

Gaining enterprise-wide visibility into safety, risk, and workers' compensation data

A leading national healthcare group spanning insurance delivery, clinical care, pharmacy, and health technology. It supports a workforce of approximately 400,000 people across the United States, Canada, and international operations, and has grown primarily through acquisition. Its enterprise Environmental, Occupational Health and Safety (EOHS) function provides centralized resources across risk, compliance, workers' compensation, and technical services.



~400,000
EMPLOYEES

Healthcare
INDUSTRY

At a glance

CHALLENGES

- No enterprise system for incident intake; solutions covered only immunizations, medical clearance, and fit testing
- Workflows managed differently across business segments, with no enterprise-wide view
- Workers' compensation reporting disconnected from safety and injury-prevention data
- High-volume requests — certificates of insurance (COIs), contract reviews, credentialing — emailed to a shared department inbox

SOLUTIONS

- Single platform for managing incidents, workers' compensation claims, risk assessments, audits, and corrective actions
- Portal-based intake for COIs, contract review, and credentialing requests
- Self-assessments with embedded guidance and automated workflows triggered by responses
- Granular location-level access controls and automated user provisioning across 1,600+ locations through single sign-on (SSO)

OUTCOMES

- Enterprise incident intake across multiple business segments
- 380+ requests through portals within weeks of launch, eliminating an estimated 1,300+ emails from the shared inbox
- Ad hoc reporting pulled directly from the system, saving an hour or more per report
- Workers' compensation data centralized for enterprise reporting, with real-time dashboards emerging in place of monthly loss runs

How a leading national healthcare group replaced a patchwork of point solutions with a configurable platform built for its scale.



Growing by acquisition, without an enterprise view

Built largely through acquisition, the organization inherited a different way of working with each addition. Safety and risk workflows varied by business segment, and the enterprise EOHS function had limited visibility across those segments.

The tooling in place was narrow. One system tracked immunizations, medical clearance, and fit testing, plus some contact tracing carried over from the pandemic. A single business unit had adopted its own incident system, but it was never supported as an enterprise capability. For the enterprise, there was no standardized incident intake. Workers' compensation reporting was completely separate from safety work. While there was visibility into claims activity, the incident-level details safety professionals need to understand what happened and prevent a recurrence were not accessible.

Making workers' compensation data the deciding factor

When the organization went to market to select a platform, the one non-negotiable requirement was that it handle workers' compensation data at the depth the business required.

"If they could not accommodate that workers' compensation data to the level that we were looking for but had the best thing since sliced bread for all the other EHS stuff, then it was taken off the table," the enterprise risk and compliance leader explained. That narrowed the field.

Two factors influenced the final decision. The first was how incidents would connect to workers' compensation, closing the gap between claims administration and injury prevention. The second was configurability. With two major brands, multiple operating groups, more than 1,600 locations, and a mix of directly managed and vendor-managed facilities, the organization needed a platform that could accommodate its structure rather than force a redesign around the software.

Standing up enterprise incident intake, segment by segment

Incident management went live early in 2025 with an initial set of business units, including the organization's pharmacy segment, with additional segments included since. International operations across the UK, Ireland, and India are to be onboarded next.

The rollout deliberately puts reporting in the hands of the people closest to the event. "We've been really trying to encourage the impacted employee to go in and make the report, and to put that in their own words," the incident management program owner said. "For the most part, we're having success with that."

Alongside intake, the team built an extensive library of self-assessments — ergonomic evaluations among them — with guidance embedded alongside questions and automated workflows that fire on assessment responses. Corrective actions live in the same platform, so findings carry through to the work required to resolve them. Access is tightly controlled, with users granted permissions specific to their location and business segment.

Turning email requests into structured portal workflows

While the EOHS team built its foundation in Origami Risk, the group's risk financing and insurance team took a faster route to value on the same platform, moving high-volume request intake out of email and into portals.

Certificate of insurance and contract review requests launched in late January, credentialing in early February. Within weeks the portals had taken in more than 380 requests and, by the team's estimate, kept more than 1,300 emails out

of a shared department inbox. The team responsible for that inbox noticed a material change in volume and recovered time previously spent re-routing messages.

All of it landed before the team considered itself formally live. "The fact that we're already seeing improvements and automation in our processes and we're not even 'live' yet speaks volumes to what the system can do," the associate director said.

"I needed to pull a report of providers that included their specialty, hire, and term dates, and the system made it so quick and easy. It honestly probably saved me at least an hour, if not more, of manual work."

Associate Director
Risk Financing & Insurance

From monthly loss runs toward real-time insight

Workers' compensation data is now centralized and feeding broader enterprise reporting, and the change in tempo is what the team notices most. "Previously, people would have to wait for their monthly loss run, or wait for this or that, but the excitement is around the real-time dashboarding," the enterprise risk and compliance leader said. "That's a new aspect for the teams, and even our team." Trending and alerts are giving the group better insight into what may be developing.

The organization has also begun applying AI, implementing claim summarization in workers' compensation, with a broader AI roadmap coordinated along with Origami Risk's product direction. Throughout, the team has valued a vendor that acts as an operational partner rather than an implementer — one who rides shotgun, as the incident management program owner put it, on questions of how to do the work faster and more efficiently.



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.

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