Origami Risk

CASE STUDY | COREWELL HEALTH

# Strengthening Safety Culture with Faster, More Visible Injury and Exposure Reporting

**Corewell Health replaced paper-based tracking for its SafetyPause program with Origami Risk, keeping leaders informed and coordinating support after injuries and exposures.**

Corewell Health is a not-for-profit health system that provides both health care and coverage. Formed by the 2022 merger of Spectrum Health and Beaumont Health, the organization employs more than 65,000 people, including more than 16,000 nurses, and delivers care across 21 hospitals, more than 300 outpatient locations, and several post-acute facilities. The system also includes Priority Health, a provider-sponsored health plan serving more than 1.3 million members.

**Risk Management Information System (RMIS)**
ORIGAMI RISK SOLUTION

**65,000+**
TEAM MEMBERS

**Healthcare**
INDUSTRY

## At a glance

### CHALLENGES

- Paper-based tracking of injuries and exposures for the SafetyPause program.
- Event data spread across multiple systems, making injury-specific trends hard to follow.
- Need for incidents and resolutions to be shared quickly across the organization.
- Looking to expand view of incidents and trends across locations.

### SOLUTIONS

- Single sign-on access to incident reporting via the organization's intranet.
- Input screens tailored for each safety event type.
- Automatic notifications to primary and secondary uplines.
- Auto-generated PDFs for the HR Integrated Disability Management team.
- Dashboards providing insights into injuries and exposures by facility, department, and region.

### OUTCOMES

- Time saved, improved data quality, and greater visibility into safety events, injuries, and concerns.
- Leaders know when injuries occur and can step in with support.
- Coordinated follow-up across HR and occupational health.
- Team members who feel cared for, strengthening safety culture.
- A shift from reactive to proactive responses.

# Making it easy for every team member to report

For its SafetyPause program, Corewell Health tracked team member injuries and exposures on paper. That information was then fed into multiple systems, which made it difficult to bring injury-specific data together for tracking and reporting.

With Origami Risk, event-specific reporting forms are now accessible through the organization's intranet portal using single sign-on. Team members across the system reach the standardized forms the same way, without the need for separate logins, saving time and improving data quality.

With reporting easy to reach from anywhere in the organization, Corewell Health gained greater visibility into safety events. It now captures more details about injuries and safety concerns from across the system, giving the organization a more complete and accurate picture.

## Putting leaders in the loop when an injury occurs

A timely response depends on the right people knowing that an event has happened. Corewell Health wanted incidents and their resolutions to be shared and visible across the organization as they occurred.

Now, a team member enters injury or exposure information into a web form tailored to the type of safety event. Origami Risk then automatically shares those details with the team member's primary and secondary uplines.

Leaders can see when an injury occurs and act on it. They respond to the affected team member, provide resources and support, and help guide next steps.

## Coordinating support across departments

Managing an injury or exposure often involves more than one department. Corewell Health needed stronger communication among stakeholders so that each function could play its part in managing events.

For every injury and exposure, Origami Risk generates a PDF document for the HR Integrated Disability Management team. That document creates a channel for coordinated conversations and efforts.

Certain event types call for specialized follow-up. For blood and body fluid exposures, for example, occupational health services has the information it needs to guide testing when it connects with the affected team member.

This coordinated, inclusive approach is central to the SafetyPause program. Team members feel cared for, and they understand that steps are being taken to prevent similar events from happening again. The result is a stronger safety culture.

## Seeing trends across facilities, departments, and regions

Corewell Health wanted a holistic view of incidents and trends across its locations. Authorized personnel now use Origami Risk dashboards to track and trend injuries and exposures by facility, department, and region. This ease of access and increased visibility support the organization's shift from reacting to issues after they occur to addressing them proactively.



**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.**