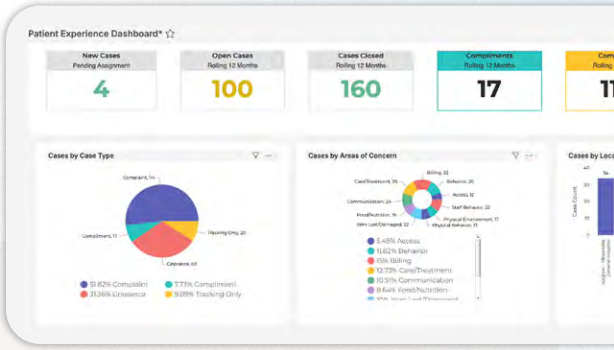
Strengthen Patient Trust and Drive Quality Improvement

Origami Risk

Manage patient feedback, complaints, and concerns in one place — turning the patient voice into actionable insights that improve care and build lasting relationships.



Capabilities

- Complaints & Grievance Management
- Patient Feedback & Surveys
- Case Tracking to Resolution
- Trend Analysis & Reporting
- CANDOR Support Workflows
- Integrated Patient Safety Data

Capture and manage every concern

- Track complaints, grievances, compliments, and concerns from first contact through resolution in one centralized system.
- Provide clear, documented processes that help patients and families feel heard and respected.
- Enable structured case management with role-based workflows and automated follow-up to ensure nothing is missed.

Turn feedback into improvement

- Identify trends across complaints, feedback, and surveys to understand where care processes need improvement.
- Link patient concerns to clinical data and safety events to surface systemic issues and drive targeted improvements.
- Generate actionable reports that connect patient voice to organizational performance and quality metrics.

Build transparency and accountability

- Support CANDOR principles and transparent communication with structured workflows for honest conversations and timely resolution.
- Demonstrate commitment to patient-centered care with documented processes that show accountability and follow-through.
- Strengthen organizational culture by empowering teams to respond to patient needs and act on feedback.

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**.