALLENGES

- Risk and insurance management distributed across locations and departments, without centralized ownership or a dedicated system of record.
- Workers' compensation claims routed through HR with limited visibility into status, timelines, or carrier notification.
- Inconsistent incident reporting practices across a growing network of surgery centers.
- OSHA reporting and carrier notification processes required significant manual coordination across locations.

SOLUTIONS

- Centralized claims management, incident reporting, and policy data in a single platform.
- Automated workflows and notifications connecting incidents, claims, and carrier reporting.
- Custom dashboards tailored for internal teams, regional leadership, and health system partners.
- Peer review and root cause analysis workflows supporting clinical quality and patient safety.

OUTCOMES

- Single system of record for risk and insurance, with over 200 active users across insurance, clinical, and operational teams.
- Structured claims workflow with automated notifications and daily triage, contributing to a flat renewal premium after the first full year of centralized management.
- Standardized incident reporting deployed across all centers, supporting consistent data capture and peer review workflows.
- OSHA reporting largely automated from incident data captured in Origami Risk.

Centralizing Risk, Insurance, and Patient Safety Across a Growing Ambulatory Surgery Network

Extending an integrated risk management platform as the network grows

When Atlas Healthcare Partners launched through a joint venture with Banner Health, Origami Risk was in use across the network for patient safety incident reporting. As Atlas grew and took full ownership of its insurance program, the organization expanded its use of Origami Risk to support claims management, OSHA reporting, peer review workflows, and compliance tracking. The result is a single platform on which employee injury reporting, claims administration, insurance oversight, and clinical quality workflows operate from the same data.

50+
CENTERS NATIONWIDE

7
HEALTH SYSTEM PARTNERS

230+
ACTIVE PLATFORM USERS

Standardizing incident reporting and claims across locations

Managing risk across a growing network of surgery centers requires consistent processes at every location. Atlas established standardized incident reporting workflows within Origami Risk, ensuring that patient safety incidents and employee injuries are captured and routed consistently regardless of location.

When an employee injury is reported, automated notifications alert relevant stakeholders immediately, allowing care coordination and claim setup to proceed in parallel. The insurance team reviews new incidents daily, triages severity, and reports to carriers as soon as practicable. Notice-only submissions are tracked separately from potentially compensable events, and timely notification reduces the risk of coverage complications from delayed reporting.

OSHA reporting, which previously required manual outreach to each location, is now largely driven by incident data captured in Origami Risk. What once demanded significant coordination across 40-plus centers is now a matter of pulling structured data that teams enter as part of their standard workflow.

The results have been measurable. After Atlas' first full year of centralized insurance management, the program's renewal came through with no premium increase. The team attributes that outcome to disciplined, timely reporting and proactive claims oversight.

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Supporting clinical quality through structured peer review

Atlas' clinical team uses Origami Risk to manage a multi-stage peer review process tied directly to patient safety incidents. Qualifying incidents are identified during a weekly cross-functional review that brings together the insurance and clinical teams. When a case meets the criteria for peer review, a record is automatically generated and routed to the appropriate physician for evaluation.

The process follows the Just Culture framework, moving from an initial clinical review through physician scoring to a medical director committee. Cases requiring additional escalation proceed to a governing board review based on severity. Automated notifications guide reviewers through each stage with deadlines attached, and physicians hold dedicated system logins for their peer review duties, keeping the workflow structured and auditable.

Root cause analysis records are similarly triggered from qualifying incidents, using the standard fishbone methodology. The shared dashboard view used during weekly meetings gives both the insurance and clinical teams visibility into the same data simultaneously, supporting coordination across functions without duplicating effort.

Delivering tailored visibility to every stakeholder

One of the ways Atlas has extended the value of Origami Risk is through the extensive use of dashboards to serve different audiences across the organization, replacing reports that required manual compilation with views that are current, role-appropriate, and easy to act on.

The Atlas insurance team maintains working dashboards for daily claims triage, including a view of incidents not yet converted to claims. Regional Vice Presidents of Operations each receive a monthly dashboard showing open claims, with a visual guide to the claims lifecycle built directly into the dashboard. Health system partners are supported through separate dashboards used in quarterly review meetings. Year-end summary dashboards compile full claim and incident activity for the prior year, with the following year's version accumulating data as a structural copy from day one.

A platform that scales with the organization

Atlas is adding centers three and four at a time as new health system partnerships come online. With Origami Risk as the operational foundation, each new location enters an established framework with incident reporting workflows, claims processes, peer review protocols, and compliance tracking already in place.

Looking ahead, Atlas plans to consolidate KPI tracking within Origami Risk, reducing reliance on external tools, and to build time-tracking infrastructure to better manage claims administration activity across its expanding portfolio. The platform's configurability has made these expansions practical for a lean team and positions Atlas to continue building risk management capabilities in step with the organization's growth.

About Origami Risk

Origami Risk empowers leaders in insurance, risk, and safety with a purpose-built, cloud-native platform that optimizes workflows for better data, better insights, and better collaboration. Through highly configurable solutions integrated on a single platform, Origami Risk supports the management of the full lifecycle of risk, from prevention to recovery — helping the experts reduce harm and loss, and respond more rapidly and effectively when it happens. Grounded in continuous innovation and a foundational focus on client success, Origami Risk is trusted by leading organizations to enable greater resilience as they build for the future.

For more information, visit **origamirisk.com.**

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